Making Information More Accessible

- Think about how you give out information
- Think about what has to be included and what doesn't
- Make sure information is plain-simple-brief and to the point
- People don't want to be singled out – the same information should be accessible to everyone
- Should be size 16 font at least
- Use bold type
- Simple language/words
- Use pictures
- Remember that English may not be the reader's first language
- Avoid using tables
- Explain – don't use jargon
- If writing continues onto the next page – say so
- If you use light print on dark print then it should be in bold
- If you use pictures then they should relate to the words
- Leaflets – don't fold them
- The other formats/language panel needs to change
- If asking customers to provide documents – explain what they are
- Give telephone numbers and details of how and when you can contact people
- Produce DVDs as an option
- Staff understanding and training
- There needs to be consistency across all of the council and with partners and voluntary groups
- Work with the task group and seek their advice