



Inclusive Events Toolkit



**Cornwall
National
Landscape**

12 Sections – One Designation





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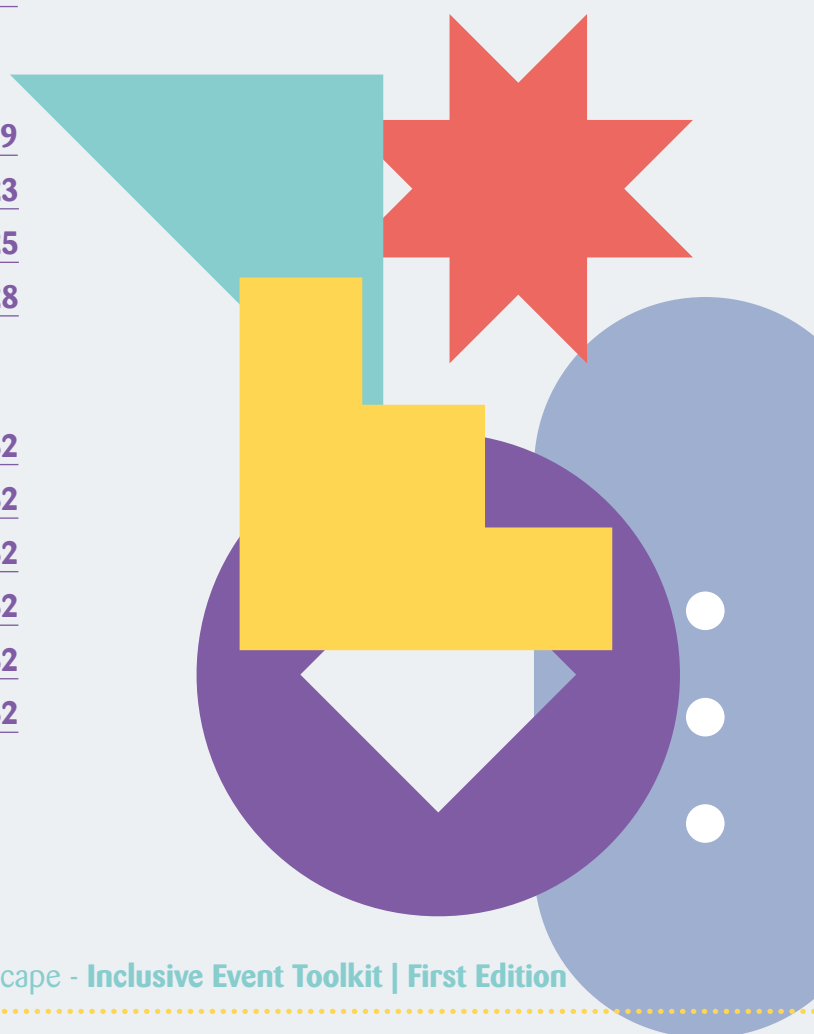
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Welcome

It's time to make sure everyone who wants to get outdoors, can.

In 2019, the [Landscapes Review](#), commissioned by the UK Government, found there were big inequalities in people's access to the landscape. The statistics showed certain groups don't use it as much as others, or feel it is not for them.

Most visits are made by the same (better off, less diverse) people repeatedly. Those who miss out are the older, the young – especially teens– those from disadvantaged socio-economic groups and people of the global majority. 13% of under 16s and 5% of young people aged 16-24 typically never visit the natural environment, or even spend any of their leisure time outdoors.

Access to our landscapes is often not easy. Disabled and older people often face physical barriers to accessing nature. Women and people of the global majority sometimes have concerns about safety and feeling welcome. Social and economic disadvantages also greatly limit access to green and blue spaces, especially when combined with age, disability, or ethnicity.

[Read more | Natural England](#)
[Identifying Social and Cultural Barriers to Nature](#)



1 About This Toolkit

This toolkit is a practical, easy to use guide, to help those who have a role in community engagement in our landscapes enable access for all and help everyone feel welcome and supported. Please explore it, share it and use it to plan your inclusive events.

Inclusion is a journey of learning, from people with lived experience. It is OK to be curious. No one has all the answers. Challenging exclusion helps build trust and connection in our communities and brings benefits for all.

To keep this guide simple, we have used links to signpost to helpful online resources but we can't endorse any of the providers and services listed. We aim to update this toolkit annually, but links may be broken or out of date. If you need this toolkit in an alternative format, please [contact us](#).



Our Intention

Is to inspire all who live, work and visit to be connected with the landscape.

Our Vision

Is for a landscape that is inclusive and appreciated by everyone.



What is the Equality Act 2010?

