



Organising Accessible Events



A toolkit written and designed by High Peak Access

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1 Introduction

High Peak Access has been commissioned by High Peak CVS to produce guidelines for individuals, voluntary groups, and private and statutory organisations, to help people participate in public events and meetings.

To enable this to be achieved those responsible for organising the event or meeting need to take into account all aspects of accessibility for disabled people; of how to anticipate, and overcome restrictions that prevent disabled people from attending, or participating fully in organised events held within the High Peak.

It is imperative that disabled people are involved in their community. To be involved in the decisions on what, and how services are provided, they must be part of the process, and not just the recipients of others' decisions. It is about: 'full and effective participation and inclusion in society', 'accessibility', and 'equality of opportunity'.

Coordinating an accessible meeting can be time-consuming and challenging, thus, to make it easier for you, High Peak Access has created a number of guidelines in the form of a Checklist. We hope that this Toolkit can assist you to ensure that your event is accessible for disabled people, and therefore, a more inclusive and representative event.

This toolkit contains a guide to accessible events in the form of a checklist for use when planning large public events and smaller meetings or focus groups, together with some feedback from disabled people on their experiences of trying to participate in meetings. The Toolkit also provides guidance on solutions to access issues when planning a meeting and useful contacts to assist in the delivery of the meeting.

The effectiveness of the Toolkit is in embracing the needs of people with a range of disabilities and impairments. A pragmatic and an holistic approach has been taken, as the Toolkit explains in practical terms how it is possible to organise an accessible event without excluding disabled people. The strength of the Toolkit is the experience from within High Peak Access – the group’s rich diversity has ensured a successful and progressive guide.

An accessible environment is one which a disabled person can enter and make use of independently, or with help from an assistant, including being able to vacate easily in the event of a fire or other emergency.

The composition of the Toolkit also recommends solutions for the physical access, and incorporates the wider issues of accessibility as part of the remit.

The Toolkit offers guidance to assist both Public and Private Organisations to understand and address the issue for organising and accessible meeting or event, such as community consultations on planning matters, proposed changes in policy, community celebration events, and smaller focus groups or consultation meetings.

High Peak Access - Accessibility

High Peak Access plays a key role in campaigning to bring about changes with regard to accessibility for disabled people within the High Peak. Human Rights are what High Peak Access is all about. Social inclusion in all aspects of disabled people's daily lives is our vision, yet this aim still remains to be achieved. One of the most important things is to treat people fairly, equally and with respect – where no-one believes that 'different' means 'worse'.

The classic stereotype of a disabled person is a wheelchair user who has been disabled from birth or childhood, however, that is far from reality – most people become disabled or impaired after the age of 45, through illness or accident, rather than being born with a disability or impairment.

It is also a mistake to think about barriers to access as being purely physical - other aspects of the environment and services also need to be thought about, for example, negative attitudes, and exclusion by society, (intentionally or inadvertently) communication systems, signage, wayfinding, publicity, printed materials, and websites.

High Peak Access has developed a best practice Toolkit that provides recommendations to meet the needs of, and to improve access to organised events by disabled people. The importance of access to information is reflected in its recognition as a fundamental human right, backed by legislation.

2 How to use this Toolkit

If you are planning an event use the checklist to run through the planning stages of the event. Complete the checklist with information to answer the points in the checklist. Tick off items and sections as you complete them, using the bullet-point boxes.

Use the case studies to gain an appreciation of the challenges and barriers faced by disabled people who want to participate in public events or meetings.

The Toolkit is structured to enable readers to dip into it as they wish. Yet, it must be remembered that all access issues are interdependent and cannot be considered in isolation.

Disabled people have a wealth of knowledge and experience in access issues, so consult them at the beginning if you need assistance in organising your meeting – High Peak Access Group: highpeakaccess.org.uk Tel: 01663 735 350

Do check access requirements yourself; do not rely on assumption or telephone conversations.

3 Toolkit Checklists

Key Aspects to Consider when Planning an Event

General Issues:

- **What can we do to create an accessible meeting/event?**
- **Do we understand the importance of budget implications in the planning? – the initial budget should allow for potential costs to cover such services as Signers and Oral interpretation, Braille translation ...**
- **Do we understand the disabled person's needs – what are the barriers to full participation?**
- **Are we adopting an inclusive approach that embraces the needs of all people? Could we understand our audience's access needs better? What can we do to ensure staff can be easily identified? Consider staff wearing name tags, and verbally introducing themselves to Blind and Visually Impaired People; and clearly indicating where they will be sitting, or can be alerted, or contacted.**
- **Do we understand that participants providing information (for example display/information boards, power point presentations and leaflets) need to ensure that their material is accessible? – this will require early consideration.**

- **Note: If finance is an issue, have you thought about sharing resources i.e. from other community groups, or statutory organisations?**

Legal Issues:

- **Are we fulfilling our Equality Duty under the Equality Act 2010?**
- **Where it is not possible to provide full accessibility are we ensuring reasonable adjustments are offered? (Contact High Peak Access Group if you require advice, or information: highpeakaccess.org.uk Tel: 01663 735 350**
- **What can we do if we cannot meet all of the access criteria? Seek an alternative, for example, perhaps a home visit to establish a person's needs.**

Recognising Specific Needs:

