

Accessible Information Guide



What you should know?

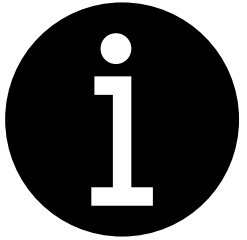


- What is jargon?
- What are hard words?



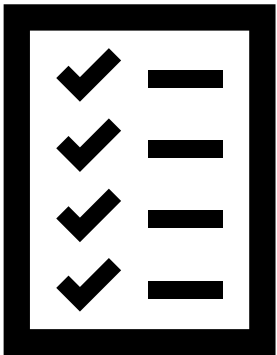
- How to give information out to people?
 1. Go through your text and pick out the important facts
 2. Summarise what you want to say
 3. Simplify complex information and explain it using examples from
 4. every day life
 5. Break information up into smaller chunks and maybe give them out separately
 6. Leave out what is of little or no use to people

Accessible information & the Law!



- Equality Act, 2010
- Accessible information standard
- Care Act 2014
- SEND Code of Practice 2015

Accessibility and presentation



- Co-production –
 - ✓involved people with lived experience
 - ✓Use local advocacy groups or organisation to help you.
 - ✓Work with people in the way that suits them e.g. face to face vs virtual
 - ✓Allow enough time for people to give their feedback e.g. smaller sessions or preparation before meetings
 - ✓Try and avoid posting material out to people, they might require support to read documents and understand e.g. surveys
- More than just how the document looks

Other considerations – Sensory impairments

- Sight loss – some may use screen readers. Check for accessibility using the Accessibility Checker function – Watch this video <https://www.microsoft.com/en-us/videoplayer/embed/RE30fXo?pid=ocpVideo0-innerdiv-oneplayer&postJsllMsg=true&maskLevel=20&reporting=true&market=en-us>
- BSL – People who use British Sign Language do not always understand English as its not their first language.
- Seek advice from People with lived experience.
 - Sight Loss Council
 - Gloucestershire Deaf Association

Practical advice

- Working with easy words and pictures

Words can

- Explain things in great detail
- Give people a lot of information
- Limit misunderstanding

BUT

- If you cannot read very well, or do not read English, then even good writing is not helpful

Pictures can

- Be understood by anyone
- Show a specific person, object or place as well as simple actions
- Look more interesting and less off putting than plain text
- Be seen more easily than text

BUT

- Pictures can be limited at showing complicated ideas and detail.
- Pictures can be interpreted in different ways



Practical advice for presentation

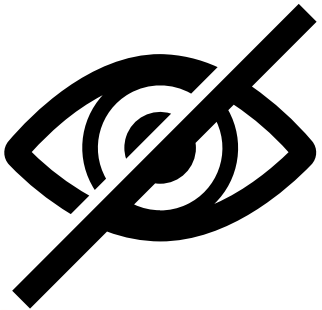
- Choosing the right picture?
- Picture on the left, words on the right

Example



People with a learning disability will be **involved** in making things better in Gloucestershire.

Preparing your document – Which ones to make accessible?



- What information is going to be truly useful to the audience?
- How many people will be effected by the information in your document?
- How long is your documents?
- How complex is the information?
- Can you combine key points from different documents?
- Is there an alternative way to share the information e.g. video clips

Adding pictures

- Make the picture as big as possible
- Make sure pictures are not blurred or overlapped
- Be careful that the colours do not make the picture confusing
- Does the picture reflect what the text is saying?
- Sometimes its easier to use a photo e.g. when you are trying to show a person, object or building.
- You can combine pictures with ticks, crosses or thumbs up or down.

Top tips on accessibility of information



1. Give the document a meaningful title.
2. Use clear and simple language. Avoid jargon and acronyms
3. Keep sentences and paragraphs short.
4. Use bullet points, numbered steps, and subheadings.
5. Use a sans serif font like Arial or Helvetica with a minimum size of 14 points.
6. Align text to the left. Do not justify it.
7. Avoid underlining, except for links.
8. Do not use footnotes. Give explanations of what is meant in the body of the document.
9. Keep the layout simple with continuous columns of text.
10. Link text must clearly describe where the link goes and what it is about.
11. Use tables for data only. Keep them simple and add a text explanation.
12. Do not use images containing too much text. Combine pictures together to get message across.
13. When doing presentations ensure no more than 4 bullet points on each slide (or less) and there are pictures to show what is being discussed.

Top tips & lessons learnt about working in co-production



People & population

- Right people around the table at the right time – do a stakeholder map – think outside the box!
- Targeted group approach for specific groups in our society who experience health inequalities
- Senior decision makers involved from the start – can make change happen!



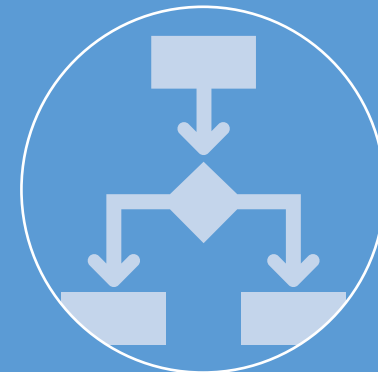
Place

- Ensure it is accessible or make reasonable adjustments – use of technology – not all online meetings platforms are easy to use



Trust and respect

- Everyone's voice is heard – remove us and them culture. Learn from each other
- Avoid a blame culture
- Take the time to do co-production right – forges true working relationships and trust is earned
- Know your local area – variation across the County e.g. urban vs rural



Process – a reason for meeting

- Shared vision, clear objectives, terms of reference, agenda, plan etc. It can turn into a talking shop otherwise! *Unite around shared Outcomes/Objectives*
- Keep it simple and accessible
- Having a clear route to escalate decisions and issues is needed
- Facts vs fiction – use feedback to drive BI approach
- Funding for experts by experience (if they want it)

Enablers – accessible information and technology, qualitative and quantitative data, knowledgeable workforce

Any questions?

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