



ACCESSIBILITY AND INCLUSION POLICY

PREPARED BY
SARVI CHAHAL

EFFECTIVE DATE
SEPTEMBER 2026

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Policy Owner	Sarvi Chahal, Founder / CEO
Organisation	Culture and Wellbeing CIC
Primary Community Venue	Ickenham Village Hall, 33 Swakeleys Road, Ickenham, Uxbridge UB10
Effective Date	September 2026
Review Date	September 2027
Review Frequency	Annually, or sooner following a significant accessibility concern or relevant change
Policy Status	Approved organisational policy

Accessibility and Inclusion Policy

Culture and Wellbeing CIC

Last updated: September 2026

Culture and Wellbeing CIC is committed to creating a welcoming and inclusive environment where people can participate in our cultural, creative, social and wellbeing activities as fully and independently as reasonably possible. We recognise that people may experience physical, sensory, communication, cognitive, digital, financial or other barriers to participation.

1. Purpose and Scope

This policy explains how Culture and Wellbeing CIC seeks to identify and reduce barriers to participation and make reasonable adjustments where appropriate.

It applies to directors, staff, volunteers, session leaders, contractors, students and trainees on placement, and anyone acting on behalf of Culture and Wellbeing CIC. It covers our community activities, events, trips, communications, digital services and website.

2. Our Accessibility Commitment

- Treat people with dignity, fairness and respect.
- Promote inclusion and avoid unlawful discrimination.
- Consider accessibility when planning activities, events, communications and services.
- Listen to participants about the adjustments or support that may help them take part.
- Make reasonable adjustments where appropriate and practicable.
- Review accessibility concerns and use feedback to improve our services.

3. Reasonable Adjustments

Culture and Wellbeing CIC will consider reasonable adjustments for disabled people and others who experience barriers to participation. Adjustments will depend on the individual, the activity, the venue, safety considerations and what is reasonable in the circumstances.

- Providing information in a different format or allowing additional time to understand information.

- Adapting how a participant takes part in an activity where this can be done safely.
- Considering seating, rest breaks, quieter spaces or other practical arrangements.
- Supporting the use of mobility aids, communication aids or assistance where appropriate.
- Working with venues and partner organisations to understand and address access requirements.

We encourage participants to contact us in advance where possible if they have an accessibility requirement. We will not ask for more personal or medical information than is reasonably necessary to understand and respond to the request.

4. Physical Access and Venues

Our primary community venue is Ickenham Village Hall. When using this or another venue, we will consider relevant access arrangements as part of activity planning.

- Entrance and exit arrangements.
- Accessible routes and seating.
- Toilet facilities where available.
- Emergency evacuation arrangements.
- Lighting, noise and other environmental factors where relevant.
- Access to activities, equipment and refreshments.
- Any known venue limitations that participants should be told about in advance.

Where an activity is held at a third-party venue, some accessibility arrangements may be outside our direct control. We will nevertheless seek relevant information and communicate known limitations where appropriate.

5. Accessible Activities and Events

When planning activities, workshops, wellbeing sessions, cultural events, trips and social activities, organisers should consider who may be excluded or disadvantaged by the proposed arrangements.

Activity leaders should make reasonable adaptations where possible without creating an unacceptable safety risk or fundamentally changing the nature of the activity. Accessibility considerations should be reflected in risk assessments where relevant.

6. Communication and Accessible Information

We aim to communicate in a clear, respectful and understandable way. Where reasonably possible, we will consider requests for information in alternative or more accessible formats.

- Using clear language and readable layouts.
- Providing important information in writing as well as verbally where helpful.
- Allowing people additional time to ask questions or process information.
- Considering larger text, electronic copies or other formats where reasonably practicable.
- Providing clear contact details so people can ask about access before attending an activity.

7. Website and Digital Accessibility

Culture and Wellbeing CIC aims to make its website and digital information usable by as many people as reasonably possible, including people who use assistive technologies.

