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, customers with a long-term health condition or disability who require assistance to aid them in the use of our facilities may bring their Carer (or Personal Support) with them. Carers are granted free entry to supervise and assist and must always remain with the customer. For swimming pool access this can be guiding from the poolside, or alternatively swimming alongside the customer to aid and guide. In all leisure environments the Carer must remain within physical reach of the person they are supporting, to ensure their safe participation.
- Theatre seats for an accompanying carer are also provided where the person presents the appropriate documentation.

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