- **Do we understand the disabled person's needs – what are the barriers to full participation?**
- **Are we connecting with 'hard to reach groups'? Can they be reached via third party agencies, for instance, High Peak CVS? (This would be seen as 'reasonable').**
- **Who will be reading this information about the event, for example, Blind and Visually Impaired People need the information?**

- **A number of Blind People will be accompanied by a Guide Dog. Have you thought about the provision for a Guide Dog in terms of seating?**
- **Who will be meeting Blind People and Visually Impaired People at the principal entrance? (If time permits, it would be beneficial to offer a tour of the venue to Blind People and Visually Impaired People before the event starts.) If not possible, Blind People must have a designated person who can guide them to the toilet facilities and exits.**
- **If the meeting entails breaking into small workshops to discuss certain topics, then people with Learning Difficulties and Deaf or Hard of Hearing people will require smaller rooms, rather than having several small groups in a large room. Deaf and Hard of Hearing people require quietness otherwise background noise will interrupt participation.**
- **If Restrooms are required ensure that they are located on the same floor as the meeting.**
- **Do we understand the needs of Deaf People and Hard of Hearing People to have the correct information before the meeting in regard to what aids/facilities are available for their needs?**
- **Do we understand the needs of people with Learning Disability, for example a red and green card system to help people participate?**

3.1 The Venue

It is important that attendees can locate the Venue.

Wherever you plan to hold your meeting, it is important to do a thorough check of the physical site before booking the venue. Visit the site to establish whether access to the venue will meet the access needs of all participants.

3.1a Venue Entrance

<u>Check</u>	<u>Action</u>	<u>Comment / Tick</u>
Obstructions: Within the Venue	<input type="checkbox"/> Make sure that there are no loose objects on the floors and stairs causing an obstruction.	
Information Boards: <input type="checkbox"/> In the Entrance <input type="checkbox"/> In the meeting room	<input type="checkbox"/> Make sure that these are positioned correctly – so as not to cause an obstruction.	
Entrance to the Venue: <input type="checkbox"/> Are the doors Open, or Easy to open, or Automated / power-assisted.	<input type="checkbox"/> Entrances should have anti-slip flooring. <input type="checkbox"/> Remove any loose flooring. <input type="checkbox"/> Doors can be held back. <input type="checkbox"/> Are the doors wide enough?	

3.1b Venue Reception

<u>Check</u>	<u>Action</u>	<u>Comment / Tick</u>
<input type="checkbox"/> Is there a lowered section at the reception desk?	<input type="checkbox"/> Wheelchair Users require a lowered section at the reception desk. <input type="checkbox"/> If there is not a lowered section consider a separate table to use as a reception desk.	
<input type="checkbox"/> Administration, Signing-In & Identity Badges	<input type="checkbox"/> Ensure that a member of staff is available to help people sign-in or to pin on badges. <input type="checkbox"/> Please remember that some people will not be able to sign themselves in.	

3.1c Venue Seating

<u>Check</u>	<u>Action</u>	<u>Comment / Tick</u>
<input type="checkbox"/> Is there a mix of seating? E.g. chairs with arm rests should be available.	<input type="checkbox"/> If a person requires a different type of chair, this can be established via the Invitation (it may be as simple as a Staff Office Chair).	

<input type="checkbox"/> Is there enough room for a Wheelchair User and a Companion to sit together?	<input type="checkbox"/> Ensure that Wheelchair Users and their companions are seated together.	
<input type="checkbox"/> Is there room for a Guide Dog / Assistance Dog to rest? Ensure that water is available for the dogs.	<input type="checkbox"/> Make sure that a Blind Person has room for their Guide/ Assistance Dog, for example under a table.	
<input type="checkbox"/> Ensure there are no obstructions, e.g. plants	<input type="checkbox"/> Make sure that there are clear access routes within the meeting room.	
<input type="checkbox"/> Lighting	<input type="checkbox"/> Check lighting quality in the meeting room beforehand.	
<input type="checkbox"/> Hearing Loop System <input type="checkbox"/> Is it clearly signed?	<input type="checkbox"/> Ensure that the Hearing Loop System is ON. <input type="checkbox"/> If the Hearing Loop System is Infra Red, line of sight, ensure that ‘necklaces’ are available at reception and advise if there are seating areas not covered by the Loop System.	

3.1d Venue Signage

<u>Check</u>	<u>Action</u>	<u>Comment / Tick</u>
<input type="checkbox"/> External Signage: Visual Information / 'A' Boards. <input type="checkbox"/> Ensure advertising for the meeting can be logically placed outside the Venue.	<input type="checkbox"/> These can be made by you <input type="checkbox"/> Think about sharing resources with other groups, for example 'A' Boards. <input type="checkbox"/> Do not obstruct the pavement.	
<input type="checkbox"/> Clear directions indicating the facilities of a Venue are essential.	<input type="checkbox"/> These signs can be made by you. <input type="checkbox"/> Directions must be given verbally to Blind and Visually Impaired People.	
<input type="checkbox"/> Ensure that the room for the meeting is appropriately signed.	<input type="checkbox"/> These signs can be made by you.	
<input type="checkbox"/> Ensure that the Accessible Toilet is adequately signed.	<input type="checkbox"/> These signs can be made by you.	
<input type="checkbox"/> Locating the Lift – signage	<input type="checkbox"/> Clear directions are required. Text accompanied by tactile text and the international symbol for Access.	