The Equality Act 2010 legally protects people from **discrimination** in the workplace and in wider society. This includes access to natural environment and culture. Your organisation, or local authority, should have an Equality, Diversity and Inclusion (EDI) strategy for you to refer to. Be mindful that actions that are not **directly** discriminatory can still **indirectly** discriminate, by putting arrangements in place that apply to everyone, but put someone with a protected characteristic at an unfair disadvantage.

What are the protected characteristics?

The Equality Act protects people from unfair treatment in relation to:



Disability



Age



Gender
Reassignment



Race



Marriage & Civil
Partnership



Sexual
Orientation



Pregnancy &
Maternity
(Employment Only)



Religion &
Belief



Sex





Other Inequalities

Socio-economic disadvantage **is not currently a protected characteristic**, but it is an important factor that reduces people's opportunity to explore the outdoors. It also overlaps with other protected characteristics, such as disability. Cornwall has areas of **high deprivation and inequality**. In some parts of Cornwall and Devon, **over a quarter of children are affected by income deprivation**, according to the English Indices of Deprivation (IoD) 2019. **Recent research by the End Child Poverty Coalition** puts child poverty figures even higher across the region, when housing costs are factored in.

Cornish Minority | The Cornish are recognised in UK Law as a **National Minority under the European Framework Convention for the Protection of National Minorities**, giving them the same status as the other Celtic nations of the UK.

Experience of Care | People's experience of children's social care can have a profound impact. **Cornwall Council treats 'experience of care' as a 'locally protected characteristic'**. 'Experience of care' is anyone with experience of being in care, at any point in their lives.

Read more | [Become The Charity For Children in Care and Young Care Leavers](#)

Refugees and asylum seekers | Many people are forced to leave their home countries, because of persecution for ethnicity, religion, sexuality, nationality, membership of particular social groups, or political opinion. Local Authority Resettlement Services help support asylum seekers whilst their applications are being processed. There are also a number of other independent support organisations locally.

Unpaid carers | A carer is anyone who cares, unpaid, for someone who cannot cope without their support. The 2021 Census found there are 5.8 million unpaid carers in the UK. Caring can significantly impact the carer's health, employment and finances. According to **research by Carers UK**, LGBT+ and global majority carers were more likely to report struggling financially.

Read more | [Cornwall Council Changing Perspectives leaflet](#)



Did you know?

Gypsy, Roma and Traveller Communities

10-25
years

Life expectancy for some in these communities is 10 to 25 years **less** than the wider population

44%

Of British adults openly express negative attitudes against them

3,000
families

There is a national shortage of Gypsy and Traveller sites in England, with over 3,000 families having no lawful place to stop

Bullying

Gypsy, Roma and Traveller children and young people often experience bullying in schools. Many feel that their culture and way of life is not recognised or affirmed within the education system

[data: Cornwall Council]

Read more | [Friends, Families and Travellers](#)

Read more | [The Traveller Movement](#)





Reasonable adjustments

A key area of the Equality Act is the duty on public bodies to make ‘reasonable adjustments’ for people with a disability.

A reasonable adjustment is a change that a public body makes to ensure that people with disabilities aren’t treated unfairly.

The adjustments required will vary with individual needs and contexts. Everyone working to provide public access to landscapes has a responsibility to do so without discriminating.

There are no statutory standards for the improvement of access to the countryside. We work on the principle of **least restrictive access**. This means where good access can be provided, it should; where it can’t, everything practicable should be done to avoid restricting people unnecessarily. Solutions should enable access for as wide a range of people as possible.



Read more | [By All Reasonable Means - A guide produced by Sensory Trust on behalf of Natural England, 2023](#)





Good to know

Equality means ensuring everyone has equal opportunities and non-discriminatory treatment. However, it isn't about treating everyone the same. Equity supports equality but recognises that some people need more support to access the same opportunities.

Read more | International Women's Day [Equality versus Equity: What's the difference?](#)

The Social Model of Disability was developed by disabled people. It says that people are disabled by barriers in society, not by their impairment or difference, in contrast to the medical model. The social model helps us to work with disabled people to identify and remove barriers. Not all disabled people use the social model. Some people don't define themselves as disabled. We must respect how people choose to talk about their disability.

Read more | [Scope UK Social model of disability](#) | [Disability charity Scope UK](#)

Read more | [What is Intersectionality?](#) | [Mencap](#) | [Easy Read](#)



Image credit: Robert Wood Johnson Foundation

Intersectionality is a term coined by Professor Kimberlé Crenshaw in 1989. It considers how the overlap of gender, class, ethnicity, sexuality and other individual characteristics can compound the effects of discrimination and disadvantage, or **privilege**.

