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Accessibility Guidance

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MAKING SERVICES, INFORMATION AND EVENTS ACCESSIBLE TO EVERYONE

THE PURPOSE OF AN ACCESSIBILITY GUIDE

The aim of this guide is to inform Rhondda Cynon Taf Council employees of the need to ensure that the services and information they provide and the events or meetings they hold are accessible to everyone.

As part of the Council's duties under the Disability Discrimination Act, as replaced by the Equality Act 2010, we must ensure that we meet the needs of everyone in the community. We need to remember that everyone is different, and that providing information and services in accessible and inclusive ways, is likely to lead to more people being able to receive a quality service.

WHAT IS MEANT BY 'ACCESSIBLE'?

Access in this guide, is meant in its widest sense. It is not just about physical access to buildings (although this is important) but is also about access to services, facilities or information. This means that not only may we need to consider whether an event venue has a lift or a ramp but we may also need to consider the format the handouts are provided in, the way people can book on the event and the way food is served at lunchtime.

It is best if we think of the need to be 'inclusive' when we plan to provide a service, information or event. Thinking inclusively means thinking and planning for everyone, rather than making some changes to suit one person when planning is complete. If from the outset, we take an inclusive approach (considering everyone's possible needs automatically), planning will be easier and the service provided will be much better.

ACCESS ARRANGEMENTS FOR MEETINGS AND EVENTS

The following issues should be taken into account when arranging a Council meeting or event.

ACCESSIBLE ENTRANCES

The main entrance to the venue building as well as doors to the meeting/event room itself need to be accessible for everyone. This means that the doors should be easily approachable via a level surface or ramp and the doors themselves should be easy to open.

The best way for the doors to easily open is for them to be automatic. If there are no automatic doors, the doors should not be too heavy and the handles should be low enough for a wheelchair user to use them. Placing a call button at the entrance is a very good way of enabling someone to ask for assistance to be provided. Make sure the call button is low enough for a wheelchair user. If there are no automatic doors and the doors are particularly heavy or difficult to open, it may be useful to prop the doors open for the purposes of an event or meeting, until all attendees have arrived.

ACCESSIBLE TOILETS

Accessible toilets (toilets designated for disabled people) must be available at all venues where meetings or events are held. These toilets need to be free of clutter and ready for someone to use at any time. They should ideally be available on the same floor as the event itself. Where this is not possible, lift access to the appropriate floor must be provided.

PARKING

Make sure there is accessible parking (parking for disabled people) at the venue. These must be clearly marked bays with a marked area either side of the parking space to enable transfer from wheelchair to car. The bays must only be used by disabled people needing them – whether wheelchair users or not.

If attendees have told you that they will require an accessible parking bay for the meeting or event, make sure there are enough spaces for the numbers of people that need them. If you know there are not enough accessible bays but there is plenty of alternative parking, it may be a good idea to reserve two non-accessible bays close to the entrance, to be used as one accessible bay. If anyone parks in an accessible bay without needing to (i.e. non-disabled people), you should politely ask him or her to use a different space.

Events, conferences or large-scale public meetings should **not** be held at a venue that does not have designated accessible parking bays.

LIFTS

Make sure the venue has a lift that is big enough for at least one large wheelchair and user plus one extra person. If there is no lift or if the lift is too small, the meeting or event should be held on the ground floor along with all associated activities and facilities.

GUIDE DOGS/ASSISTANCE DOGS

Guide & Assistance dogs must always be accepted into events or meetings. It is a good idea for them to have access to water and a drinking bowl.

CARERS

Some disabled people may wish to bring a carer with them to a meeting or event. Carers must always be welcome to attend. A space should be allocated to the carer but the carer should *not* be charged for attending even if other delegates are paying to attend.

In most cases, the disabled person will probably have access to their own carer who they will choose to bring. However, if a delegate asks for a carer to be provided by the Council for the day, we need to arrange this and pay for a carer's attendance.

QUIET ROOM

If there is enough space at the venue, it is a good idea to reserve a small room as a 'quiet room' to be advertised in this way. This is particularly helpful for people with mental health conditions (such as anxiety conditions) who may wish to access a quiet space at some point during the day. Ideally it should be open throughout the event for anyone that wishes to use it, without needing to ask.