3.1e External Ramps

<u>Check</u>	<u>Action</u>	<u>Comment / Tick</u>
<input type="checkbox"/> Is there an external ramp leading to the principal entrance? No more than 1 in 12 for building access, and 1 in 20 for approach pavements.	<input type="checkbox"/> Step-free entry is now preferable, using a ramp if necessary.	
<input type="checkbox"/> Is there a handrail to both sides of the ramp?		
<input type="checkbox"/> Is the ramped approach clearly signed if it is not readily apparent?		
<input type="checkbox"/> Can the ramp be accessed by an independent Wheelchair User?	<input type="checkbox"/> Fully accessible?	

3.1f Accessible Toilets

<u>Check</u>	<u>Action</u>	<u>Comment / Tick</u>
<input type="checkbox"/> Is there an accessible toilet(s) i.e. provision of unisex facilities?	<input type="checkbox"/> There must be an accessible toilet(s). Do not book the Venue if there is not an accessible toilet(s).	
<input type="checkbox"/> Is there sufficient space outside of the toilet for manoeuvre?	<input type="checkbox"/> Remove obstructions, for example cleaning materials such as mops and buckets.	
<input type="checkbox"/> Are the door widths adequate?	<input type="checkbox"/> At least 926 mm single-swing door for a unisex WC compartment. <input type="checkbox"/> Wheelchair turning space 1500 x 1500 mm. (BS 8300: 2009)	
<input type="checkbox"/> Is there an Assistance Alarm, and is the cord (Red) hanging freely? <input type="checkbox"/> Check to see if the Visual and Audio alarm are working.	<input type="checkbox"/> If tied-up release. <input type="checkbox"/> These points can be ascertained when viewing the Venue before booking.	

3.1g General Toilet Facilities

<u>Check</u>	<u>Action</u>	<u>Comment / Tick</u>
<input type="checkbox"/> Are there separate-sex toilet facilities.	<input type="checkbox"/> This point can be established when contacting the person re booking the Venue.	
<input type="checkbox"/> Ensure that there will be enough toilet rolls and hand towels.	<input type="checkbox"/> The responsibility for toilet rolls and paper towels can be established when contacting the person re booking the Venue.	
<input type="checkbox"/> Is there a suitable bin for the disposal of Pads and Catheters?	<input type="checkbox"/> These points can be ascertained when viewing the Venue before booking.	

3.1h Housekeeping

Housekeeping is providing essential information regarding health and safety to the attendees at the beginning of the meeting.

It is important to ensure that all participants know how to evacuate safely if an emergency occurs. Discuss evacuation plans and procedures with the facilities manager at the planning stage.

<u>Check</u>	<u>Action</u>	<u>Comment / Tick</u>
<input type="checkbox"/> Information	<input type="checkbox"/> Must be given audibly, using a Microphone (Said) <input type="checkbox"/> Please be aware that you must actually say where the Fire Exits are located, for example, on the right-hand side of the room/left-hand side of the room.	
<input type="checkbox"/> Means of escape, for example, Fire Exits:	<input type="checkbox"/> Are these exits accessible to Wheelchair Users? <input type="checkbox"/> Describe the direction to Blind and Visually Impaired People, and offer Guides in the event of an alarm.	

<input type="checkbox"/> Where is a place of safety or a Refuge located (if there is one)	<input type="checkbox"/> Directions to be given audibly.	
<input type="checkbox"/> Does a designated person need to ‘Shout’ Fire, Fire?	<input type="checkbox"/> Think about a ‘Buddy’ system.	
<input type="checkbox"/> Escape from upper floors	<input type="checkbox"/> Is the lift fire protected? If, not, how would you evacuate a Wheelchair User?	
<input type="checkbox"/> Obstructions	<input type="checkbox"/> Is the route to the Fire Exit(s) clear of obstructions?	
<input type="checkbox"/> Blind and Visually Impaired People	<input type="checkbox"/> Don’t forget that Blind and Visually Impaired People will not be able to see a Visual Alarm such as Flashing Lights. Highly reflective floors can confuse appearing wet and slippery for Visually Impaired People.	
<input type="checkbox"/> Deaf and Hard of Hearing People	<input type="checkbox"/> Hard of Hearing People will not be able to hear an Audible Alarm. Therefore, both Visual and Audio feedback should be provided to indicate when the alarm has been activated.	

3.2 Routes

<u>Check</u>	<u>Action</u>	<u>Comment / Tick</u>
<input type="checkbox"/> Are there level routes to the principal entrance or to an accessible entrance?		
<input type="checkbox"/> Are the routes sufficiently wide enough for a Wheelchair User?		
<input type="checkbox"/> Are the routes clearly defined?	<input type="checkbox"/> Way finding includes clear, direct routes and signage. <input type="checkbox"/> Way finding may include symbols to help everyone find their way.	
<input type="checkbox"/> Are the routes free from planting and hazards?		
<input type="checkbox"/> Are there dropped kerbs between the parking area and routes to the principal entrance, for example using Tactile Paving?	<input type="checkbox"/> Tactile paving is to give access to Wheelchair Users, Blind People and Visually Impaired People. <input type="checkbox"/> Tactile paving is a detectable warning sign to assist Blind and Visually Impaired pedestrians.	