“Barriers can be physical, like buildings not having accessible toilets. Or they can be caused by people's attitudes to difference, like assuming disabled people can't do certain things.”

Scope UK



2 Before you start

Have a meeting with the event planning team, including volunteers, to talk openly about increasing inclusion. Find out what your team's worries are and what they are confident with.

They may have skills to bring to bear or want some training. Up-to-date training is important, especially if teams change often. Be mindful that team members may have their own access and inclusion needs.

Our partners at **Falmouth University** run a [short course](#) in Disability Equality Training for live events, accredited by **Attitude is Everything**.



Volunteer team on Bee Mindful project





Know your communities

Working with your local communities is key to understanding what barriers they face, what adjustments they may need and how to communicate well. Cornwall Council's Joint Strategic Needs Assessment (JSNA) mapping, as an output of the 'Landscapes for All' initiative, has been adjusted with mapping layers for all 14 Cornwall, Tamar and Isles of Scilly National Landscape sections, using the most recent census data. This is an invaluable resource for identifying areas of most need in our communities.

Map | [Local Insight](#)

Tips for...

Working With Schools

Working with schools is not always straightforward. Schools are most receptive when activities are curriculum linked; approaches need to be made well in advance to allow teachers to plan. A link to an enthusiastic teacher is invaluable!

Cornwall Council has a [Schools Platform](#) where events can be promoted – [email](#) for details of how to set up an account. Schools increasingly distribute digitally rather than in a bookbag. Funding of transport costs can reduce barriers to schools and increase

engagement for children. Our partners at Cornwall Heritage Trust have a [Transport Fund](#) for primary schools.





Key Organisations

If you already have an idea of a group you would like to work with, try approaching an established local or national group or service contacting your Local Authority Equality, Diversity and Inclusion (EDI) teams or using a directory service, such as [Cornwall Link](#). This is a gateway of key organisations, not a comprehensive list. Be clear about your offer but be open to discussion, advice and change.

Health and Wellbeing Support

[Healthy Cornwall](#)

[Improving Lives Plymouth](#)

Age

[Age UK Cornwall](#)

[Young People Cornwall](#)

Disability

[Inclusion Cornwall](#)

[disAbility Cornwall & Isles of Scilly](#)

Sexual Orientation & Gender Reassignment

[Intercom Trust](#)

Pregnancy & Maternity (employment only)

[Family Information Service Cornwall](#)

[WILD Young Parents Project](#)

Race

[Plymouth & Devon Racial Equality
Council](#)

[Black Voices Cornwall](#)

Religion & Belief

[Dorkemryn – An Interfaith Centre for
Cornwall](#)

Sex

[Inspiring Women Network Directory of
Services](#)

[The Women's Centre Cornwall](#)

[Man Down Cornwall](#)

Economic Inclusion/Employment

[Cornwall Opportunities](#)

[People Hub](#)

[Cornwall VSF WorkWell](#)

Experience of Care

[Carefree](#)

Unpaid Carers

[Promas](#)

[Cornwall Carers Service](#)

Parent Carers

[Parent Carers Cornwall](#)

Mental Health

[Cornwall Mind](#)

[Pentreath](#)

Refugees

[Cornwall Refugee Resource Network](#)

Travelling Communities

[Traveller Space Cornwall](#)





Build Relationships & Trust

Good relationships ensure the work you do is impactful. Building them can take time. Be realistic about what you can achieve in your timeframe and design your events accordingly.

Co-designing event and activity programmes from the outset with community groups and partner organisations brings expertise by experience and maximises the lasting benefit to the people taking part.

Think about different types of opportunities to get involved, over a range of time periods, from a day or less to a programme of activities.

- Formal events, like information days, consultation events
- Smaller events and informal activities, like joining an existing meeting for a session or fun sessions
- Activity taster events and open days
- Consider dedicated protected characteristic activities
- Food is a universal language that can help break down barriers. For some, it can be a great way to ensure they have a good meal that day

Read more | Co-design toolkit [Community-Led Co-design Kit](#)



Volunteer team on Monumental Improvement project
Photo David Atwell





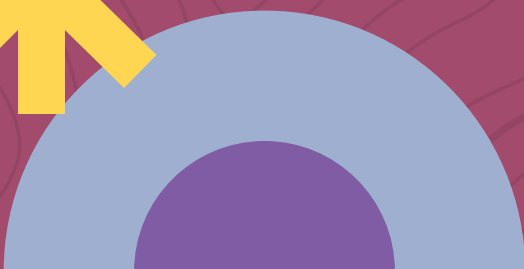
Safeguarding

Safeguarding of children, young people and vulnerable adults is **everyone's responsibility**. It should be a priority when planning events.

