

BUTTERFLY HOPE

Accessibility Statement

Approval and renewal

Policy owner: Director, Grace Thompson, Butterfly Hope	Date of last review: March 2026
Policy approval: Director, Grace Thompson, Butterfly Hope	Date of next review: March 2027

About Butterfly Hope

Butterfly Hope wants everyone to feel welcome, safe, and able to take part. We know people learn, communicate, and move in different ways.

We respect all access needs.

Our Promise

We will:

- Listen to what you need
- Use clear and simple language
- Offer information in different formats
- Make sessions calm, safe, and sensory-aware
- Give time for breaks
- Support different communication styles
- Make adjustments whenever we can

How We Work

We try to:

- Plan for access from the start
- Keep things predictable and well-structured
- Give information in advance
- Use visual supports
- Offer movement-friendly sessions
- Reduce sensory overload

- Be flexible and kind

If You Need Adjustments

You can ask for:

- Extra time
- Written or visual information
- Alternative communication (BSL/SSE, writing, gestures, or other methods)
- Quiet spaces
- Easy Read documents
- Help with planning or understanding tasks
- Changes to pace or structure

If you need something else, please tell us. We will do our best to help.

If Something Is Difficult

Some places or activities may have limits.

If this happens, we will:

- Be honest
- Explain clearly
- Look for other options
- Work with you to find what feels right

Your Feedback

We want to keep improving.

You can tell us what works well and what could be better.

Your voice helps us make Butterfly Hope more accessible for everyone.