LIGHTING

When holding a meeting or event, make sure the lighting is appropriate and that the venue is not too dark. People with visual impairments find it more difficult to see if there is not enough light in the room. If you need to turn the lights out for any reason (such as for a film clip or presentation), make sure that spotlights can still be provided on the person speaking or on any interpreters that are present.

FOOD AND DRINK

If food or refreshments are being provided at a meeting or event, consider how this needs to be done. If the food is going to be provided on a self-service basis, it has to be accessible to everyone. Consider whether everyone will be able to serve him or herself as well as carry the food to their seat.

The food should not be served from a surface that is too high for wheelchair users to reach. Assistance should be available to anyone that needs help with accessing, choosing or carrying food, so help should be available. In some cases it may be better to have food brought to each table if this will make it easier for everyone.

All food and drink should be clearly labelled.

EVACUATION PROCEDURES

Make sure you know the evacuation procedures for disabled people at the venue you are using and that these can be easily communicated. A copy should be available beforehand for attendees that request it.

SEATING ARRANGEMENTS

If arranging seating plans, make sure that anyone who will be using the services of a BSL interpreter, lip speaker etc. is allocated a seat as near to the front as possible.

Seating should be arranged with enough room to allow appropriate space for the positioning of wheelchairs.

INDUCTION LOOP SYSTEMS

Loop systems are helpful to hearing aid users as they can increase the clarity of 'wanted' sounds and reduce unwanted background noise. If a microphone is being used at a meeting or event where there is a loop system, a hearing aid user will hear the information being provided via the microphone more clearly as it is transmitted directly to the hearing aid, reducing the background noise being picked up.

Some rooms have 'fixed loop systems' installed which can be turned on for use at a meeting or event. These must always be used when they have been requested but ideally should be available at any venue meeting where there will be a large number of attendees. If there is no fixed loop system at the venue, you should use a portable induction loop system. These can be transported to the venue and need to be carefully set up prior to the event. Portable loop systems are useful for a small number of attendees, but should not really be used in place of a fixed system where this can be provided.

PRESENTATIONS, SPEECHES AND VIDEO CLIPS

If a speaker is giving a presentation at an event, it is a good idea to ask him or her for copies of the speech, handouts or slides beforehand. This means you will be able to make some available in alternative formats in time for the day, if this is needed. For example, some delegates could specify that they will require information in large print on the day. Having this prepared beforehand means these delegates will be able to participate fully on the day.

If BSL interpreters are being provided at an event or meeting, the interpreters will also benefit from receiving copies of speeches or presentations before the day itself. This will enable them to familiarise themselves with the language that will be used and can ask questions about any language or meanings they are unsure of before the event itself.

All speakers should be briefed on access issues before they attend on the day. This means they should be made aware of the need to make their information easily readable and accessible (please refer to the **Clear Print Guidelines** appendix 1 and **Presenters Guidelines** appendix 2).

If a television or film clip is being used as part of a presentation or speech, the accessibility of the clip must be considered. Subtitles or audio description may be necessary for some attendees. Subtitles mean that the spoken words can be read on the screen and these are useful for people who are deaf or hard of hearing. Audio description means that the actions of the people on screen are verbally described. This is helpful for blind and visually impaired people who are unable to see the screen. If it is not possible to use a DVD or video clip with these features, you will need to consider how the content of the clip can be explained to everyone.

Any handouts or information that is sent to delegates after an event must be sent in the delegate's preferred format. In all cases where information is produced in an alternative format, the Council pays for this to be provided. The delegate must never be asked to pay for something to be provided in an accessible format.

BOOKING ARRANGEMENTS

If you are planning an event, meeting or conference, which people can book on to, you need to ensure that there are a range of ways for people to access information about the day and to book on to it if they want to. Consider how you advertise it and the contact details you provide for people to contact you.

Never offer a telephone number as the only way of booking on or obtaining further information, as this means that deaf or hard of hearing people will be excluded. It is helpful to offer a telephone number as well as an email address, fax number or postal address. This general rule applies to all information we send out as a Council and not just booking onto events.

You should always give people an opportunity to tell you about any requirements they have to enable them to participate fully in any event or meeting they are booking onto. With all booking arrangements, make sure that you include a question or section on other requirements. This will allow people to let you know if they will need their information in large print or on tape for example, or if they will need a BSL interpreter, induction loop, accessible parking etc.

INTERPRETATION AND TRANSLATION

For any meeting, event or conference, you may be asked to provide interpretation or transcription facilities for attendees. If this is asked for, it must be provided. As well as the provision of written information in accessible formats, people will need to be able to understand verbal information provided on the day.