Your organisation should have a Designated Safeguarding Lead, who has received training, and a written policy.

Training can be accessed through a local authority host or free through a number of different online providers. Cornwall Council has produced a **useful guide** for smaller organisations.

Read more | [Understanding Safeguarding and Prevent \(Online\) - Cornwall College](#)





Budgeting for Inclusion

Include a cost centre for additional support into your budget; this should be a core cost, not an extra.

Consider costs for items such as:

- Transcription services
- Walking buddies
- British Sign Language (BSL) or lipspeakers
- Deafblind interpreters
- Childcare
- Transport and equipment hire and specific dietary items

Allow plenty of time to acquire these services.

[Disability Cornwall](#) | All disability related enquiries

[Hearing Loss Cornwall](#) | Communication support including BSL

[Action Deafness](#) | Recommended communications interpreting provider of [RNID](#)

[RNIB Transcription Service](#) | Braille, large print and audio transcription

[Cornwall People First](#) | Easy Read production service

[Jobline Staffing Translation & Interpretation Service](#) | Alternative languages



Why alternative formats?

- One in three adults in the UK are d/Deaf, have hearing loss or tinnitus (source: RNID)
- More than two million people are living with sight loss in the UK (source: RNIB)
- There are 1.5 million people with a learning disability in the UK (source: Mencap)
- In the 2021 Census, 4.1 million people did not speak English as their main language (source: ONS)

Read more | [Accessible communication formats - GOV.UK](#)

Top Tip

It's good practice to hire a [d/Deaf](#) person as a translator for BSL videos.



Start as you mean to go on: Evaluation & Legacy

Evaluation and legacy are key parts of future planning, building relationships and measuring the impact of your work. It's useful to think about this at the start of your planning, rather than at the end.

It's helpful to have some baseline monitoring information on existing engagement in your key groups and ways to capture data during or after your event. Post-event feedback will help you understand experiences and identify areas for improvement but think about building in evaluation and review points throughout your activity. How will you gather feedback from your attendees? Think creatively about inclusive feedback mechanisms and ways to capture responses to make the process more inclusive and engaging for all. Remember to follow your organisational data protection policy when gathering responses.



Feedback Top Tips

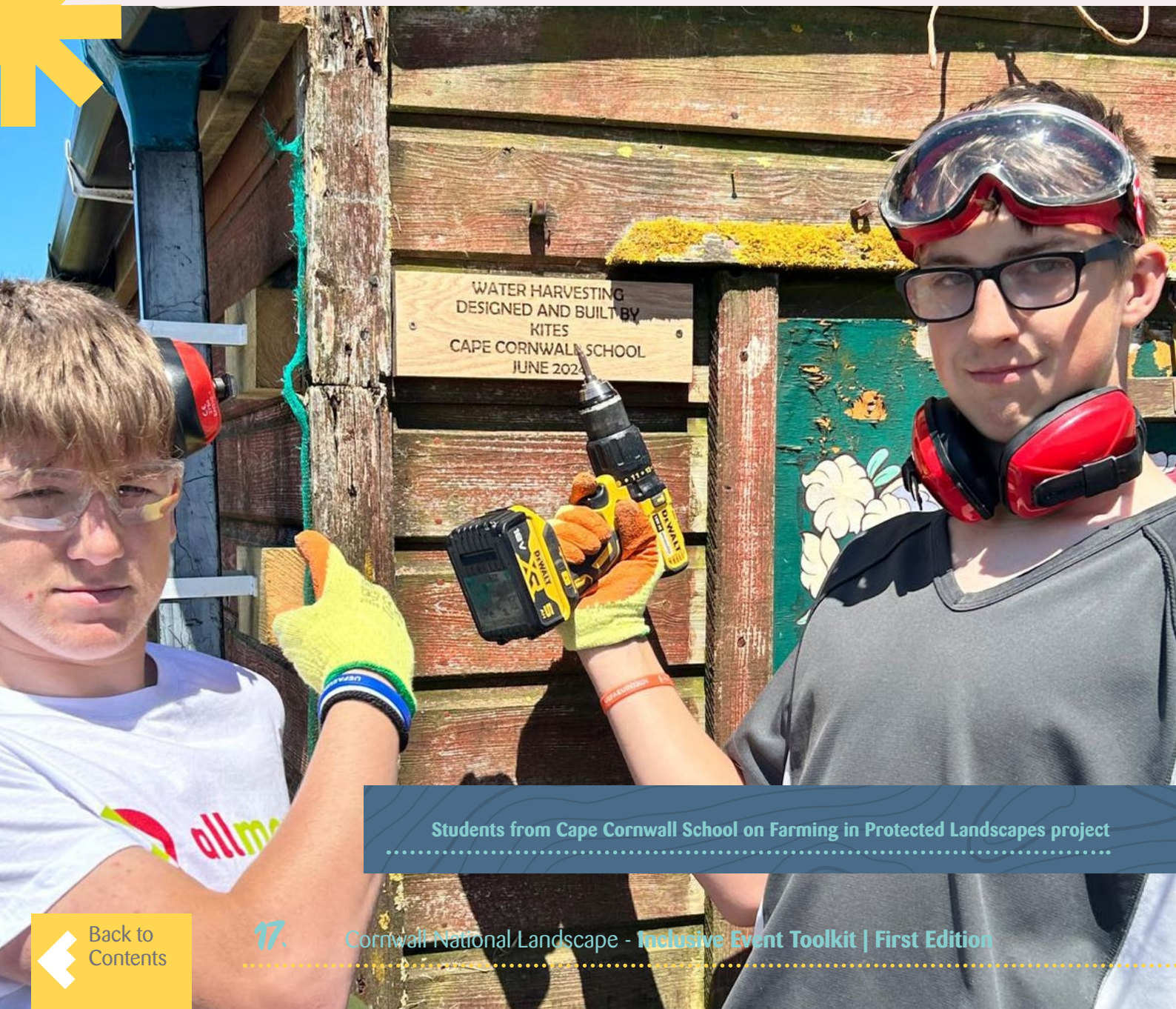
- ⋮ **Keep it simple** - consider asking fewer questions
- ⋮ **Be flexible**; think about other ways to record; such as drawing, words rather than; sentences, selecting pictures/icons and vox pops
- ⋮ **Make it informal** - you're more likely to get higher quality feedback from someone who is relaxed



