Denbighshire Voluntary Services Council

Your local county voluntary council

10. Promotion and marketing

10.8 Accessible formats and languages

This document sets out what organisations should do to ensure that the information they provide is accessible to all.

‘Accessible’ means:

- information can be obtained easily
- information obtained is in your preferred way or format
- end users can understand it, and
- reach it physically

Your aims should be to:

- remove barriers to accessing information wherever possible
- comply with all legal duties and responsibilities in terms of access to information
- ensure all our staff are aware of the options for the provision of information and promote those options to residents

How do you supply information?

By telephone

Always quote a preferred ‘main’ number and welcome calls through:

- **typetalk** (provides a link between any textphone user and a hearing person).
- a **minicom** number (this service is a telephone typewriter device for communication between deaf, hard of hearing, speech-impaired and/or hearing persons).

In person or in writing

Remember to advertise your full address and postcode so that people can visit you easily. State your normal public hours, and if appointments can be made outside these hours. If you encourage visitors, ensure that your reception areas are fully accessible.

Fax

Fax is still preferred by some users and is useful for returning documents that require a signature.

On line

Encourage people to contact you via e-mail but consider a generic e-mail that is accessed by more than one person for general enquiries, as opposed to a named individual, as they could be on leave etc. Your website should also show your full contact details and have the ability to send an e-mail from or by the use of an on-line form.

Languages other than English/Welsh

Consider telephone interpretation, which allows you to access a telephone translation service whilst your enquirers are on the line. Face to face interpretation - if you have an appointment to discuss a specific issue you may need to arrange to have an interpreter present.

Translations

Consider information that your organisation distributes and whether it would be useful or beneficial for this written information to be translated into and available in languages other than English. Consider simultaneous translations from Welsh for larger events.

Other formats

Large print

Standard letters and information should be provided in point size 12 as a minimum. However, you should always offer to provide on request, the information in a larger point size than this.

Braille

Offer your information in Braille. This could take approximately 2 weeks to source. For further information please contact RNIB. Please note that your information may be translated into English Braille or Welsh Braille.

Audio tape

Information can be made available on tape and again this could take approximately 2 weeks. For further information please contact RNIB or Wales Council for the Blind.

Signers

It may be necessary for you to provide British Sign Language at meetings and events. This also needs to be arranged at least 2 weeks in advance.

For further information please contact RNID or Wales Council for Deaf People.

Easy read

Easy Read is high quality accessible information aimed at people with a learning disability.

Learning Disability Wales operates an Easy Read service and you can find more information about their service and what they do here: www.easyreadwales.org.uk

Further information

RNIB
Tel: 029 2045 0440
Fax: 029 2044 9550
CymruEvents@rnib.org.uk

RNID
Tel: 0808 808 0123 Textphone: 0808 808 9000
informationline@rnid.org.uk

Vision in Wales Tel: 029 20473954
richard@wcb-ccd.org.uk
www.wcb-ccd.org.uk

Wales Council for Deaf People
Tel: 01443 485 687
Fax: 01443 408 555 Textphone: 01443 485 686
mail@wcdeaf.org.uk
www.wcdeaf.org.uk

Welsh Language Commissioner
Tel: 0845 6033 221 post@welshlanguagecommissioner.org
www.welshlanguagecommissioner.org

Learning Disability Wales
Easy Read Service Tel: 029 2068 1160
easyread@ldw.org.uk
www.easyreadwales.org.uk

Disclaimer
The information provided in this sheet is intended for guidance only. It is not a substitute for professional advice and we cannot accept any responsibility for loss occasioned as a result of any person acting or refraining from acting upon it.

For further information contact

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