The Council has signed up to the Wales Interpretation and Translation Service; contact the Equality & Diversity Team for details on how to access this service – Equality@rctcbc.gov.uk.

You may therefore need to use the services of the following if requested. If you are asked for these, we must provide them.

A **British Sign Language** (BSL) interpreter is required if a Deaf person requests this.

BSL is the first preferred language of around 250,000 Deaf people in the UK. BSL is a language of space and movement using the hands, body, face and head. Deaf people whose first or preferred language is BSL use BSL/English interpreters. They can make it easier for a deaf sign language user and a hearing person to communicate with each other. An interpreter interprets from BSL to spoken or written English, or vice versa.

WALES INTERPRETATION AND TRANSLATION SERVICE

The Council has signed up to the Wales Interpretation and Interpreting Service (WITS) which provides a one-stop shop booking service working 24 hours a day, 365 days a year

All WITS Interpreters and Translators will undergo a Police security check in accordance with ACPO vetting policy to NPPV level 2 prior to being offered any translation/interpreting assignment.

All WITS foreign language Interpreters and Translators will be assessed in the language ability and will be trained in the Code of Conduct and will sign a confidentiality clause prior to being offered any translation/ interpreting assignment.

All WITS BSL Interpreters and other communicators for the d/Deaf will be fully qualified to Level 4 and will be trained in their Code of Conduct and will sign their confidentiality clause prior to being offered any translation/ interpreting assignment.

WITS will continue to provide its interpreters and translators with ongoing formal training in relation to healthcare and relevant legislation.

WITS can also arrange access to a telephone interpretation service.

The Service is easy to access via a simple telephone call or e mail, once contacted WITS staff will make all the necessary arrangements for the interpreter to attend at the requested location, and will confirm all the details by telephone or e mail.

The WITS office is staffed from 07.00 - 23.00 hrs 365 days of the year. Between the hours of 23.00 - 07.00 hrs your call will automatically be transferred to the WITS out of hours service.

In order to access the service you must have an authorisation code which is available from the Equality, Diversity & Social Justice Team, telephone 01443 424075 or e mail equality@rhondda-cynon-taff.gov.uk

It should be noted that the Council's internal Welsh Language Unit should be used for any Welsh Language interpretation or translation needs.

A PALANTYPIST

A palantypist uses a machine to type what the speaker is saying and the words appear on screen at the same time. This helps people who are hard of hearing or deaf access the information.

A LIPSPEAKER

Lipspeakers work with people who prefer to communicate through lip-reading and speech. Both deaf and hearing people can use lip speakers to help them communicate with each other.

Lipspeakers repeat what is said without using their voice, so that you can lip-read them easily. They produce the shape of words clearly, with the flow, rhythm and phrasing of speech. They use natural gestures and facial expressions to help you follow what is being said. They may also use finger spelling.

SIMULTANEOUS TRANSLATION

In simultaneous translation, the translator speaks at the same time as the person speaking in the other language. In Wales, this is often used at conferences where speakers are speaking in Welsh and the translator talks in English, or vice versa the translation is accessed through the use of earphones.

ACCESSIBLE INFORMATION

We have a legal duty under the Disability Discrimination Act, as replaced by the Equality Act 2010, to ensure that we provide information in accessible ways so that everyone is able to use it. This means for example, that if somebody asks for a copy of a document, leaflet or meeting minutes in another format (e.g. in large print or Braille), we have to provide it without charge.

It is useful for you to be aware of how to arrange this should you get a request from a member of the public, so that there is no delay in getting this information when you need it. Try to ensure that employees in your department are aware of how to arrange for this to be done. There is no obligation to keep a stock of your documents in alternative formats, as this could be costly if you do not use them. However, if you know that you give out certain leaflets or documents very regularly to the public, it may be useful to have a small stock of these on audiotape or CD for people who are visually impaired. It is also a very good idea to budget for the arranging of accessible formats each year.

For any written information we provide in the Council, we should as far as possible ensure it complies with the Clear Print Guidelines, which the Council has adopted. These guidelines set out the standard font size and formats we should use when producing information, giving advice on fonts, formats and colours to avoid. The purpose of the guidelines is to explain how to make our written information as accessible as possible so that as many people as possible can use it. This includes people with visual impairments, epilepsy or dyslexia for example – all of whom can benefit from information being presented in certain ways. In brief, 'Arial' font and a minimum of font size 12 are recommended for all Council communication.

