Accessibility Statement

PRN-002: Accessibility Statement
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
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1. Introduction

CAREHOPES is committed to ensuring that all clients, sponsors, companions, volunteers, and stakeholders can access our services, information, and communication channels without barriers. Accessibility is central to our mission of providing compassionate, inclusive, and dignified companionship across England and Wales.

We recognise that accessibility is not only a legal requirement — it is an ethical responsibility and a core expression of respect for every individual's rights, abilities, and lived experiences.

2. Our Accessibility Commitment

TC strives to:

- remove barriers that prevent people from accessing our services
- provide information in formats that meet diverse needs
- ensure our digital platforms are usable by people with varying abilities
- train companions and staff to support accessibility needs
- continuously improve accessibility based on feedback and best practice

We aim to meet or exceed the standards set by:

- Equality Act 2010
- UK Public Sector Bodies Accessibility Regulations (where applicable)
- Web Content Accessibility Guidelines (WCAG) 2.1 AA
- Social-care accessibility and inclusion best practices

3. Who This Statement Applies To

This Accessibility Statement applies to:

- service users receiving companionship
- sponsors (individuals, families, organisations)
- companions and volunteers
- staff, contractors, and consultants
- website and app users
- stakeholders engaging with TC through any communication channel

4. Accessibility Principles

TC's accessibility approach is guided by the following principles:

4.1. Dignity and Respect

Every person has the right to access services in a way that respects their dignity, independence, and personal preferences.

4.2. Inclusion

We design our services to be inclusive of people with:

- physical disabilities
- sensory impairments
- cognitive or learning differences
- mental health conditions
- neurodiversity
- language or communication barriers

4.3. Flexibility

We adapt our communication and service delivery to meet individual needs, including:

- alternative formats
- adjusted communication methods
- personalised companionship plans
- reasonable adjustments

4.4. Safety and Safeguarding

Accessibility is integrated into our safeguarding framework to ensure that vulnerable individuals receive safe, appropriate support.

5. Accessible Service Delivery

TC ensures accessibility in companionship services through:

5.1. Companion Training

Companions receive training in:

- disability awareness
- communication support
- respectful assistance
- mobility support (non-clinical)
- inclusive engagement
- cultural sensitivity

5.2. Reasonable Adjustments

We provide reasonable adjustments such as:

- flexible scheduling
- accessible meeting locations
- alternative communication formats
- support with GP appointments
- tailored companionship plans

5.3. Inclusive Communication

We communicate in ways that are:

- clear
- simple
- jargon-free
- culturally sensitive
- adaptable to client needs

6. Accessible Communication Channels

All official communication must occur through TC's approved channels. Companions and volunteers **must not** negotiate contracts or define terms of service.

TC provides accessible communication options including:

- telephone support
- email
- text messaging
- accessible digital platforms
- large-print documents (upon request)
- simplified summaries of complex policies
- support for sponsors who require assistance understanding contract terms

We aim to respond promptly and clearly, ensuring that all clients and sponsors can engage confidently.

7. Digital Accessibility

TC is committed to making our website, digital tools, and online resources accessible.

7.1. Website Standards

Our digital platforms aim to meet WCAG 2.1 AA standards, including:

- keyboard navigation
- screen-reader compatibility
- alternative text for images
- clear headings and structure
- colour contrast compliance
- scalable text

7.2. Accessible Content

We provide:

- plain-language explanations
- downloadable accessible documents
- captioned videos (where applicable)
- compatibility with assistive technologies

7.3. Continuous Improvement

We regularly review digital accessibility and update features based on:

- user feedback
- new standards
- technological advancements

8. Physical Accessibility

Where companionship involves physical environments, TC ensures:

- accessible meeting points
- awareness of mobility needs
- safe navigation of public spaces
- support during GP appointments or social outings
- reasonable adjustments based on risk factors

TC companions are trained to provide non-clinical mobility support while maintaining professional boundaries.

9. Accessibility for Sponsors and Organisations

Organisational sponsors may require:

- accessible contract formats
- simplified summaries
- multi-language support (where feasible)
- tailored communication plans
- stakeholder engagement aligned with accessibility needs

TC accommodates these requirements within reasonable limits and contractual agreements.

10. Feedback and Complaints About Accessibility

We welcome feedback from clients, sponsors, companions, volunteers, and stakeholders.

Feedback may include:

- difficulty accessing information
- challenges using digital platforms
- communication barriers
- physical accessibility concerns

- suggestions for improvement

TC commits to:

- acknowledging feedback
- reviewing concerns within 10 working days
- implementing improvements where feasible
- documenting accessibility-related incidents

11. Limitations and Ongoing Improvements

While TC strives for full accessibility, some limitations may exist due to:

- third-party systems
- external environments
- sponsor-provided facilities
- technological constraints

TC will always:

- communicate limitations transparently
- offer alternative solutions where possible
- prioritise client safety and dignity