Staying connected

Consider the lasting benefits to the people you work with. How could you extend the positive impact beyond the event?

Share outcomes in accessible formats, like photos, audio or written notes. Use your event as an opportunity to build connection, strengthen relationships and create opportunities for future co-designed activities that have a meaningful and lasting benefit for everyone involved.



Students from Cape Cornwall School on Farming in Protected Landscapes project





3 Time to get planning!

It's important to make sure that your event is inclusive and accessible at every stage.

Consider everything, from the moment people decide to attend, their journey to the location, their time at the event, and their safe return home. Each step matters in making the day enjoyable and memorable. A positive experience will help build trust and confidence in attending future events.

Use our [micro-equality impact assessment form](#) as a rough and ready tool to assess the impact of your event.

Read more | The Sensory Trust has developed the [Access Chain](#) to help plan inclusive events.



Children visit a dairy farm





Communication is key

Inclusive language builds trust and enables positive communication with your intended audience. It is important to be clear and respectful and only to use the terms with which people prefer to refer to themselves in a given context.

Even within specific groups, this may vary from person to person. The Home Office has produced a guide to general principles, with specific suggestions for writing and talking about diverse groups of people.

Respect the gender identities of guests by using their preferred names and pronouns. Have you got a way to record this information on your booking form?

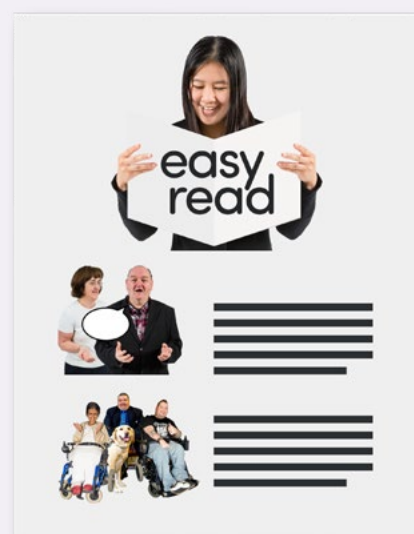
What is the best way to promote the event to your community? Remember that not everyone has access to the internet or is digitally literate. Sometimes posters on notice boards, flyers or word of mouth are more effective than digital channels. Websites should be designed to be as accessible as possible; where this is not practical, provide key information in downloadable documents (ideally as Word rather than PDF, to make them accessible for screen readers) which follow good accessible design principles.

Avoid using jargon, acronyms or slang. Use simple alternatives to complex terms.

Expectations

It is important to promote the event well in advance with detailed information about access, including maps. Be clear about what accessibility features are and are not available, so people can choose if the event is right for them; you could consider simple 'What to Expect' graphic icons, for example for BSL presence, sensory-rich or walking events.