WHAT ACCESSIBLE FORMATS COULD BE REQUESTED?

The following are possible examples of formats that information could be requested in. The list is not exhaustive.

Please refer to appendix 4 for a **transcription service list** that can provide these services

- **Braille** - For blind people who are able to use it. Remember that not all blind people use Braille
- **Moon** – Another format useful for people who are visually impaired. Similar to Braille, it uses a system of raised letters. The symbols are similar to alphabetic letter shapes rather than the dot system in Braille. It is very useful for children with a visual impairment or for people who are unable to use Braille
- **Audiotape or CD** – Useful for people who are blind or visually impaired, have dyslexia or a learning disability of some kind – anything whereby listening to the information rather than reading it may be helpful
- **DAISY disk (Digital Accessible Information System)** - Another way to listen to information instead of reading it. This sort of disk allows people to stop and start a CD as they wish to. It is played on a DAISY player
- **British Sign Language (BSL)** in DVD or video format – For Deaf people whose first language is BSL. A BSL interpreter interprets the written or spoken information and is filmed
- **Large print** – For people with visual impairments. Any font size could be requested
- **Electronic (email)** – For blind or visually impaired people who would not be able to read information in hard copy but may have a system on their PC to convert text to speech
- **Easy Read** – For people with learning disabilities. In this format, pictures and symbols are used alongside simple words so that information is easier to understand
- **Another language** - A member of the public is able to ask for information in any language and we need to provide a translated version if this happens

- **Type Talk Service**

Type Talk is run by the Royal National Institute for Deaf People, Type talk and funded by British Telecom (BT). It is the national telephone relay service that enables people who are hard of hearing, deaf or speech impaired to communicate with hearing people using the telephone network

How does it work?

When a call is connected an RNID Type talk Operator will join the line and relay calls between deaf text phone users and hearing telephone users.

A typical call usually involves a text phone user typing their part of the conversation and the Operator reading it out word-for-word to the hearing person.

The hearing person then speaks their part of the conversation and the Operator types what is being said so the text phone user can read it on their screen.

Can the service be used text phone to text phone just in case?

Yes, if a text phone user makes a call to another text phone user and dials the 18001 prefix before the number of the person they are calling, this notifies the telephone network that an RNID Type talk Operator may be required should a hearing person answer the call.

Once a successful text phone to text phone connection has been made an RNID Operator is no longer required and will not be involved in the call.

Q. Can a hearing person telephone a deaf person?

A. For a hearing person calling a deaf person, the prefix 18002 must be dialled, together with the full STD code and telephone number - even if it is a local call.

For further information on Type talk, how to join for free and how to obtain a text phone:

0800 500 888 (text), 0800 7 311 888 with a voice telephone

Type talk web site: <http://www.textrelay.org>

Opening Times

24 hours a day, 7 days a week, 365 days a year

Accessible electronic formats

Many blind and partially sighted people have access to computer equipment that makes written information accessible. More information is now sent via email and is available as attachments via email or as downloads from websites.

How to create accessible electronic documents

In the Council documents are mainly produced electronically in a word processing package. After being written they quite often make their way to people in one electronic form or another. They can be emailed as attachments, downloaded from websites, read on a handheld computer or mobile phone and, of course, also be printed out on paper and in Braille. Quite often a document will also be translated from one format into another during its lifetime. The accessibility of these documents depends on how well they are formatted and structured from the beginning. A well formatted Word document can easily be configured into an accessible PDF file to be downloaded from a website.

Making Word documents Accessible

The following Do's and Don'ts will help make your Word documents accessible for dyslexic, blind or visually impaired people or people with learning disabilities.