3.3 Public Transport

Note the meaning of ‘Fully Accessible’: To be accessible to disabled people, including Wheelchair Users.

<u>Check</u>	<u>Action</u>	<u>Comment / Tick</u>
<input type="checkbox"/> Is there an accessible public transport system? Often the staff at the Venue can provide this type of information – check with them.	<input type="checkbox"/> Identify whether transport is fully accessible. <input type="checkbox"/> Is there a dropping off point close-by the venue? <input type="checkbox"/> Identify the timetable, e.g. will the public transport arrive and leave at appropriate times for the meeting.	
<input type="checkbox"/> Is the venue located near a bus route?	<input type="checkbox"/> Research	
<input type="checkbox"/> Is the Bus Stop located on the level i.e. not on a hill or steep incline?	<input type="checkbox"/> Research	
<input type="checkbox"/> Is there an accessible train service?	<input type="checkbox"/> Identify whether the train station is accessible, i.e. level access. <input type="checkbox"/> Note: (A number of Railway Stations	

	<p>located in the High Peak have an Iron Victorian Bridge, which is often not accessible for either the outgoing or return journey).</p>	
<p><input type="checkbox"/> How far is the railway station from the venue?</p>	<p><input type="checkbox"/> Research</p>	
<p><input type="checkbox"/> Community Transport:</p> <p>Glossop Community Transport can be used to transport a number of disabled people, for example, Wheelchair Users.</p>	<p><input type="checkbox"/> This allows Wheelchair Users to travel safely.</p> <p><input type="checkbox"/> Must be booked in advance to ensure availability of Community Bus.</p> <p><input type="checkbox"/> Check how many people the bus can hold.</p>	
<p><input type="checkbox"/> Community Car Scheme is for people without access to a car.</p>	<p><input type="checkbox"/> For people who are unable to use public transport due to accessibility or timetable restrictions.</p> <p><input type="checkbox"/> Must be booked in advance to ensure availability.</p>	
<p><input type="checkbox"/> Some Volunteer Centres have car transport schemes for people with mobility problems.</p>	<p><input type="checkbox"/> Must be booked in advance to ensure availability.</p>	

3.4 Car Parking

<u>Check</u>	<u>Action</u>	<u>Comment / Tick</u>
<input type="checkbox"/> Are there accessible designated parking bays?	<input type="checkbox"/> Signage: Should incorporate International symbol of access. <input type="checkbox"/> Image	
<input type="checkbox"/> Are there sufficient accessible designated parking bays?	<input type="checkbox"/> Consider staff parking areas as an alternative. <input type="checkbox"/> Consider sending text and a map with the invitation, of the venue to all attendees, highlighting where the accessible car-parking bays are located.	
<input type="checkbox"/> Is the information clear concerning the availability of free parking for disabled motorists.		
<input type="checkbox"/> Are the accessible designated parking bays close to the Principal entrance?		

<input type="checkbox"/> Are disabled people permitted to drive closer to the venue than other visitors, particularly on a sloping site?		
<input type="checkbox"/> Is the surface material firm, durable and slip-resistant in all weather (such as tarmac)?	<input type="checkbox"/> Loose stones can be a problem for disabled people with walking aids, Wheelchair Users, Blind People and Visually Impaired People.	
<input type="checkbox"/> Are the routes adequately lit? (Night-time meeting).		
<input type="checkbox"/> Are the wayfaring signs clearly indicated to and from the principal entrance?		

3.5 Invitations

We suggest that your registration form includes all access needs to help you plan ahead and avoid any omissions.

<u>Check</u>	<u>Action</u>	<u>Comment / Tick</u>
<input type="checkbox"/> Are invitations available in different formats on request	<input type="checkbox"/> Invitations can be via letter, email, or personal phone call if needed. Use both A5 and A4. For people with Learning Difficulties use images. <input type="checkbox"/> Ensure all language is clear and accessible as possible.	
Does the invitation include: <input type="checkbox"/> Map of venue location. <input type="checkbox"/> Contact details. <input type="checkbox"/> Details of contact for more information if additional support needed. <input type="checkbox"/> Clear programme and timetable for the event.	<input type="checkbox"/> Website links can be included to give information on location and facilities available at the venue if these have been set up <input type="checkbox"/> When planning the event, consider whether the start time could be too early for people with carer support and the distance that will have to be travelled to the venue.	

- Statement that Large print / different formats available**
- Details of how to respond to invitation.**
- Information on transport if it is to be provided on request.**
- Request for any special dietary information if food is to be provided**
- Return slip for booking should include a space for details of any additional needs to be identified by the delegate e.g. sign language required.**
- Information about the venue**
- Handheld maps are tactile maps that can be used by both Blind and Visually Impaired People when navigating around the Venue.**

- Allow sufficient notice of the event to ensure maximum participation.**
- Provide generous space for writing to be put on any response forms.**
- Some delegates will require Personal Assistant support at the event so this should be allowed for in total numbers attending.**
- When final attendance details are sent out to delegates the following information should be included:**
 - Travel Information including public transport**
 - Parking arrangements for Blue badge holders**
 - Dropping off points**
 - Map of venue layout**
 - Location map**
 - Final programme for the meeting**

- | | | |
|--|--|--|
| | <ul style="list-style-type: none"><input type="checkbox"/> Taxi service.<input type="checkbox"/> Consider sending a map/tactile map of the venue or a written guide and information.<input type="checkbox"/> Maps can also be sent prior to the meeting for orientation purposes. | |
|--|--|--|

3.6 Way Finding and Signs

Signs should form a part of an integrated communication scheme that gives clear directions, information and instruction.