Use plain language to make your key information as accessible to as many people as possible. Budget for producing information in accessible formats, such as Easy Read, large print, audio or video. You can produce some of these formats in house, using freely available technology, such as YouTube, but make sure to sense check with a user before making public.





Did you know? 18% of adults in England have very poor reading skills. The gov.uk website is written for a reading age of 9 years.

Data: National Literacy Trust

Event communications

Think about how people will confirm their attendance and what communication channels you will use to contact them. Designate a named **Access Lead** as a point of contact. Let people know that you are happy to discuss any extra requirements they may have and allow ample time to action responses. You can use our **booking form** to gather information but remember that not everyone may be able to share this information in advance, so be flexible.

Let your visitors know that your event will be welcoming and inclusive by including an **access statement** at every stage of your communications. For ticketed events, offer a free companion ticket at the booking stage and allow at least 30 minutes for users to check-out their purchase.

If you're working with a specific group, make sure the information is tailored to them. Allow plenty of time and budget for this. Your local authority Equality, Diversity and Inclusion (EDI) team may be able to signpost you to production services.

Signage

Colour coding is useful but be careful which background you use. Make signs large enough to be seen from a distance and fix at the appropriate height and angle for wheelchair users. Don't rely on words only to communicate the information – think about using consistent use of symbols or icons but ensure they are not reliant on colour alone to communicate the message.



Large Print tips: 16-18 point sans-serif font with no italics. Avoid symbols, such as &. Include alt-text on any images. Make sure your text is not contained in an image.



Tips: Colour for Communication

People with visual impairments tend to prefer **good contrast between the text and background paper colour.**

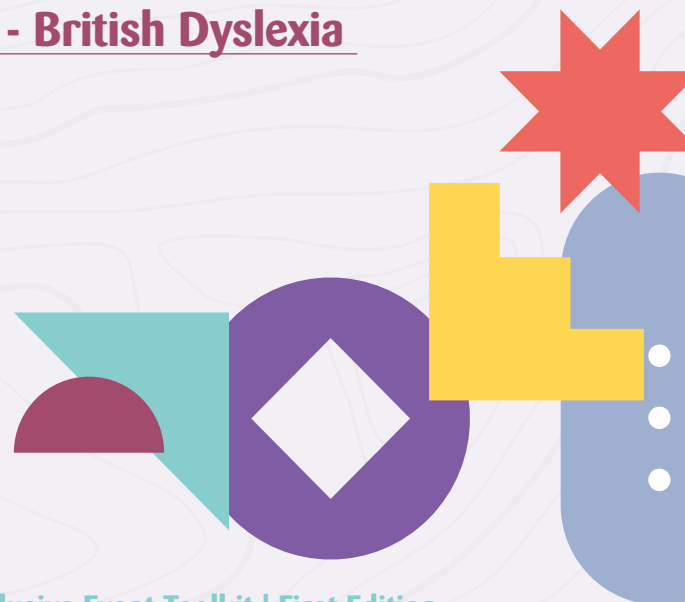
[Creating accessible information and communication resources | RNIB guide](#)

Roughly 8% of men and 1% of women have a form of colour vision deficiency. The most difficult combinations are red and green or yellow and purple.

[Resources for Designing for the Colorblind - We are Colorblind](#)

About 10% of people in the UK are dyslexic. Use sans-serif fonts on a soft pastel single colour background- white can be too dazzling.

[Dyslexia friendly style guide - British Dyslexia Association](#)





Marketing & Communications

Use our **comms plan** checklist to help you promote the inclusive features of your event through all your channels, on and offline, as part of a cohesive marketing campaign. Make your communications as inclusive as possible by using clear language and following accessible design principles. Use social media to follow local access charities and share their achievements. Share your own inclusion success stories. Promote accessible features on listings sites, such as **VocalEyes**, for audio description.



Representation Matters

Can your audience relate to your promotional images of people? Prioritise representation of diversity and make sure photographers and film-makers have the skills to capture it.





Choosing Sites & Venues

Our special places are not always easy to access. Sadly, it's not feasible to make all outdoor places accessible to everyone. Our goal should be for an equal quality of experience for all.

Consider all protected characteristics and needs, listen and be open-minded and creative about finding and removing barriers. Prioritise solutions that give the most equitable results. Can you offer alternatives, or harness technology to enable digital access? Can you offer a variety of experiences, such as relaxed, **touch tours** or family friendly? Use our **Site Audit Access Checklist** to help you.

