



ACCESSIBILITY STATEMENT

CONNECT  GROW  THRIVE



INCLUSIVE AND ACCESSIBLE

Working to remove barriers so everyone can take part and belong.



PEOPLE AT THE HEART

Creating opportunities for an inclusive and welcoming community.



A STRONGER COMMUNITY

Committed to equal access, participation and independence for all.

Inspire Community Hub CIC

Accessibility Statement

Version: 1.1

Organisation: **Inspire Community Hub CIC**

Company Registration Number: **16371965**

Approved by: **Director**

Date Approved: April 2026

Review Date: April 2027

Introduction

Inspire Community Hub CIC is committed to ensuring that everyone has the opportunity to access our services, participate in activities and feel welcomed, respected and included.

We provide community-based activities and social opportunities in Bicester, Oxfordshire, with a particular focus on supporting adults with disabilities, additional support needs and their carers.

We recognise that people have different physical, sensory, cognitive and communication needs. We are committed to identifying and reducing barriers that may prevent individuals from participating fully in our community.

This Accessibility Statement explains our approach to accessibility across our community sessions, activities, communications and website.

Our commitment reflects our organisational values: **CONNECT ♥ GROW ♥ THRIVE**

Our Commitment to Accessibility

We believe that everyone should have the opportunity to participate in community life, regardless of disability, age, background or individual circumstances.

Inspire Community Hub CIC aims to:

- Provide an inclusive and welcoming environment.
- Promote equal access to community activities and opportunities.
- Identify and reduce barriers to participation.
- Consider reasonable adjustments to meet individual needs.
- Respect individual dignity, independence and choice.
- Provide clear and accessible information.
- Listen to feedback and continuously improve our services.

We recognise that accessibility is not a one-size-fits-all approach. Individual requirements may vary, and we aim to respond to these needs with understanding and flexibility.

Accessibility at Our Community Sessions

Our regular community sessions take place in Bicester, normally on Wednesdays between 10:30 am and 2:30 pm.

We welcome adults with different abilities, including wheelchair users and individuals with physical disabilities, learning disabilities, sensory needs and other additional support requirements.

When planning and delivering sessions, we aim to consider:

- Suitable access to activity areas.
- Space for wheelchairs and mobility aids.
- Appropriate seating arrangements.
- Activities that can be adapted to different abilities.
- Opportunities for quieter or less stimulating activities.
- Clear instructions and additional assistance where appropriate.
- The comfort, dignity and independence of participants.

We encourage participants, families and carers to inform us of any accessibility requirements so that we can consider appropriate arrangements.

While we aim to make our sessions accessible, some adjustments may depend on the facilities available at the venue and the resources of the organisation.

Inclusive Activities

Inspire Community Hub CIC offers a range of creative, recreational, sensory, physical and social activities.

We recognise that participants have different interests, abilities and levels of independence.

Where reasonably possible, activities may be adapted to enable wider participation.

This may include:

- Providing seated alternatives to physical activities.
- Adapting activities for wheelchair users.
- Offering different materials or equipment.
- Allowing additional time to complete activities.

- Providing demonstrations or simplified instructions.
- Offering sensory-based activities.
- Allowing individuals to participate at their own pace.

Participation in activities is voluntary.

We encourage individuals to choose activities that reflect their interests, abilities and personal preferences.

Our approach focuses on encouraging participation without placing unnecessary pressure on individuals.

Sensory Accessibility

We recognise that some participants may have sensory sensitivities or benefit from sensory-based experiences.

Inspire Community Hub CIC provides a sensory area as part of its community activities, subject to availability and session arrangements.

Sensory resources may include lighting, tactile materials and other suitable equipment.

We aim to consider individual preferences relating to noise, lighting, personal space and sensory stimulation.

Where reasonably possible, we will offer alternatives or adjustments for participants who may find certain activities or environments uncomfortable.