Solutions: If Signage is absent or not clear, temporary signs can be provided for the day. Remember to use plain language, large print, Arial font, black text on a white background, or preferably black text on a yellow background.

<u>Check</u>	<u>Action</u>	<u>Comment / Tick</u>
<input type="checkbox"/> For Signage: ensure that you use suitable text style: Font Type: Bold, Sans Serif e.g. Arial, Helvetica, Verdana.	<input type="checkbox"/> For example, the size of lettering, symbols and their reading distances. <input type="checkbox"/> These can be made by you	
<input type="checkbox"/> Signs for disabled people should incorporate the international symbol for Access, for instance, accessible entrances and accessible toilets.	<input type="checkbox"/> Access symbols can be located at the back of this Toolkit.	
<input type="checkbox"/> Visual signs should comprise simple words, clearly separated from one another, in short sentences.	<input type="checkbox"/> Sentences should begin with an upper case letter and continue with lower case letters.	

<p><input type="checkbox"/> Make sure that the signs are easily identifiable against their background.</p>		
<p><input type="checkbox"/> Directional signs should identify and easily distinguish accessible routes, such as escape routes.</p>		

3.7 Information/Written Material/Literature

It is important to ensure that all information is accessible, for example, Braille, Audio or Large Print, you need to find out peoples' requirements about their preferred format. Blind and Visually Impaired People have the right to information just like other people.

No single medium can communicate information to all those who may need different formats, thus, thought must be given to a variety/duplication of options; for example, the simultaneous use of audible and visible cues.

Information in different accessible formats must be made available on request, for example, Braille, Large Print, Easy Read, CD-Rom, Electronically (email) and Audio (including Audio description online) are all considered to be alternative formats. Offer the information at least one week before the meeting. It is recommended that as much information as possible be made available in electronic format. This will allow disabled users to adapt the information to a format which is suitable for them to access.

For written material there should be a good contrast between the font colour and background colour. Using cream paper can increase the readability of a printed document for Visually Impaired People. White text on a black background can appear thinner, than the same weight of font in black on a lighter background. White text on a dark blue background is particularly legible for many people.

Provide meeting materials in advance for those who need more time, or quietness, to gain better comprehension.

There may be a need for a Note-taker i.e. for Blind People, or People with Learning Disabilities.

All information must be clear and concise – keep it brief, as too much information can cause people with Learning Difficulties stress and anxiety.

Interpreters are in high demand and require advanced booking. For any event that is longer than an hour you may have to book a minimum of two Interpreters, as they will need to have regular rest periods.

<u>Check</u>	<u>Action</u>	<u>Comment / Tick</u>
<p><input type="checkbox"/> Website – is your website accessible? It has been a legal requirement for UK websites to be accessible since 1999.</p>	<p><input type="checkbox"/> If an individual with a disability (e.g. a Visually Impaired Person) cannot access information on your website, it could be discrimination.</p> <p><input type="checkbox"/> For example, colour contrasting and formatting of text will help to make the website accessible to some visually impaired people.</p>	
<p><input type="checkbox"/> Website images or graphics cannot be seen by Blind and Visually Impaired people.</p>	<p><input type="checkbox"/> It is essential that all images are described by the ‘Speaker’ or there is an audio transcription.</p> <p><input type="checkbox"/> If an image is incorporated into a document, it must have a short note describing the image in full.</p>	

<input type="checkbox"/> Website: People with learning disabilities	<input type="checkbox"/> Ensure that the information is clear and precise	
<input type="checkbox"/> Video	<input type="checkbox"/> If you are showing a Video, allow yourself one week to get it captioned.	
<input type="checkbox"/> DAISY: is designed for use by Blind and Visually Impaired People, and those with Dyslexia.	<input type="checkbox"/> DAISY: is designed to be a complete audio substitute for print material.	
<input type="checkbox"/> Screen reader: assisted technology, which, is useful for Blind, Visually Impaired People, and people with Learning difficulties.	<input type="checkbox"/> Screen reader is software that attempts to indentify and interpret what is being displayed on screen. There are two ways that a screen read can provide feedback to the user: Speech and Braille. A screen reader uses Text-To-Speech (TTS) engine to translate on-screen information to speech, which can be heard through earphones or speakers.	
<input type="checkbox"/> Information <input type="checkbox"/> Electronically – using a variety of software to access information.	<input type="checkbox"/> Sending information: Enlarge Font, and use appropriate Font Type when emailing to Visually Impaired People.	

