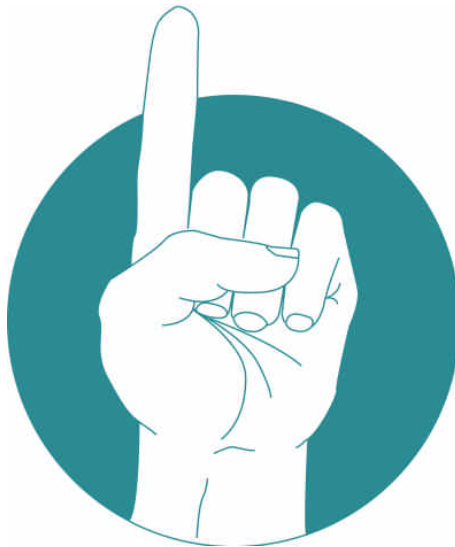


People First (Scotland)

Inclusion and Accessibility Guidelines



“People with learning difficulties are the experts; we know the things that work. Ask us, listen to us and act on what we say.”

(Updated January 2008.)

People First (Scotland) Inclusion and Accessibility.

This leaflet has been written and designed by members of People First Scotland along with members of the "Communication sub-group" of the "Lothian Strategic Review of Learning Disability Services."

Not being able to get at information is a barrier to us all. People First (Scotland) says that everyone who attends a meeting or presentation or who gets information from a document will have different ways that allow them to do that.

Everyone should have their individual needs, including support addressed to allow their participation.

Making a document that is accessible to everyone is very difficult but some basic ideas are given here to allow as many people as possible to access the information you are giving out.

These guidelines are a starting point for you to work from when you are trying to include people with learning difficulties.

People First (Scotland) Inclusion and Accessibility.

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Inclusion in meetings.



1) Try to avoid long meetings with complex agendas.

2) Meetings should be held in venues, which are accessible, and at a time when people can realistically get there.



3) Meetings of longer than one hour should include a refreshment or comfort break. Consideration should also be made of an individual's faith.



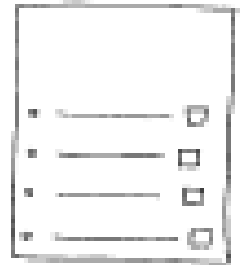
4) Sometimes a complex agenda is unavoidable. Some meetings may have a lot of paperwork. Papers should always be sent well in advance of the meeting.



Inclusion in meetings continued.



5) For some it may be helpful if each agenda item has a "front sheet" or different coloured papers. (See examples section.)



6) When those who are parents or carers are invited to attend childcare should be addressed.



7) Produce information in a way that is suitable for those you are asking to look at it. Ask people what form they want it in, for example audiotape, picture/symbol form or Braille.



8) Dates for meetings should be set at least a month in advance.



Inclusion in meetings continued.



9) Send out meeting information and handouts at Least 2 weeks in advance 3 is better. This gives people time to prepare for meetings.

10) Red and green card systems or other turn-taking systems may be used to ensure that all those attending a meeting have the chance to put their view over.



11) Mobile phones to be switched off or on silent where this is possible.



12) Do not use Jargon or abbreviations.

13) Do not presume everyone attending has prior knowledge of a subject.



Inclusion in meetings continued.



14) Allow people time for advice and discussion with their supporters or interpreters, either within the meeting or out of the room. This may mean that the meeting has to stop to allow for this.



15) Stick to the agenda, for some a visual prompt may help.

16) Use action minutes (see examples section), saying who will do things and when they will do it.



17) Alongside the agenda, ideas of what will be involved in the discussion can be useful. Using a front sheet as in the examples may help

18) Any papers for information only should be clearly marked as such.

Accessibility of presentations.



- 1) Presentations should be kept brief and information should be sent out in advance wherever possible to introduce the topic.