Do's

- Use styles to add structure to your documents e.g. use Styles to create headings rather than just making text look like a heading by making it bold. Styles allow you to preset all formatting options such as the font, spacing, bold and italic
- Create a table of contents to provide quick navigation to sections of a document
- Table layouts should only be used if they make sense when created in a linear format and when headings used for columns are contained within the same table cell as the associated text or information. Screen readers navigate across the page by table cell
- Provide alternative labels for all images (Alt tags). To do this, right-click on the image, then select Format Picture. A dialogue box will appear. Select the Web tab, and then add the relevant text to the image
- Use one inch margins left alignment
- Use one simple statement per sentence of no more than 25 words
- Use spacing before and after bulleted lists when appropriate as they can be easier to understand than dense paragraphs.
- Ensure there is good contrast between elements on the page, e.g. do not use background colours
- Use descriptive text when linking to web pages within your documents e.g. [Training schedule and contacts](#)

- If you have embedded sound files, provide a text transcript of the sound file content by using Alt tags

Don'ts

- Don't use extremely small fonts and don't use large blocks of text in italic. The Council recommends using Ariel minimum font 12
- Don't use animated text or flashing/blinking elements – as these can trigger seizures in some people
- Don't use tabs to create tables
- Don't use text boxes as they are inaccessible to screen readers
- Columns are difficult for screen magnifier users to navigate. Never make columns discontinuous (i.e. never continue a column several pages later). Always repeat headings

Making PDF files accessible

The portable Document Format (PDF) allows authors to create documents that retain their original layout and design when viewed on screen or printed out. However PDF files may not always be appropriate for use with accessibility software. Please check with the recipient if its accessible to them and offer an appropriate format.

Do's

- Create accessible source documents. Use Office to create the source document and then convert them to PDF using the latest version of PDF software e.g. Adobe, Primo or Bullzip
- Any form fields are fillable and have relevant descriptions
- The document has a logical, easy-to-follow reading order
- Graphics and links have alternate texts
- The document is a searchable text file

PDF files are only really accessible if they have been created to be that way. To ensure accessibility it is good practice to also offer any PDF document in an alternative format such as plain text or Word

Creating accessible PowerPoint presentations

PowerPoint presentations can be made more accessible for users of assistive technologies such as screen readers if they only contain headings, text, bullet points and simple graphics. Read out all information contained on your slides for visually impaired people.

Do's

- Create the slide in PowerPoint using normal view
- Write descriptive text using Alt tags for all graphics and additional elements conveying information in the slide

Creating accessible E-mails

Email has become one of the most common ways to communicate. It is a good and economical method of disseminating information to people where they want to receive it. Email can be used for communication, confirming transactions, newsletters, reminders for appointments, marketing and invitations, to name just a few examples.

Emails can usually be written in different formats which can be selected in the email program which are:

Plain text – In plain text formatting, your email should be written in a minimum Ariel font 12 to comply with Clearprint Guidelines. You cannot create any other formatting, e.g. bullet points or bold.

Rich text – In rich text you can create bullet points, different fonts, font sizes, font colours, horizontal lines that can visually enhance an email. However you need to ensure you comply with the Clearprint Guidelines.

HTML – In HTML formatting you can include anything you would use in a webpage such as images, forms and animation (This is the Council's default mail format)

Do's

- Ensure unusual characters, such as mathematical symbols are avoided
- There is a clear, meaningful subject line
- For newsletters, ensure the first line of the email is the same as the subject header, which should include the full title of the newsletter, and the issue number and date
- Attachments are named appropriately

For more information on IT training in the Council contact Alison Bartlett on 01443 424064 or email alison.m.bartlett@rctcbc.gov.uk

'SEE IT RIGHT'

CLEAR PRINT GUIDELINES

INTRODUCTION

Rhondda Cynon Taf Council has a legal obligation, under the Disability Discrimination Act parts III and IV, as replaced by the Equality Act 2010, to provide goods, services and facilities to the public in the most accessible way it can.

Since our publications are aimed at an audience that would include visually impaired people we need to ensure visual clarity of information. This includes **all** written information that we distribute to the public, whether it's a mass-produced leaflet, a personal letter or a Council tax reminder.

We should also be prepared to provide information in a large font size and in other relevant formats, including Braille, tape, disk, BSL video, through our website, in plain language, and in pictorial form for people with learning difficulties.

Good standards of print legibility help all readers, but for many people with a visual impairment the issue is crucial to whether they read or not. It is important to recognise that blind and partially sighted people have different eye conditions and what they see can greatly differ. It is almost impossible to devise a 'print standard' that will meet all needs, but following the recommendations of the former Disability Rights Commission (DRC) and the Royal National Institute for the Blind (RNIB) the Council has corporately adopted the use of Ariel font with point 12 as a minimum size.

These guidelines are designed to assist everyone in understanding the needs of our customers who are visually impaired or blind. They also aim to describe a few, inexpensive, common sense steps that can be taken to improve accessibility of information for all our customers.