<input type="checkbox"/> Large Text: Is used by Visually Impaired People.	<input type="checkbox"/> For Large Print: 14 - 22 Font Size <input type="checkbox"/> Font Type: Bold, Sans Serif (such as Arial, Helvetica or Verdana) <input type="checkbox"/> Use left alignment <input type="checkbox"/> Confirm numbers in words <input type="checkbox"/> Print off copies.	
<input type="checkbox"/> Printing Paper – uncoated, for example Matt Paper.	<input type="checkbox"/> Avoid using coloured paper <input type="checkbox"/> Use Black text on cream, white or yellow paper <input type="checkbox"/> Print on one side only.	
<input type="checkbox"/> Layout and structure	<input type="checkbox"/> Avoid using long blocks of continuous text – break it up with small paragraphs and headings. <input type="checkbox"/> Where appropriate use bullet points and lists instead of large volumes of text. <input type="checkbox"/> Use short concise sentences of less than 20 words – more readable. Single sentences improve clarity.	

<input type="checkbox"/> Telephone Services	<input type="checkbox"/> Are contact numbers clearly identifiable? <input type="checkbox"/> Is there a Textphone?	
<input type="checkbox"/> Easy Read: Is used by people with Learning difficulties/disabilities. <input type="checkbox"/> Use your own photos or use packages like Photo Symbols.	<input type="checkbox"/> Provides information in a clear and simple format. <input type="checkbox"/> Uses plain English <input type="checkbox"/> Use of pictorial images <input type="checkbox"/> Use Verdana or Arial font <input type="checkbox"/> Do not use Clipart or cartoon drawings.	
<input type="checkbox"/> Braille: A number of Blind and Visually Impaired People will required this format.	<input type="checkbox"/> Braille – Almost all information can be put into Braille. <input type="checkbox"/> What is the time scale to Braille documents? <input type="checkbox"/> Approximate cost of Braille? <input type="checkbox"/> Braille documents must be sent to the people who require this format before the meeting, preferably two days beforehand.	

<p><input type="checkbox"/> Handheld maps: can be used by both Blind and Visually Impaired People when navigating around the Venue.</p>	<p><input type="checkbox"/> They can also be sent prior to the meeting for orientation purposes.</p>	
<p><input type="checkbox"/> Accessible images (Printed):</p>	<p><input type="checkbox"/> Image description which is essential for Blind and Visually Impaired people. An image, which, is accurately described in a few words.</p> <p><input type="checkbox"/> Are photographs and illustrations suitably sized?</p>	
<p><input type="checkbox"/> Digital: USB Sticks/ CD Rom</p> <p>This would be of benefit to Deaf and Hearing Impaired People, Visually Impaired People, People with Cognitive Impairments and People who have had Strokes and other Brain Injuries.</p> <p>CDs are a useful aid for people with a Learning Disability</p>	<p><input type="checkbox"/> Information can be downloaded onto a USB Stick or a CD Rom. The information can be sent to the disabled person before the meeting to digest.</p>	

❑ Electronic Tablets and Pads:

Touch screen keyboard

Portability

No mouse

Pens can be used instead of a mouse.

- ❑ Apple's iPad screen reader has accessibility features that make it easier to use for people with Arthritis, Blind and Visually Impaired people.**
- ❑ The iPad also has a VoiceOver Screen Reader, which allows simple gestures to physically interact with items on the screen.**
- ❑ The VoiceOver also provides information about the device i.e. battery level, network signal level, time of day, whether landscape or portrait, locked or unlocked.**

3.8 Communication

<u>Check</u>	<u>Action</u>	<u>Comment / Tick</u>
<input type="checkbox"/> Speakers	<input type="checkbox"/> Speakers need to talk plainly, avoid the use of jargon, or complex words and acronyms.	
<input type="checkbox"/> Speech-to-Text Expensive to employ. Interpreters are in great demand and short supply. This should be the first service you book to ensure accessibility to your event. Speech-to Text is cheaper to use than Pallantype. If cost is an issue – think about ensuring that the ‘Speakers’ literature is available before the meeting – ideally downloaded onto a USB Stick or in large print if requested.	<input type="checkbox"/> Translation of spoken words into text i.e. typing the text to screen. Operators use the QWERTY keyboard.	

<p><input type="checkbox"/> Pallantype:</p> <p>Provides Deaf and Hard of Hearing People access to ‘Talks’/’Speakers’.</p>	<p><input type="checkbox"/> Highly trained operators use a special, short-hand keyboard designed to let them ‘type’ phonetically. The sounds are then converted back into text by a computer software program.</p>	
<p><input type="checkbox"/> Power Point:</p> <p>There must be large print copies of the Presentation available.</p> <p>Easy Read and Braille if required. This need can be established via the Invitation.</p>	<p><input type="checkbox"/> Not all people can see or understand a Power Point Presentation i.e. Blind and Visually Impaired People.</p> <p><input type="checkbox"/> Graphics must be tagged (described).</p>	
<p><input type="checkbox"/> British Sign Language Interpreters.</p> <p>Not all meetings will require an Interpreter. The need for an Interpreter can be established via the Invitation.</p> <p>Are any of your staff trained and/or qualified to provide BSL?</p>	<p><input type="checkbox"/> Sign language interpreters allow communication to take place between Deaf and Hard of Hearing People and hearing people.</p>	

<input type="checkbox"/> Communicating with people with a learning difficulty: Think about what works for them.	<input type="checkbox"/> Listen <input type="checkbox"/> Speak clearly <input type="checkbox"/> Help, but do not take over <input type="checkbox"/> Give people time to speak <input type="checkbox"/> Do not patronise. <input type="checkbox"/> Positively invite feedback and challenge.	
<input type="checkbox"/> Note-taker	<input type="checkbox"/> Are required by people with a Learning Difficulty and Blind People.	

