

1 A letter is not always the right answer – All information provided should be in the format that the individual requires: **Easy-read, audio, braille, large print**, right colour paper and video. And when any request is made, this should be recorded and acted upon.

2 **Do not make assumptions**, not everyone is the same – does your approach or message still make sense to those who communicate differently?

3 Verbal communications – when starting a face to face conversation or on the phone **always start with “hello my name is ...”** talk slowly and clearly

Accessibility & Communication

TOP 10 TIPS

4 Don't put words in my mouth, **don't finish sentences for me**. If I am struggling to find a word or talking slowly, be patient and let me finish – I might take longer but I will get there. If you are not sure, please ask me.

6 See the person not the disability – physically hearing someone and listening to what they are saying are different: **listen to understand**.

7 **Online is not right for everyone:** electronic resources are great for those who can afford, and understand computers. But for some this is not something they can access – a reliance on this can mean people are missing out.

5 **Promote alternative formats:** publicise and encourage people to use all of the alternative formats available

8 **All** council departments need to understand and meet the needs of disabled people. People with disabilities are part of the general public – It is not only specialist disability services that have to work in an inclusive way – we all do!

9 **Follow plain English** and avoid jargon or acronyms. If it is necessary for these to be used then explain their meaning.

10 When giving information out to people about a service, **inform the person if things change** – keep us informed.

For more information, contact: **Michelle.anglesea@sefton.gov.uk** or **Jayne.vincent@sefton.gov.uk** or visit the intranet page: search for 'accessible information'

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