We encourage participants and carers to discuss relevant sensory requirements with our team.

Communication Accessibility

We recognise that individuals communicate and process information in different ways.

We aim to communicate clearly, respectfully and in a manner appropriate to individual needs.

Where reasonably possible, we will:

- Use clear and straightforward language.
- Explain activities and arrangements verbally.
- Provide demonstrations or visual information where helpful.
- Allow additional time for communication.
- Repeat or clarify information when required.
- Consider requests for information in alternative formats.

- Work appropriately with carers and support workers while respecting the participant's dignity, preferences and independence.

We recognise the importance of communicating directly with participants wherever possible rather than automatically directing communication to an accompanying carer.

Physical Accessibility

Inspire Community Hub CIC is committed to providing an accessible and welcoming environment for all participants.

Our regular community venue in Bicester provides:

- Step-free access to the building.
- Accessible toilet facilities.
- Space to accommodate wheelchair users and mobility aids.
- Seating arrangements that can be adapted to individual needs.

We recognise that accessibility requirements differ between individuals and encourage participants, families and carers to contact us before attending if they have specific requirements.

We will consider reasonable adjustments to help ensure that individuals can participate safely and comfortably.

Accessibility arrangements at alternative venues or special events may differ and will be considered separately.

We will work with venue providers where reasonably possible to identify and address accessibility barriers.

Carers and Support Workers

We recognise that some participants require assistance from carers, family members or support workers to attend and participate in community activities.

Carers and support workers accompanying participants are welcome at Inspire Community Hub CIC.

Accompanying carers and support workers attend our regular community sessions free of charge.

Participants who can attend independently are equally welcome.

Inspire Community Hub CIC provides community activities and general assistance but does not provide regulated personal care or specialist medical services.

Where a participant requires personal care, medication administration, medical supervision or specialist one-to-one support, appropriate arrangements remain the responsibility of the participant and/or their designated carer or support provider.

We aim to work collaboratively with participants and those supporting them to promote safe and inclusive participation.

Reasonable Adjustments

Inspire Community Hub CIC recognises its responsibilities under the **Equality Act 2010**, including the duty to make reasonable adjustments for disabled people where applicable.

We will consider reasonable adjustments to reduce barriers to accessing our services and activities.

Adjustments may include:

- Adapting activities or participation methods.
- Adjusting seating or activity arrangements.
- Providing additional time or clearer instructions.
- Offering alternative communication methods.
- Considering individual sensory requirements.
- Exploring practical alternatives where accessibility difficulties arise.

Requests will be considered individually, taking account of the person's needs, the effectiveness of the proposed adjustment, health and safety requirements and the resources available.

We recognise that the duty to make reasonable adjustments is an important legal responsibility and will not automatically reject requests solely because an adjustment requires additional planning or consideration.

Where a requested adjustment cannot reasonably be provided, we will aim to explain the reasons and discuss suitable alternatives.

Website Accessibility

Inspire Community Hub CIC is committed to making its website accessible and usable for as many people as possible.

Our website provides information about our services, activities, upcoming sessions, bookings, volunteering opportunities and organisational policies.

Website: inspirecommunityhub.org

We aim to improve website accessibility by considering:

- Clear and understandable language.
- Logical page layouts and headings.
- Readable text and suitable colour contrast.
- Accessibility across different screen sizes.
- Alternative text for meaningful images.
- Keyboard navigation.
- Compatibility with assistive technologies.
- Accessible forms and booking information.

Website Accessibility Standards

Inspire Community Hub CIC aims to work towards the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA.

Our website has not yet undergone a formal accessibility audit. We therefore cannot confirm that all areas of the website currently meet these standards.

We recognise that some features, including third-party booking services, may present accessibility barriers.

We are committed to reviewing reported accessibility difficulties and working with our website provider to make reasonable improvements.

We welcome feedback from website visitors who experience accessibility difficulties.

