

The Matthew Project Accessibility Document

Reviewed: July 2025

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Approved by EDI Group

The Matthew Project ("TMP") is committed to making sure that our service is accessible by all. The aim of this document is to reduce any anxiousness you may have and to provide an insight into how accessible the Matthew Project is at our centre Next Steps, as well as in our literature and on our website. There are people who have unique needs, so please let us know how we can support you to ensure a positive experience with us.

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Next Steps entrance

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[Next Steps electronic double-door entrance](#)



The entrance to Next Steps is a concrete path that leads to a double electronic door wide enough for wheelchair user access. There is a button positioned to the right-hand side of the entrance on the external wall which allows you to alert reception upon arrival. The electric doors will open outwards towards you. The doors are equipped with sensors to prevent them from opening if you are too close. Reception staff have access to CCTV at the entrance and can see when you arrive. There is a low-gradient downward ramp into the premise. This is as you come in the building through the double-doored entrance, in front of reception. If you need assistance there is always someone at hand to help.

Button to alert reception

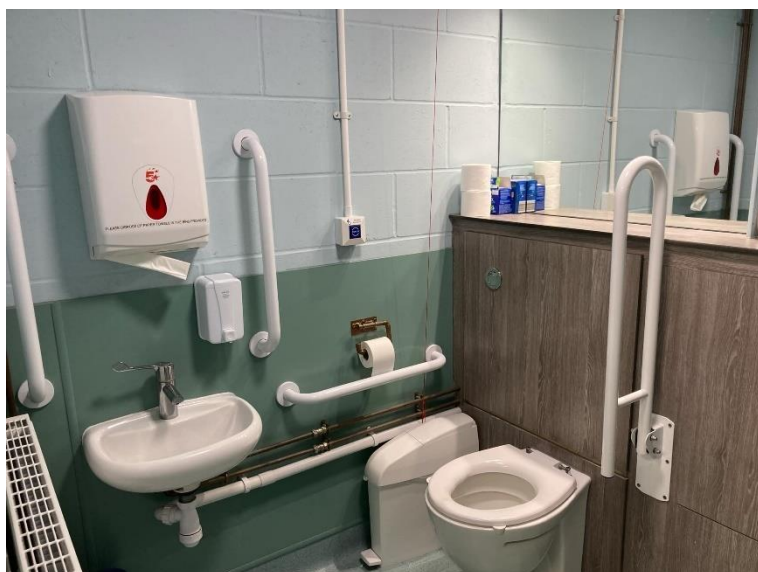


Ramp into reception.



Wheelchair accessible toilet/shower and other information

We have a wheelchair-accessible ground-floor toilet and shower room available for all staff and visitors. This facility is always open and does not require a key for access. Inside, you will find multiple handrails near the toilet and shower for support. An emergency cord hangs freely beside the toilet—pulling it will alert reception, and someone will come to assist you. This toilet and shower room is kept storage and clutter free.



- There are no electronic internal doors, but all doorways allow wheelchair users to pass through comfortably with some assistance. It would be unlikely for a visitor to navigate the building unaccompanied – you will be with others, or in a group setting. Please speak to a member of staff if you need further assistance.
- All switches are at a comfortable height for a wheelchair user.
- We have a fire safety plan in place; a person would be allocated to help escort you if there was a fire drill or fire.



Those with a visual impairment:

- If you would like to familiarise yourself with the building before a session or event, please contact the Matthew Project and we can arrange for someone to walk with you round the building.
- We can print documents out in a larger font and on different coloured paper.
- If you need a document in braille, we can provide this for you. We use a service called INTRAN to do this.

Dogs and assistance dogs:

The centre is a dog friendly site. We welcome both pet dogs and assistance dogs on the premises, but we kindly request that you complete our Next Steps Dog Membership Form, which is available at reception. Dogs are permitted as long as the following guidelines are met:

- TMP staff will not assume responsibility for meeting the needs of the dog (e.g. exercise, nutrition, toileting). Persons with animals must assume full responsibility for the care and behaviour of their dog. Any requests for exceptions must be made in writing and agreed by a member of the management team.
- Dogs are permitted in most rooms apart from our kitchen, behind the barista and wherever a Public Health Inspector would deem it would constitute a health hazard.
- If any person sustains injuries from a dog, the person responsible for the dog must provide up to date immunization records for the dog.