3.9 Audible Information

In public buildings and in buildings where services are provided, people who are Deaf or Hard of Hearing will need an audible communication system.

During meetings background noise is a problem for Deaf People and Hard of Hearing People – reduce or, eliminate.

<u>Check</u>	<u>Action</u>	<u>Comment / Tick</u>
<input type="checkbox"/> Public Address System: Can be used in small venues.	<input type="checkbox"/> Should be clearly audible and, where practical, supplemented by visual information. <input type="checkbox"/> Test before the meeting. <input type="checkbox"/> All participants should be given instruction on the use of the microphone so that it works effectively including distance of mouth from microphone and where hand- held microphones are used how to hold the microphone.	

<p><input type="checkbox"/> Hearing Loop Systems: use of Induction Loop or Infrared.</p>	<p><input type="checkbox"/> Must be installed in room(s) where the meeting is to be held.</p> <p><input type="checkbox"/> The system must be linked to the Hearing Loop or Infrared System, so that the same microphones can be used with both systems.</p>	
<p><input type="checkbox"/> Microphone / Amplifier: Individual (body worn) or hand held microphones can be more effective.</p>	<p><input type="checkbox"/> Microphones may be used to feed other sound systems, such as PA Systems.</p>	
<p><input type="checkbox"/> Induction Loop System:</p> <p>A relatively simple, economical system.</p> <p>The hearing loop can be restricted to a small area of the meeting room as long as it is properly indicated by a sign so that hearing aid users can sit in the designated area.</p>	<p><input type="checkbox"/> Induction Loop systems are used for transmission and reception of communication signals.</p> <p><input type="checkbox"/> The signal is received when the sound signal to a person's hearing aid is switched to the 'T' position.</p> <p><input type="checkbox"/> Induction Loops will only benefit people whose hearing aids have induction pick-up, or who have a listening aid facility.</p> <p><input type="checkbox"/> Ask someone who uses a Hearing Aid to test for volume and interference.</p>	

<p><input type="checkbox"/> Infrared System:</p> <p>Is very beneficial for people who are severely hard of hearing, who require higher levels of sound.</p>	<p><input type="checkbox"/> In infrared hearing system is an assistive audio system to aid communication with Hearing Impaired people and is a popular alternative to an Induction Loop System.</p> <p><input type="checkbox"/> The infrared receiver can be coupled to a person's own hearing aid by means of a small induction loop worn around the neck.</p>	
<p><input type="checkbox"/> Roving Microphone:</p> <p>It is essential for Deaf and Hard of Hearing People.</p>	<p><input type="checkbox"/> A Roving Microphone - is a small microphone, with or without a wire, which can be moved easily around an audience for questions and answer sessions. It is essential for meetings.</p> <p><input type="checkbox"/> It is often better for the roving microphone assistant to hold the microphone for the participant in the correct position whilst they speak, perhaps using a short microphone extension stand if it is difficult to reach the participant.</p>	

3.10 Media and Publicity

<u>Check</u>	<u>Action</u>	<u>Comment / Tick</u>
<input type="checkbox"/> Reporters	<input type="checkbox"/> Book Reporters	

3.11 Refreshments

- Refreshment areas should be located on level access.
- It is important to maintain scheduled meal times. This helps people who are diabetic, and those with chronic pain and fatigue.
- The menu needs to be explained before the meeting.

<u>Check</u>	<u>Action</u>	<u>Comment / Tick</u>
<input type="checkbox"/> Ensure that there is/are a clear route for a Wheelchair User to manoeuvre.	<input type="checkbox"/> Are there any obstructions, for example, plants? If, there are, remove the obstruction.	

<p><input type="checkbox"/> Buffet meals can create problems for some disabled people, as they will not be able to carry their own tray.</p>	<p><input type="checkbox"/> Think about arranging table service to avoid frustration and exclusion, or have staff available/willing to help with food/refreshments.</p> <p><input type="checkbox"/> Ensure that food is labelled, and there is somebody available to let visually impaired people know what is available, and to help with serving.</p>	
<p><input type="checkbox"/> Make sure that there is a variety of furniture:</p> <p>Disabled people require a mix of seating and tables.</p> <p>Consider: is there enough room for a Wheelchair User and a Companion to sit together?</p>	<p><input type="checkbox"/> A number of high-backed chairs with arm rests.</p> <p><input type="checkbox"/> Some tables should be provided with a clear height (750mm) to accommodate Wheelchair Users.</p>	
<p><input type="checkbox"/> Ensure the following are available:</p> <p><input type="checkbox"/> Jugs of water throughout the meeting.</p> <p><input type="checkbox"/> Cup-holders for hot drinks.</p> <p><input type="checkbox"/> Bendable straws.</p>	<p><input type="checkbox"/> Check if these items are available when viewing the premises beforehand.</p> <p><input type="checkbox"/> Some medication makes people thirsty.</p>	

4 Case Studies on Accessibility of Meetings

The meaning of the term Reasonable Adjustment

4.1 Audio Provision

Person one: “At the moment the background noise in this event is absolutely horrendous. We are all struggling anyway, and when we are using Hearing Aids, it picks up all the background noise as well. In this room there is a Loop, and they are supposed to be separate systems. So when we have a Workshop like this in a public meeting unless there are break-out rooms for the separate workshops, the background noise makes it impossible to participate properly. Quite often there is a lack of paperwork, or too much paperwork, if it’s at the last minute it is not helpful, and if you are at a meeting with a Signer, you often do not know where to look, at the Signer, or at the paperwork, or at the Screen.”

