

# An Inclusive Welcome!

**Inclusivity is about how people feel as well as physical access, where**

Access for all to take part in events and activities (participation) is encouraged and facilitated as far as possible

- Difference and diversity are promoted and celebrated
- Discrimination is challenged and opposed
- The local community is reflected in staff and volunteers
- We work towards solving barriers to participation and giving everyone the opportunity for full and meaningful participation

## 1. Create inclusive leaflets and online material

Create a warm and inclusive welcome from the moment someone hears about your hub with clear, readable printed and online communications.

- Use simple language and check for clarity - [Hemingway Editor \(hemingwayapp.com\)](https://hemingwayapp.com) is fun to use
- Appearance – make the most readable document [accessibility-posters-set \(1\).pdf](#)

## 2. Describe what to expect

Let people make up their own minds whether they can access places and use short simple descriptions for getting in and around your place.

- 'Unmade path', 'Sloping ground', '5 steps with handrail', 'Big Loo', '1<sup>st</sup> Floor, no lift', 'Narrow doors'
- Offer a phone number for people to chat it through and find out what they need to know.
- What's On – tell people as much as you can about what to expect so they can decide if it's for them – quiet or noisy, number of people there, how long they can stay, what the space is like
- How to find the place – name bus routes and landmarks nearby

## 3. What happens when people get there

The first few seconds on arrival can affect how someone feels thereafter, so it is important to get that first welcoming moment right.

- Good signage outside with welcome, instruction where to go if needed (upstairs etc), and a description of activities on offer
- Someone with the single role of meet and greet is available near the entrance always
  - To notice people arriving and ready to say hi, come in!
  - Introduce themselves first and then ask people for their name
  - Tell people who they can ask for help if they are not sure
  - Lead people into the space, tell them where everything they might need
  - Pass them to someone who can help them get involved in something straight away
- Sometimes people might hang around outside because they are not sure about what to do or what is going on inside – go out and have a chat.

For specific information about creating an inclusive space for disabled people have a look at [You're Welcome Gloucestershire | Get support \(yourewelcomeglos.org\)](#).