CONTRAST

An important factor affecting legibility is the contrast between the type and the paper on which it is printed (or photocopied). Contrast is affected by paper colour, printing inks, type size and weight, all of which are considered in this document.

Black type on white or yellow paper gives a very good contrast. If you wish to use paper in other colours, or to print text on top of tints, the background colours selected must be very pale.

Printing ink, if not black, should be as dark as possible – for example, green, blue, reds and browns can be acceptable if dark ink is used and the background is very pale. Never use yellow printing inks; they are as good as invisible. Avoid pale colours on coloured backgrounds – for example grey on blue. Do not be tempted to run type across a photograph or illustration. This limits the contrast and confuses the eye.

REVERSALS OF TYPE (WHITE OUT OF BLACK)

White type on black or another dark colour is acceptable, provided that the typeface, size and weight are suitable. Avoid reversing out small type sizes and light faces because they tend to fill with ink and become indistinct.

This is what is meant by reverse type!

TYPE SIZE/FACE

Divisions should bear in mind that type size can improve legibility. For the general reader the RNIB recommend 12-point Arial and this is the typeface that the Council has now adopted. The text of this document is printed in Arial 12-point and the titles are 14-point Arial Bold. Documents written in Arial 14-point can be read by over 96% of the population, and reduce the need for alternative formats. The RNIB use a minimum 14-point for material intended for blind or partially sighted readers. The use of typeface larger than 20 point is of no advantage.

If you print documents with numbers in them, it is important to ensure the numerals are as distinct as possible. Blind and partially sighted people can easily misread 3, 5, and 8 in some typefaces, and even 0 and 6. (Think about using letters instead of numbers.)

TYPE WEIGHT

This is almost as important as the size in determining legibility. Light typefaces should be avoided, especially in smaller sizes. Blind and partially sighted people may need medium or bold type weights; even 'regular' weights may prove inadequate contrast between the type and the background.

SPACING

Stick to even word spacing, justified left only. Do not condense or stretch lines of type or, worse, single words, to fit your line length. Leave reasonable space between lines of type.

LINE LENGTH

This should ideally be in the range of 50 – 65 characters. Blind and partially sighted people may prefer even shorter lines than this. Avoid splitting words at the end of lines. This sentence has fifty-three characters with spaces.

PAPER

Print on glossy paper can be difficult to read because it reflects too much light. Very thin, semi-transparent can cause problems because text can show through on the reverse.

CAPITAL LETTERS

These are harder to read than lower case letters. Although a word or two may present no serious difficulties, capitals should be avoided for continuous text.

DESIGN AND LAYOUT

This is very important as a page of close-set type easily daunts readers. Layouts should therefore be simple and clear:

- Leave space between paragraphs and don't cram the page.
- If you are setting text in double columns, make sure the margin between columns clearly separates the two columns. If space is limited, use a vertical rule to separate columns.
- It helps to provide good 'navigational' aids for the reader – for example a contents list, clearly differentiated headings, rules to separate unrelated sections, minimal underlining – anything which makes the layout easy to follow.
- RNIB prefers to avoid fitting text around illustrations, as this results in different line lengths.
- It is also worth noting that, on forms, blind and partially sighted people often need generous space to fill in details that have to be hand-written; their writing tends to be larger than average.

COLOUR BLINDNESS

Red – Green colour blindness (where both colours appear to be the same) affects 10 percent of men, but rarely occurs in women.

In one form of red-green blindness, red, orange, green and yellow all appear the same.

Another form of colour blindness occurs when there is a confusion of red with brown, green – brown and yellow – brown.

People who are colour blind cannot distinguish green from blue, rose from grey or pink from yellow

PRESENTERS GUIDELINES

INTRODUCTION

Rhondda Cynon Taf Council is committed to equality both in employment and service delivery, and its policies and procedures have been drawn up to reflect this commitment.

The following guidelines have been drawn up to help presenters meet the commitment of Rhondda Cynon Taf Council to the full participation of all its employees and elected members in a practical and constructive way. You will see that underlying this guide is a commitment to the principle that everyone has equal rights to benefit from, contribute to and enjoy the event. This means, among other things, that we should avoid language and behaviour that is unacceptable to other participants, because it conveys stereotypical or prejudicial views that can lead to discriminatory attitudes.

We assume that course presenters will agree these principles and hope the guidelines will assist in putting them into practice.

