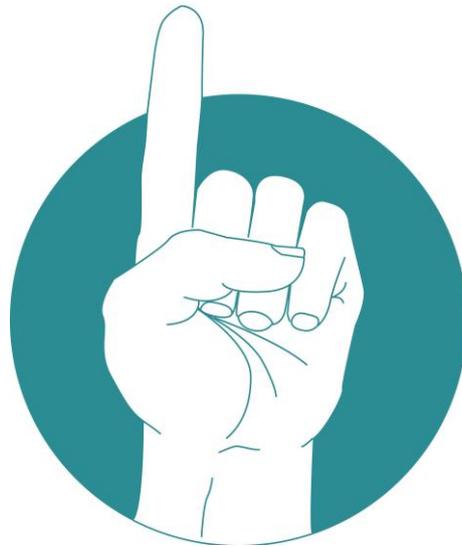


# **People First (Scotland)**

## **Inclusion and Accessibility Guidelines**



**“People with learning disabilities are the experts. We know the things that work best for us. Ask us, listen to us and act on what we say.”**

**(Updated July 2016.)**

## **People First (Scotland)**

### **Inclusion and Accessibility Guidelines**

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 disabilities.

This leaflet has been written and designed by members of People First (Scotland).

# **People First (Scotland)**

## **Inclusion and Accessibility Guidelines**

### **Contents**

- Inclusion in meetings. Page- 4.
- Accessibility of Presentations. Page- 7.
- Accessibility of Documents. Page- 8.
- Effective Consultation. Page- 11.
- Website Design. Page- 12.

# Inclusion in meetings



## Planning a meeting:

1) Meetings should be held in a venue that is accessible to all people who are expected to attend. The choice of venue should also take into account a person's sensory impairments and their ability to follow directions.



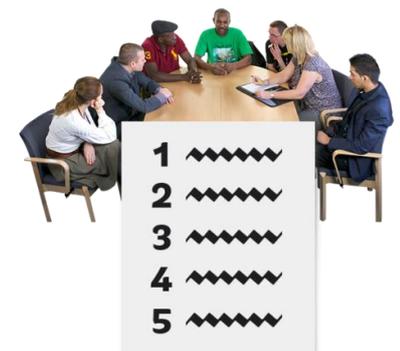
2) Dates for meetings should be set a few weeks in advance to allow people time to plan ahead.



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



4) Sometimes a complex agenda is unavoidable. Alongside the agenda, ideas of what will be involved in the discussion can be useful.



5) Some meetings may also have a lot of paperwork. Information should be produced in a way that is suitable for all those involved. Ask people what form they want it in, for example audio or easy read. Some people might need their paperwork to be on coloured paper, for example yellow or pink.



6) Send out meeting information and handouts 2 weeks in advance. This usually gives people time to prepare for meetings.



## At the meeting:

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



8) It is best not to use jargon or abbreviations; take the time to explain what you mean in simple terms.



9) Do not presume everyone attending has prior knowledge of a subject. Make sure everyone understands what you are talking about.



10) 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 pause to allow for this.



11) When moving on to a new agenda item, remind everyone what the topic is.



12) In the Minutes, it is important to make 'Actions' clear by saying who will do things and when they will do it.

13) Mobile phones are best switched off or on silent where this is possible. Check if vibrate alerts are an issue for anyone, including those with impaired hearing.



## Accessibility of presentations



- 1) Most people prefer if presentations are kept brief and information is sent out in advance wherever possible to introduce the topic.



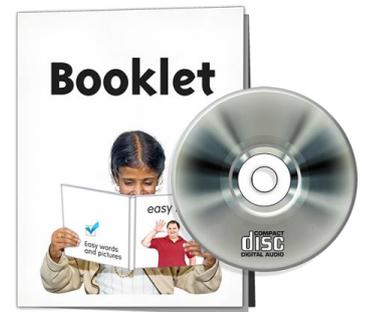
- 2) Be aware that some people may need to ask questions during the presentation not at the end.



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



## Accessibility of documents



- 1) Some people with learning disabilities who can read, prefer a larger font size, depending on their eyesight. Most people also prefer a plain font that is clear and easy to read.

Aa

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



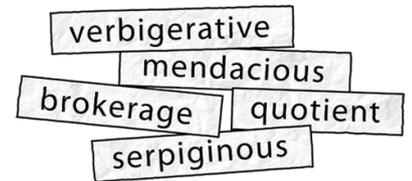
- 3) Using photographs can be helpful to the people who are not comfortable with reading. Make sure the images you use are relevant to what you mean in the text, otherwise they can be confusing.



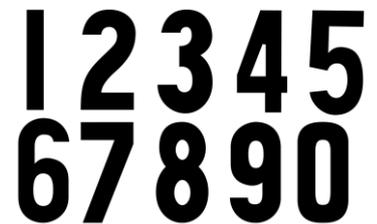
4) For a lot of people with learning disabilities, it is best to use plain, clear language but not childish. Complex meanings, words and phrases should be explained but not made simpler than they need to be.

# BIG words

5) It is best not to use abbreviations or jargon. If you must use initials instead of a full name, make sure you always explain what they stand for, e.g. PIP stands for Personal Independence Payment.



6) Some people find it easier to read out numbers in numerals rather than written words e.g. “**200**” not “two-hundred”.



Some people also find it difficult to understand percentages (e.g. 23%) so in this case it might be best to use words to communicate the meaning of the percentage, rather than the number itself e.g. ‘**a few**’ rather than ‘23%’, or ‘**many**’ instead of ‘80%’.

