

LINCS INSPIRE LIMITED

INCLUSIVE SERVICES STATEMENT

IMPROVING ACCESSIBILITY WITHIN LEISURE & CULTURAL SERVICES

Our Aim:

- To provide welcoming and accessible services for our communities.
- To listen to our users and value their feedback and insights
- To work with partners and advisory bodies to best understand latest guidance and legislation

Raise Awareness:

- Highlight all practical/helpful features within our venues – ramps, low level reception desks, hearing induction loops, pool hoists, lifts, accessible toilets and changing places facilities (supporting users with complex needs) etc.
- Ensure any future facility upgrade/rebuild takes into consideration opportunities to improve/modernise access
- Consider future redecoration - use colours and materials that support way-finding and are conducive to neurological conditions.
- The age of some facilities limits the extent of physical assistance measures, however to mitigate this we will ensure staff have the necessary training to support users in a safe and caring manner.

Improve communication:

- Ensure we have clear policies, signage and instructions, where practical using pictorial examples for ease of communication
- Offer different forms of contact including online, over the phone and in person
- Our website includes virtual venue tours, enabling users to familiarise themselves with our main venues ahead of a visit, we will continue to maintain and improve these useful tools, encouraging staff to signpost enquirers to this information.

Support improvements:

- We offer a variety of inclusive activities, including health and wellbeing programmes, disability sessions, special educational needs sessions and a range of adapted exercise and activity sessions (please refer to our website for the latest information)
- Fitness equipment in our main centres include accessible/inclusive options and when we upgrade or refurbish our gyms we will ensure that any new equipment supports increased accessibility
- We will continue to seek out and apply for grant funding to support the ongoing development and trialling of new accessible services and activities, co-designed with our users and partners

Continued learning:

- We are a 'Disability Confident' employer, committed to training and awareness raising for our workforce. In addition, supporting staff where a reasonable adjustment may be needed to assist with continued employment.
- We will aim to extend disability/health condition awareness training to support staff to provide informed and supportive assistance
- We are committed to the 'Carer's Support Service', providing staff awareness training and support for employees managing family caring responsibilities
- In addition, we provide free leisure access for carers who accompany/provide support for a user with a disability or long-term condition that impacts their independence
- Theatre seats for an accompanying carer are also provided where the person presents the appropriate documentation

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