Access to **toilets** is a big factor in people's enjoyment of an event. Be clear about facilities available and try to choose locations which have wheelchair accessible toilets with single sex and gender neutral spaces and a baby change. Check accessible toilets have space, grab bars and a higher toilet bowl and are regularly checked so they are clean, accessible and well stocked. Make sure they are open for the whole event (plus time before and after), clearly signposted and marked on all maps. Accessible toilets which include **Changing Places** facilities can be hired for events from providers such as **Mobiloo**.

Our partners at Cornwall Heritage Trust have a mobile toilet trailer, funded by Access for All and a minibus!



Email | info@cornwallheritagetrust.org to find out more!



Transport

Transport is often a major barrier. Can people reach your event easily and cheaply by public transport? Is there free parking and accessible parking? Try what3words to precisely mark accessible features. Do you need a dedicated transport fund, or to hire or borrow a minibus? Encourage active and sustainable travel by including public transport, cycling and walking information in your communications. If you advise using public transport, check it is accessible on the providers' website. A photo or video map to the site can reassure visitors.

all visitors may arrive properly equipped. If you've invited specific groups, for example, visually or hearing impaired, check with them to make sure your location is suitable. If your activities include walking, ensure that the distances are communicated in advance and that adequate rest stops are provided along the way.

Top Tip

Some local communities offer buses for hire

- [Community Transport - Cornwall Council](#)
- [Pick Me Up](#) (Holsworthy)
- Cornwall National Landscape shares a minibus with our friends at [IntoBodmin](#)

Consider **physical barriers** to wheelchair and scooter users and buggies, in and outdoor. These could include surface treatments, uneven terrain, drop kerbs, inclines, stiles, stairs, doorways and unsafe road crossings. You may need to consider hiring ramps, trackway or trackmats. Seating spots or portable seating, such as seat sticks, may be welcome to visitors with mobility difficulties or parents feeding infants. Recce your routes in everyday clothing, for example, trainers – not



[Living Options Devon](#) were grant funded by Access for All for this tramper at Siblyback Lake





Physical Access Guidance & Resources

The Sensory Trust [guides to access standards](#) includes [Outdoor Accessibility Guidance](#); commissioned by Paths for All and written by Sensory Trust, it is an update of the Countryside for All Good Practice Guide, produced by the Fieldfare Trust in 1997, an invaluable resource and the benchmark in the UK for the national physical access standard for the outdoors.

[Easy Access to Historic Landscapes](#) was produced by the Sensory Trust, in collaboration with Historic England, Heritage Lottery and National Trust

Natural England [Accessible Green Spaces | A Review and Toolkit for their Implementation](#)

Natural England [Nature Nearby | Accessible Natural Greenspace Guidance](#)

Paths for All [Surfacing guide for path projects](#)

Miles Without Stiles [Dartmoor](#)

South West Coast Path [Easy Access Routes](#)

Forestry Commission [Easy Access Trails](#)

Ramblers [Walking with a disability](#)

Countryside Mobility [Tramper Hire](#)

Wheelmap [Find wheelchair accessible places](#)

AccessAble [Search for accessible places to go](#)



Emergency Contingency Planning

Use our **Site Audit Checklist** to give your risk assessment an inclusive refresh. Your risk assessment should also identify if there are vulnerable people present and plan accordingly. Does your site have easy access to the nearest medical centre? Is there sufficient knowledge in your team about First Aid, including mental health? Plan accessible evacuation routes and think about how to communicate in an emergency. For example, using repeated announcements, hearing/induction loops, or team members to physically support or guide. d/Deaf people may not hear announcements. Ensure you support people if they are not reacting as expected. Some guests may have specialist medical equipment or medicines – verbally check everyone has what they need before the start of activities.

Cultural Sensitivity

It is important to respect different cultural practices and beliefs. This could mean providing prayer spaces, considering dietary restrictions, and considering cultural holidays and observances. Be mindful if imagery or internal decoration might be experienced as culturally offensive or exploitative. If you're working with a particular group, co-design the event with them to meet their cultural needs. Don't make assumptions - if in doubt ask!

Top Tip:

Ethical and religious dietary needs

Ethical diets, like veganism, avoid all animal products due to animal welfare concerns, while religious diets have specific requirements, such as Halal food in Islam and kosher food in Judaism. Ensure that all attendees' needs are respected and catered for in an inclusive and respectful way. For example, providing vegan options, or ensuring Halal meat for Muslim guests can greatly enhance their comfort and participation. Offer non-alcoholic drinks and respect dietary requirements related to alcohol. Clearly label all options.

Top Tip:

Non-animal based catering can reduce the environmental impact of your food offer



Planning activities

Consider diverse needs when planning your activities. This includes ensuring physical accessibility of activities for disabled people and being mindful of cultural practices. Try to programme activities that have broad appeal or different levels of engagement to help everyone feel welcome and included.