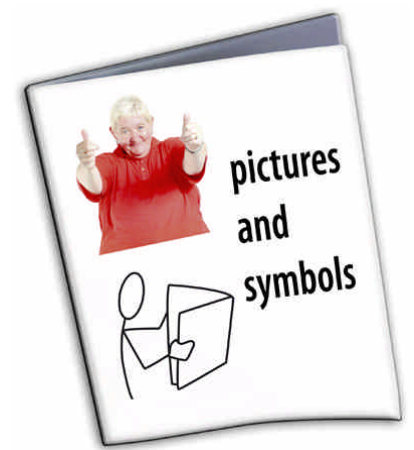
- 2) Be aware that some people may need to ask questions during the presentation not at the end.



- 3) A lot of writing on slides may not be helpful. Information should be well spaced out. Bullet points, coloured backgrounds and photographs can help.

- 4) See guidance in "Meetings" section.

Accessibility of documents.



1) Use Typeface size 16 or above.

2) The layout of pages and whole documents should be clear and easy to understand. Let the information flow by putting information in an order that makes sense.

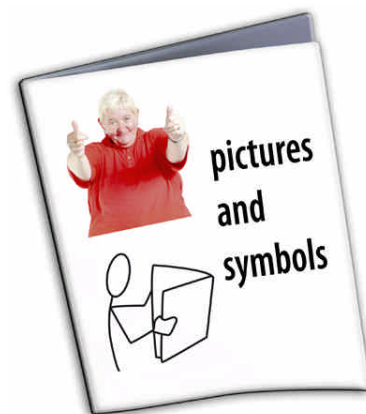
3) When using images it appears most useful to have text on the left and images on the right so that a straight edge, left hand side leads the eye to the following sentence.



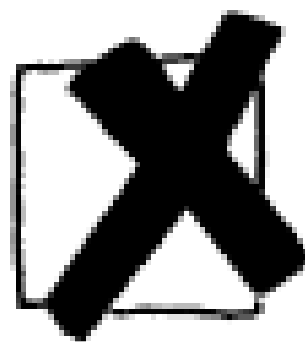
4) Use of photographs can be helpful for instance when listing those who attended a meeting.



Accessibility of documents (continued)



5) All words used should be plain, clear language but not childish, words appropriate to the subject should be used to directly give the information needed.



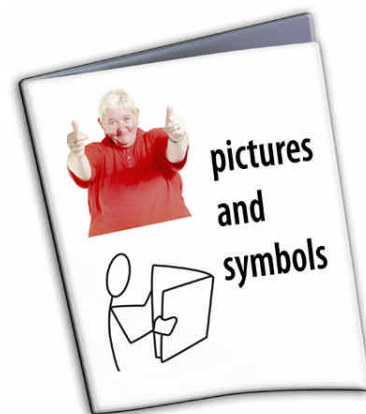
6) Do not use abbreviations or jargon.

7) Write numbers out in numerals rather than written words e.g. "200" not "two-hundred".

8) If they will be recognized by those using the document and aid understanding use relevant photos or images. Next to agenda items or action points for example, when typing up minutes.



Accessibility of documents (continued)



9) Things that exist are easy to describe, like explaining how a building looks. Ideas or concepts that are not things that can be seen are difficult to get across and take more effort to make "easy read". Clearly explained examples may help



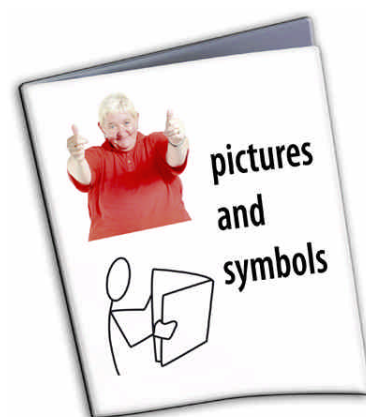
10) Translated versions of documents should be made available as required. (E.g. Braille, audio, languages.)



11) Use a plain or "sans serif" typeface, such as "Comic sans"; some groups prefer "Arial".



Accessibility of documents (continued)



12) The most important thing to do is to ask those that you wish to inform what suits them best.



13) There is detailed guidance on writing documents in "Make it simple", which can be found at www.inclusion-europe.org, go to "publications", then "easy read" in the menu.



When writing a document you may wish to refer to this.

You may also wish to consult www.photosymbols.com.



Effective Consultation.