LANGUAGE

Language is important and Rhondda Cynon Taf Council policy is not to use language that offends or hurts people. This type of language should always be avoided as it causes distress.

Language, jokes or comments that perpetuate discrimination should not be used.

JARGON

Jargon is a barrier to good communication. Take care to explain any jargon or initials you use so that everyone understands what you are talking about.

PRESENTATIONS

Presentations should take into account the needs of disabled people, bear in mind the size of the font used, avoid long sentences in capital letters and use appropriate colours, red and green should be avoided and it is always better to use dark print on lighter backgrounds, you should avoid flashing images and should not include stereotypical images.



Stop

Think

Respect

TRANSCRIPTION PROVIDERS IN WALES

Cardiff Institute for the Blind

English and Welsh transcriptions

Nature of work undertaken: Individuals and Companies

Media Produced: Braille, large print, floppy disk, CD, digital recording and tactile diagrams

Shand House
20 Newport Road
Cardiff
CF2 1YB

Telephone: 029 2048 5414

Fax: 029 2046 5222

Website: www.cibi.co.uk

Contact: Carys Henry

Email: carys@cibi.co.uk

Alternative contact: Mike Walsh

Email: mike@cibi.co.uk

Fieldsman Trails

English and Welsh transcription

Nature of work undertaken: Individuals and Companies

Media produced: Braille, large print, audiotape, floppy disk, CD, digital recording and tactile diagrams

Fron Deg
Clayton Road
Mold
Flintshire
CH7 1SU

Telephone: 01352 756 202

Fax: 01352 756 201

Website: www.fieldsmantrails.com

Contact: Colon Antwis

Email: colin.antwis@adams-consulting.co.uk

Alternative contact: Glenn Critchley

Email: glenn@gcritchley.freeserve.co.uk

Guide Dogs for the Blind Association

English transcription

Nature of work: Strictly their own clients

Media produced: Braille, large print, audiotape and floppy disk

904 Newport Road
Cardiff
CF3 4LL

Telephone: 029 2083 9100

Fax: 029 2083 9110

Website: www.gdba.org.uk

Contact: Yvonne Johns

Email: Yvon.johns@guidedogs.org.uk

Alternative contact: Sarah Jones

Email: sarah.jones@guidedogs.org.uk

Gwent Association for the Blind

English and Welsh transcription

Nature of work undertaken: Individuals and Companies

Media produced: Braille, large print, audiotape, floppy disk, CD, digital recording,
Moon and tactile diagrams

Unit 2
Orfaen Business Centre
Panteg Way
Pontypool
Gwent
NP4 0LS

Telephone: 01495 763 650

Fax: 01495 763 650

Website: www.gwentassociationfortheblind.co.uk

Contact: Sharon Beckett

Email: SharonPBeckett@aol.com

Alternative contact: Chris Williams

HMP Cardiff (Braille Unit)

English transcription

Nature of work undertaken: Individuals and Companies

Media produced: Braille, large print and floppy disk

1 Knox Road
Cardiff
CF24 0UG

Telephone: 029 2092 3100

Contact: Paul Rees

HMP Parc Bridgend (Braille Transcription Department)

English transcription

Nature of work undertaken: Individuals and Companies

Media produced: Braille

Parc Prison
Heol
Hopcyn John
CF35 6AP

Telephone: 01656 300 200

Contact: Kathryn Phipps

North Wales Society for the Blind

English and Welsh transcription

Nature of work undertaken: Individuals and Companies

Media Produced: Braille, large print, audiotape, floppy disk, CD, digital recording and tactile diagrams

Resource Centre
325 High Street
Bangor
Gwynydd
LL57 1YB

Telephone: 01248 353 604

Fax: 01248 371 048

Contact: Dilys Owen

Email: nwsb.bangor@btconnect.com

Alternative contact: Marian Radcliff

Email: nwsb.bangor@btconnect.com

**Pembrokeshire County Council, Social Care and Housing Department,
Disability team, Meadow Park**

English and Welsh transcription

Nature of work undertaken: Individuals

Media Produced: Braille, large print, audio tape, floppy disk and Moon

The Disabilities Team
Meadow Park Centre
Stokes Avenue
Haverfordwest
Pembrokeshire
SA61 2RB