A sensory walk can be an excellent activity, as it enables participants of all backgrounds and abilities to engage with nature through different senses.



Try a Sensory Walk or Trail!

Sense [How to Lead An Accessible Sensory Walk](#)

OS Get Outside [Sensory walks](#)

Sensory Trust [Sensory introduction](#)



Farm visit as part of Farming in Protected Landscapes project





Ready to Start?

Inclusion is a process of listening and learning, then acting on what you have learnt, in a process of feedback and iteration.

You may make mistakes and it's important to acknowledge this. It's crucial to be open and considerate.

Help people feel comfortable by making your **Access Lead** clearly identifiable to visitors. The **Access Lead** should follow and support the visitor journey from registration onward. It's important the whole staff team, including volunteers are briefed on access and inclusion. The team and volunteers should be branded and clearly identified, to give people confidence for people to ask for what they need. Most people will ask for support if they need it; use your own judgement before offering support. Always wait for someone to accept the offer before giving assistance and don't be offended if people say "no".

Start your event with a welcome

Where group sizes allow, ask how everyone is feeling and check everyone is ready to start the event. Check everyone has everything they need i.e. medication, first aid kit held by the group leader. Provide housekeeping rules and safety information and have written copies of this in the languages required. Begin with everyone introducing themselves, if they feel comfortable to do so. This can help blind and visually impaired people find and identify each speaker; **self-description** may also be helpful.



It's important to outline rules that promote respect and prevent discriminatory language and behaviour. Everyone should feel safe to express their opinions and ideas. Be aware of group dynamics and **microaggressions**. Actively invite contributions from quieter voices but don't single any one person out to answer. Try other engagement methods such as polls, groups and collaboration to help people contribute in a way they feel comfortable. Adjust the agenda or format if needed, to ensure everyone's voice is heard.





The Four Ds

of challenging discriminatory language
or behaviour

Direct Action

Directly intervene, for example,
by asking the person to stop
immediately or call out negative
behaviour, explaining why
it is **not** OK.

Distraction

Indirectly intervene, for example,
de-escalating by interrupting or
changing the subject or focus.
Useful where the direct approach
may be harmful to the target or
bystander.

Delay

Wait for the situation to pass and
check in with the individual. Take
action at a later stage when you
have had time to consider.

Delegation

Inform a more senior member of
staff, someone with social power
or authority.

Source | [University of Bath](#)



Top Tips

Inclusion etiquette

- * **Speak directly to the person**, not to their carer/interpreter
- * **Never touch, guide or push someone** (including wheelchair users) without consent
- * **Never lean on a wheelchair.** Put yourself at eye level when speaking with a wheelchair user
- * **Language matters.** Educate yourself and if in doubt, ask your guests which terms to use
- * **Provide information in writing and pictures** (considering Large Print and Easy Read)
- * **Speak clearly**, using simple but appropriate language
- * If you cannot understand someone, **gently ask them to repeat what they have said**
- * **Only one person should speak at a time**, to give everyone the chance to make their point
- * **Don't cover your mouth when you're speaking.** This will make it easier for people to lipread
- * **Actively offer guidance** to visually impaired guests with their consent
- * **Only mention someone's impairment in context** and if they use it. Ask the person what their preferred words are if you need to describe an impairment.

Remember not all disabilities or differences are **visible**





Think inclusion-first

We hope that this toolkit has helped you understand more about how to make inclusion business as usual when planning events. By adopting an inclusion-first mindset at the start of your planning and working with key groups, you can identify and address barriers to participation and make your event comfortable and enjoyable for all. Use the checklists and resources in the next section to help you. The lists cover indoor and outdoor events and not everything will apply to your event, so feel free to adapt them as needed.

Now you're all set, have fun and enjoy your inclusive event!





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checklists



4 Forms & Checklists

Forms included in this toolkit

- **Booking form**
(adapted from Disability Cornwall How to Run an Inclusive Event guide)
- **Micro-Equality Impact Assessment**
- **Example access and inclusion statement**
- **Site access audit checklist**
- **Comms plan**

Download form pack

The toolkit has been developed from initial research with community champions, organisations and charity groups, who have been a key source of information, guidance and support. However, it is not an exhaustive guide. We are always learning and would welcome any feedback to improve it.

Thanks to Andrea Gilbert (Inclusion Cornwall) for initial research, Tamar Valley National Landscape for initial part-funding and Adrian Bossey (Head of Business and Experience Design, Falmouth University) for guidance and review of this toolkit.

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