We will seek to use clear headings, readable text, meaningful link descriptions, appropriate colour contrast and alternative text for meaningful images where practicable. We will also seek to avoid unnecessary barriers in online forms and downloadable information.

We recognise that some third-party platforms, embedded content or older documents may not be fully within our control. If a person cannot access information they need, we encourage them to contact us so that we can consider an alternative way of providing it.

8. Disability, Long-Term Conditions and Individual Needs

We recognise that disabilities and long-term conditions are not always visible and that people's needs may change over time.

Participants will not be required to disclose a diagnosis simply in order to ask for an adjustment. Where information about a health condition or disability is necessary for safe participation or to arrange an adjustment, it will be handled sensitively and in accordance with our Privacy Policy.

9. Carers, Personal Assistants and Support

Where appropriate, we will consider arrangements that enable a participant to attend with a carer, personal assistant, interpreter or other support person.

Any specific arrangements, responsibilities or costs should be agreed in advance where possible, particularly for trips, ticketed events or activities delivered by external organisations.

10. Equality, Dignity and Respect

No participant should be treated less favourably because they require an adjustment or experience an accessibility barrier.

Bullying, harassment, victimisation or discriminatory behaviour is not acceptable. Concerns about such behaviour will be addressed under the relevant Culture and Wellbeing CIC policies and procedures.

11. Safety and Accessibility

Accessibility and safety should be considered together. An adjustment should not be refused simply because it requires a different approach, but we may need to consider whether a requested arrangement creates a significant safety risk that cannot reasonably be managed.

Where an adjustment cannot be provided as requested, we will aim to discuss the reasons and consider whether another practical option is available.

12. Events, Trips and External Providers

For trips, events and activities involving external venues or providers, we will seek relevant accessibility information in advance where reasonably practicable.

Participants are encouraged to tell us about important access requirements before booking or attending so that we can explore arrangements with the venue or provider. We will communicate any known limitations that may materially affect participation.

13. Responsibilities of Staff, Volunteers and Representatives

Everyone acting on behalf of Culture and Wellbeing CIC has a role in supporting accessibility and inclusion.

- Respond respectfully when someone raises an access need.
- Avoid making assumptions about what a person can or cannot do.
- Refer requests they cannot resolve to the Policy Owner or appropriate responsible person.
- Follow agreed reasonable adjustments and relevant risk controls.
- Raise recurring or significant accessibility barriers so they can be reviewed.

14. Training and Awareness

Culture and Wellbeing CIC will promote awareness of this policy. Staff, volunteers, session leaders, students and trainees will be made aware of their responsibilities as part of induction or role guidance where appropriate.

Additional information or training may be provided where a role involves particular accessibility responsibilities.

15. Feedback, Concerns and Complaints

We welcome feedback about accessibility because it helps us identify barriers and improve.

If you experience difficulty accessing our website, information, venue, activity or service, please contact Culture and Wellbeing CIC and explain what you need. We will aim to respond respectfully and consider what reasonable action can be taken.

Formal complaints may be raised through our Complaints Policy.

16. Monitoring and Continuous Improvement

We will consider accessibility feedback, incidents, complaints and lessons from our activities when reviewing how our services are delivered.

Where a recurring barrier is identified, we will consider whether changes to information, venues, procedures, equipment or activity planning are reasonably required.

17. Policy Review

This policy will be reviewed annually by Culture and Wellbeing CIC, or sooner following a significant accessibility concern, a material change in our activities or services, or relevant changes to legislation or guidance.

The Policy Owner is responsible for ensuring that the policy is reviewed and updated as required.

18. Contact

Policy Owner: Sarvi Chahal, Founder / CEO

Organisation: Culture and Wellbeing CIC

Website: www.cultureandwellbeing.org

Email: sarvi.chahal@cultureandwellbeing.org

Telephone: 07812 984440

If you need information about Culture and Wellbeing CIC in a different format or would like to discuss an accessibility requirement, please contact us using the details above.