Telephone: 01437 776 072

Fax: 01437 762 300

Contact: Tracy Martin-Smith

Email: Tracy.Martin-Smith@pembrokeshire.gov.uk

Pia

English and Welsh transcription

Nature of work undertaken: Individuals and Companies

Media Produced: Braille, large print, floppy disk, moon and tactile diagrams

PIA
Victoria Street
Cwmbran
NP44 3YT

Telephone: 0870 3216 450

Fax: 0870 3216 451

Website: www.pia.co.uk

Contact: Alison Roberts

Email: AR@pia.co.uk

Alternative Contact: Paula Tooze

Email: PT@pia.co.uk

Recording Centre for the Blind, University of Wales Swansea (UWS)

English and Welsh transcription

Nature of work undertaken: Individuals and Companies

Media Produced: Braille, large print, audiotape, floppy disk and tactile diagrams

University of Wales Swansea
Library and Information Services
Singleton Park
Swansea
SA2 8PP

Telephone: 01792 295 085/ 01792 295 912

Fax: 01792 295 901

Website: www.swan.ac.uk/lis/library_services/rfb.asp

Contact: Kathy Williams

Email: Kathy.Williams@swnasea.ac.uk

Alternative contact: Recording Centre Office

Email: Braille@swnasea.ac.uk

RNIB Cymru (Transcription Centre)

English and Welsh transcription

Nature of work undertaken: Individuals and Companies

Media Produced: Braille, large print, audiotape, floppy disk, CD, digital recording and tactile diagrams

Trident Court
East Moors Road
Cardiff
CF24 5TD

Telephone: 029 2045 0440

Fax: 029 2044 9550

Contact: Emma Jones

Email: Emma.Jones@rnib.org.uk

Alternative contact: Nia Morgan

Email: Nia.Morgan@rnib.org.uk

Shaw Trust

English and Welsh transcription

Nature of work undertaken: Individuals and Companies

Media Produced: Braille, large print, audiotape, floppy disk, CD, digital recording and tactile diagrams

The Courtyard
Llandarcy Business Park
Llandarcy Neath
SA10 6EJ

Telephone: 01792 325 345

Fax: 01792 325 380

Contact: Cam Nicholl

Email: cam.nickoll@shawtrust.org.uk

Alternative contact: Sue Berry

Email: sue.berry@shawtrust.org.uk

The Vision Foundation

English and Welsh transcription

Nature of work undertaken: Individuals and Companies

Media Produced: Braille, floppy disk and CD

Unit 4 Gwent Court
Victoria Business Park
Ebbw vale
Gwent
NP23 8AN

Telephone: 01495 309 500

Fax: 01495 309 500

Website: www.visionfoundation.org.uk

Contact: Steve Hyde-Dryden

Email: visiontraining@onetel.com

Alternative contact: Rachael Hyde-Dryden

Email: info@visionfoundation.org.uk

Vision Support_(2 Branches)

English and Welsh transcription

Nature of work undertaken: Individuals and Companies

Media Produced: Braille, large print, audio tape, floppy disk, CD, digital recording

Moon and tactile diagrams

(Branch 1)

Ty'r Binwydden

Clayton Road

Mold

Flintshire

CH7 1ST

Telephone: 01352 757 677

(Branch 2)

3 Maesgwyn Road

Wrexham

LL11 2AP

Telephone: 01978 353 200

Fax: 019 7835 3200

Contact: Mark Roberts

Email: mark@vstrading.co.uk

Alternative contact: Marian Davis

Email: transcription@visionsupport.org.uk

Website: www.vstrading.co.uk

Welsh Council for the Blind (WCB)

English and Welsh transcription

Nature of work undertaken: Individuals and Companies

Media Produced: Braille, large print, audiotape, floppy disk, CD, digital recording and tactile diagrams

3rd Floor

Shand House

20 Newport Road

Cardiff

CF24 0DB

Telephone: 129 2047 3954

Fax: 029 2043 3920

Website: www.wcb-ccd.org.uk

Contact: Richard Bowers

Email: wcb-ccd@btconnect.com

Welsh Cassette Scheme (part of North Wales Society for the Blind)
English and Welsh transcription
Nature of work undertaken: Individuals and Companies
Media Produced: Audio tapes

1 Penlan Road
Carmarthen
Carmarthenshire
SA31 1DN

Telephone: 01267 238 225
Contact: Rhian Evans
Email: Cynllun@casetiau.fsnet.co.uk
Alternative Contact: Linda Williams
Email: Cynllun@casetiau.fsnet.co.uk