7) Adapted or translated versions of any documents should be made available as required. (e.g. Braille, audio, different coloured paper)



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



# Effective Consultation



- 1) Some people find it difficult to make quick decisions or answer complex questions without enough time to think through what they want to say. Remember that for various reasons not everybody is in a position to make on the spot decisions.



- 2) Topics for discussion should be provided with enough notice to allow people preparation time.



- 3) Always ask how people wish to be consulted, do not presume they will make a particular choice. Allow different methods for those who wish it, for example one to one interviews, group discussion, written response or online survey.



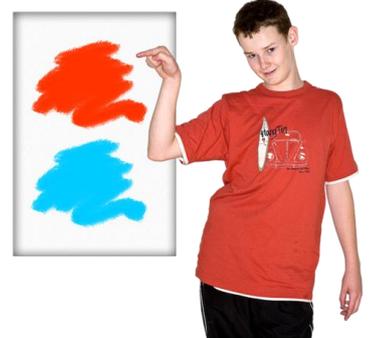
- 4) Again the most important thing to do is to ask what people need. Check back with them to see if it is working well.



## Website design



- 1) Some people find it difficult to read on a white background and prefer yellow or pink. A fully inclusive website would have the option of changing the colour of the background.



- 2) There should also be an option for making the text bigger and bolder. This makes the text clearer and make it easier to read for people who can't see very well.

Aa

- 3) It is best if there is an 'audio' option where the text can be read out, for those who can't read, or have a visual impairment.



- 4) Videos are helpful for explaining what the website is about and what is on it. It is best if there is a video on the 'Home' page doing this but also in the individual sections of the website.



5) It should be clear where to click to go to the next page or follow a link. It is best if each heading is accompanied by text and video that describes what it is people find when they click on them. It is also useful if they have images to represent what they are about.



6) For more advice on accessible website design, see

<https://www.gov.uk/service-manual/helping-people-to-use-your-service/making-your-service-accessible-an-introduction>



## Useful Links:

- People First (Scotland)

[www.peoplefirstscotland.org](http://www.peoplefirstscotland.org)



- Scottish Council for Deafness (SCfD):

<http://www.scod.org.uk/information/position-statements/accessible-information/>

- Royal National Institute for the Blind (RNIB):

<http://www.rnib.org.uk/scotland>

- Scottish Accessible Information Forum (SAIF):

<http://www.saifscotland.org.uk/#sthash.QQw1cUHT.dpbs>

- Inclusion Europe – Standards for making information easy to read and understand:

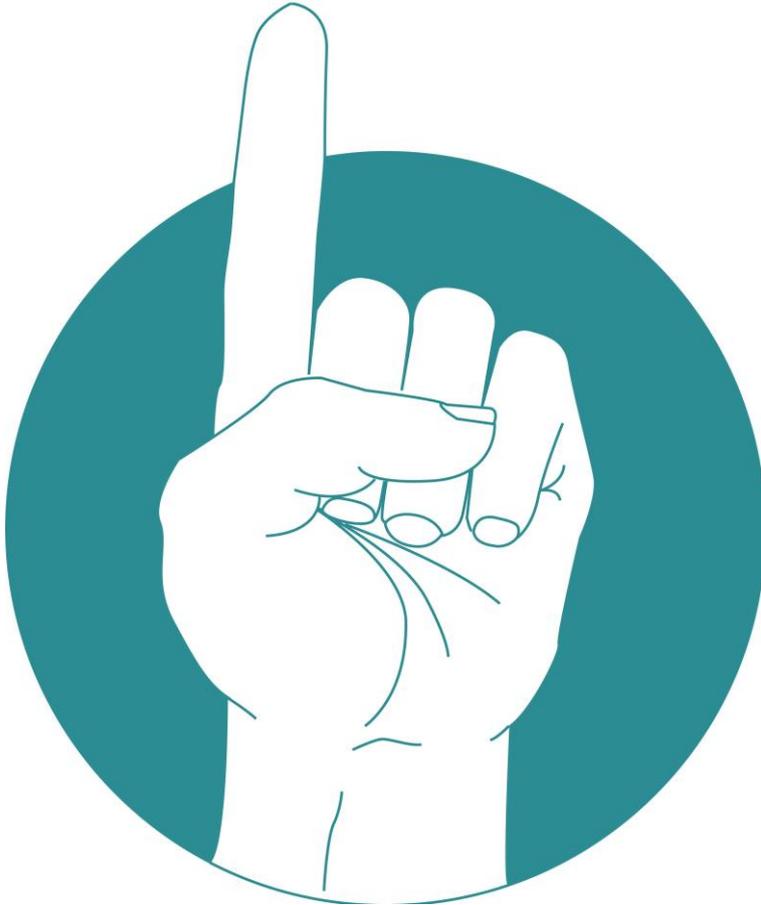
[http://easy-to-read.eu/wp-content/uploads/2014/12/EN\\_Information\\_for\\_all.pdf](http://easy-to-read.eu/wp-content/uploads/2014/12/EN_Information_for_all.pdf)

- MenCap – Am I making myself clear?

<https://www.mencap.org.uk/node/6040>

- Inclusive Communication Hub

[www.includeusall.org.uk](http://www.includeusall.org.uk)



**For further information please contact:**

**People First (Scotland)**

**77-79 Easter Road**

**Edinburgh, EH7 5PW**

**Tel: 0131 478 7707**

**Email: [peoplefirst1@btconnect.com](mailto:peoplefirst1@btconnect.com)**

**Website: [www.peoplefirstscotland.com](http://www.peoplefirstscotland.com)**