Online Booking and Alternative Access

Inspire Community Hub CIC provides an online booking system for participants wishing to attend our community sessions.

We recognise that not everyone can access or comfortably use online booking systems.

To help reduce barriers, we offer alternative ways to arrange attendance.

Participants may:

- Book through our website.
- Contact us through WhatsApp for assistance with booking.
- Ask a family member, carer or support worker to assist with their booking.
- Attend our regular community sessions without advance booking, subject to available space.

We aim to ensure that difficulties using digital technology do not unnecessarily prevent individuals from participating in our activities.

Accessible Information and Alternative Formats

We recognise that some individuals may require information in a different format.

Where reasonably possible, we will consider requests for:

- Larger print.
- Simplified written information.
- Verbal explanations.
- Digital copies of documents.
- Additional assistance understanding session information or booking arrangements.

We will consider requests individually and aim to provide a suitable alternative where reasonably practicable.

Transport and Access to Our Services

We recognise that transport difficulties can prevent people from accessing community activities.

This may particularly affect individuals with disabilities, reduced mobility or limited access to suitable transport.

Where relevant, we may provide information about transport opportunities available through external providers.

Transport arrangements are subject to the availability, conditions and responsibilities of the relevant provider.

Inspire Community Hub CIC does not guarantee transport availability.

We aim to consider transport-related barriers when exploring ways to improve access to our sessions.

Health, Safety and Emergency Arrangements

Accessibility and safety are important considerations when planning our community sessions.

We recognise that some individuals may require additional assistance during an emergency.

Where appropriate, we will consider individual requirements alongside venue arrangements, risk assessments and emergency procedures.

We will work with venue providers and relevant carers or support workers where necessary to support safe participation.

Accessibility arrangements will be considered alongside our Health & Safety Policy and Safeguarding Adults & Child Protection Policy.

Feedback and Accessibility Concerns

We welcome feedback from participants, carers, families, volunteers and members of the public.

We encourage individuals to tell us if they encounter barriers when accessing our website, activities, information or community sessions.

Feedback may relate to:

- Physical access to our venue.
- Participation in activities.
- Communication difficulties.
- Website accessibility.
- Booking difficulties.
- Requests for reasonable adjustments.
- Suggestions for improving inclusion.

We will consider concerns respectfully and aim to respond within a reasonable timeframe.

Where an issue cannot be resolved immediately, we will consider practical alternatives and opportunities for improvement.

Contact Us

If you experience an accessibility difficulty, would like to request a reasonable adjustment or wish to provide feedback, please contact:

Inspire Community Hub CIC

Bicester, Oxfordshire

Email: info@inspirecommunityhub.org

Website: inspirecommunityhub.org

Company Registration Number: 16371965

Please explain the difficulty or assistance required, where you feel comfortable doing so.

We will consider your request and aim to identify a suitable response.

Monitoring and Continuous Improvement

Inspire Community Hub CIC recognises that accessibility is an ongoing responsibility.

We will continue to consider accessibility when:

- Planning activities and events.
- Reviewing venue arrangements.
- Developing our website.
- Preparing information and communications.
- Responding to participant feedback.
- Reviewing organisational procedures.

We aim to learn from the experiences of the people who use our services and make improvements where reasonably possible.

Our commitment is to create a community environment where individuals feel valued, respected and included.

Statement Review

This Accessibility Statement will be reviewed annually or sooner where significant changes occur to our services, website, venue arrangements or relevant legislation.

The Director is responsible for overseeing the review and ensuring that accessibility considerations remain part of the organisation's ongoing development.

Inspire Community Hub CIC is committed to continually improving accessibility and promoting equal opportunities for everyone accessing our services.

Approval and Authorisation

This Accessibility Statement has been reviewed and approved by the Director of Inspire Community Hub CIC.

Approved by: Kanval Fatima

Position: Director

Date Approved: 8th April 2026

Next Review Date: April 2027

Signature: 