Width measurements of doorways and corridors:

<u>Room/Doorway</u>	<u>Measurement (cm)</u>
Small Counselling Room	65
Door to Group Room / Kitchen	75
Group Room	75
Doorway to Large Counselling Room	75
Art Room (using the single door)	75
ICT Room (using single door)	75
Workshop doorway	75
Accessibility Toilet doorway	85
Room between tables and the counter	95
Room between tables and the stairs	95
Back Corridor (lockers)	115
Front entrance doorway	120
Corridor to toilets	125
The Studio doorway (using both doors)	125
Kitchen	125
Fire doors to back	135
Doors to back corridor	140
Between tables and reception	170
Front entrance way	220

Next Steps Layout:

Ground Floor



First Floor



Key

- Area is open to everyone
- Staff only area
-  Seating area
-  Stairs
-  Desk
-  Single Door
-  Double Doors
-  Fire exit
-  Storage
-  Worktop Space
-  Large Worktop Space
-  Toilet
-  Bathroom Sink
-  Hob
-  Kitchen Sink
-  Sofas
-  Table Football
-  Pool Table

Please Note – Both maps are not to scale.

Registered Charity no. 1122801

Registered address: 70-80 Oak Street, Norwich NR3 3AQ

Company limited by guarantee: registered in England no. 6388343

Patrons: Henry Cator OBE, DL; Lady Philippa Dannatt MBE; General The Lord Dannatt GCB, CBE, MC, DL

Carpark:

- There is Limited parking (please leave your vehicle registration at reception if parked in our carpark).
- If you have a valid blue badge, please reach out to our office prior to your arrival and we will make sure there is a space for you. Alternatively, there is single yellow line section on the road outside of the Matthew Project that you can park with a blue badge for up to 3 hours.
- The car park has a concrete surface.
- If our car park is full, here are some other places you can park - [guide to car parks](#)

Translation Services:

We have an external agency that provides quality-assured interpreting and translation services for people who are deaf or hard of hearing, or whose first language is not English and are unable to communicate effectively. If you need a translator, then please either call: 01603 626123 or email us at: hello@matthewproject.org

Website:

We scan our websites through an accessibility scanner to identify areas we need to improve on. With our websites, we try to achieve the following:

- Have alternative text to help our site images to be read by assistive technology, like screen readers.
- Have a good contrast for the background and writing, to help people's ability to read the information.
- For people who cannot see colour, we make sure linked text is underlined or in a different, contrasting colour to the text next to it.
- We check that our content on our site is visible when zoomed in to 200%, so people with vision impairments can view it.
- We replace images containing only text with real text as this cannot be read by assistive technology, like screen readers.
- We do not have any videos without sound and captions for videos where needed.
- For our young people's website, we sought feedback from the young people we support, as well as those outside our organisation. We also worked with the D.R.A.G.O.N.S, a group of young people with disabilities dedicated to ensuring that SEND opportunities in Norfolk are accessible to everyone.

More information:

- If you are feeling overwhelmed, then please inform a member of staff. There are a number of quiet spaces within the hub. If you need to leave a meeting, group workshop then please alert a member of staff for health and safety reasons.
- We have a washing machine and clothes dryer on site so if you need to access these facilities then please advise a member of staff that are happy to accommodate you.
- If there is a fire alarm test you will be advised at the beginning of your visit or prior to it happening.
- Our mezzanine is on the first floor and can only be accessed by one set of stairs.
- Throughout the day, we have a volunteer behind the barista who can provide you with refreshments.
- If you have any concerns about accessing our premise, whether this is physical or mental barriers, please contact us on 01603 626123 so we can talk this through with you.

Reporting accessibility problems

We have an Equity, Diversity and Inclusion team that are dedicated to improving the accessibility of The Matthew Project and its products to all. There is a working action plan in place to help us improve our accessibility to all. We are always looking to improve so if you think we are not meeting accessibility requirements, please contact us by email: hello@matthewproject.org

If you have any concerns about our premise Next Steps, please contact our Next Steps Centre:
hello@matthewproject.org.