- 1) Do not expect everyone to make decisions or answer complex questions on the day. Adequate preparation time is vital. Remember that for various reasons not everybody is in a position to make on the spot decisions.



- 2) Topics for discussion should be notified 3 weeks in advance.
- 3) Always ask how people wish to be consulted do not presume they will make a particular choice.
- 4) Allow different methods for those who wish it, for example one to one interviews, group discussion, written response.



Effective Consultation (continued).



- 5) Ask what support the person will need to allow them to participate.



- 6) Again the most important thing to do is to ask what people need and ask again is it working?

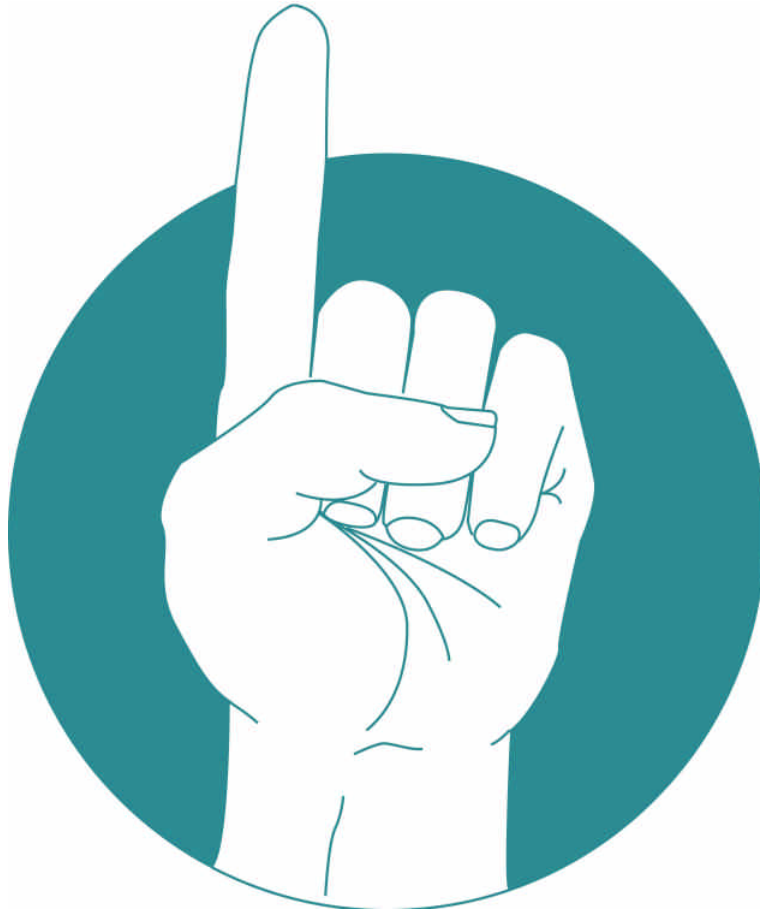


Website design



- 1) Please refer to guidance from Scottish Accessible Information Forum at www.saifscotland.org.uk. Enter "accessible websites" as a "Key word" and search.





For further information please contact:

People First (Scotland)

Edinburgh office: Tel: 0131 478 7707

Example front sheet.

Front Sheet for Papers that Need a Decision to be Made

What is the Agenda Item or Paper about?



Who wrote it?



What decision are we being asked to make?



Do other people in other meetings need to agree before we can take action?

Who else needs to agree?

When?

Who will be responsible for making sure this happens?



Example Minutes

Minutes of a meeting on 20th month 2007.

Who was there?



Fiona Wallace, Joanne Albrock, Rhona Neill and Katie Cooke came.

Who could not come?

Joyce Phair could not come this time.



Minutes from the last meeting were read and agreed with one spelling correction.



Day Services

- 1) We spoke about the Day services review. Lots of people are keen to try new things.



- 2) Fiona spoke about work she is doing to try and find out what local members want from Day Services. Fiona will have a list before the next meeting.



- 3) The group needs more members to have a stronger voice. Everyone with learning difficulties is welcome.



The next meeting is on Tuesday 20th Month 2008. At "The Meeting Room", 12-2pm.