Invigilator: Question: “Would it help to have a PowerPoint Presentation alongside the Signer?”

Person One: Answer: “It would probably assist in having a visual clue, yes.”

Person Two: “We don’t go to public meetings because we can’t participate, so our views are not heard.”

Invigilator: Question: “How do you improve things?”

Person Two: Answer: “At work we can’t access training, so how can we move on in our careers.”

Person Three: “The problem I have if I get the Speaker to wear my microphone then I can’t hear when other questions come from people, even if the person is a couple of feet from you. Even if

you ask the Speaker to repeat the question, they forget so you don't hear it. Everyone seems to be clued up on the physical access to meetings, but they don't give the Hearing Impaired People any thought, and even if they do, they don't understand a Deaf person's needs and they all have different levels of need."

Person Four: "Just because a disability is not seen it does not mean that it is not there. Often it is the Trainers, or the Chairperson who does not appreciate the needs of others."

Person Five: "One of our colleagues gets bad headaches due to having to concentrate so hard on listening to Speakers. The Woman at the start of this day was very difficult to hear, and I had to concentrate really hard to make sense of what she said. The man who introduced this Workshop was much easier to listen to, and really had a clear voice, so it was easy. It puts you off going to long events if you have to concentrate hard all the time."

Person Six: "If we attend training we should be told exactly what is available to assist us in meetings. Or, if the question is asked and information given then it does not always get to the right person who can make provision for the needs identified."

4.2 Facilities Maintenance

"I am a wheelchair user and have been to meetings in a venue in Buxton and found that the accessible toilet has been closed for maintenance purposes. No prior warning was given about this. I have then had to use the non-accessible toilets with help from others which is humiliating. Meeting organisers need to check that accessible facilities are available when they hold their meetings."

4.3 Learning Disabilities

Person One: “I have been involved in meetings where they invite representatives with Learning Disabilities to attend, but they are ignored or talked over, so they can’t participate. Nobody makes it easy for them it makes me completely mad.”

Person Two: “There is a problem with lack of transport to meetings as well. People with Learning Difficulties can’t drive. I only use public transport if I have someone with me to assist, and so it is not always possible. If transport was provided it would help me get to meetings.”

4.4 Mobility Problems

“I attended a meeting in the High Peak where a Buffet Lunch was served. However, there were no tables and chairs available, thus, I was expected to stand and eat. This created problems for me, as I walk with a mobility aid, and therefore, cannot stand for any length of time, and only had one free hand. I had to find another person to bring me lunch (which, was of their choosing). I had to eat my lunch off of my lap in the meeting room, which proved too difficult, and thus, I gave-up.

“Tables and Chairs should be provided at lunch-time. Also, organisers need to recognise that disabled people find it difficult to access refreshment facilities during the limited and congested lunch period. Therefore, organisers should consider operating a refreshment order service, for example, ‘Helpers’ (who are identifiable) to assist disabled people.”

4.5 Inaccessible Information

“At a meeting held in the High Peak, someone brought leaflets, but, forgot to include a Braille copy. I think in this day and age Braille for Blind and Visually Impaired People should be available, especially when people are regular members of a committee. The leaflet was not even read out, so we were unable to participate fully. This happens with a lot of meetings, even when we have put in the invitation, that our special needs are that, any print documents should be transcribed into Braille.”

4.6 Support for Hearing Impairment

“I went to some training on Autism awareness and the trainers had not made any provision for me being hearing impaired. Being hearing impaired I found it very difficult to participate in any of the group activities or hear what the tutor was saying or the responses. In the end I had to leave the course half way through. I had to re-arrange to have the course on a different date so that I could have the ‘lip speaker’ there so I could do the course. Having the lip speaker there made such a difference and I was able to complete the course.”

4.7 Loop System in New Mills Town Hall

A few years ago, members of the Public brought to the attention of the Access Group, the fact that hearing-aid users were not able to hear speakers up on the platform in the main hall, and were therefore unable to participate in any discussions. Upon investigation, it was discovered that the decision had been made to try an ordinary domestic loop system around the walls of the hall and the resulting system was completely under-powered and ineffective. I contacted the Contracts Department of the RNID. They installed an excellent loop system in the main hall, and

a flexible system for use in other rooms, with roving microphones for members of the public, and a boundary microphone on the table to pick up the voices of councillors. The system was not cheap, but has achieved its aims for total inclusion for almost all in discussions taking place in virtually any part of the New Mills Town Hall. I believe this has made a huge difference from the previous inadequate system tried.

4.8 Hearing Impairment

I was invited to attend a local public meeting. It was a meeting that I wished to participate in, since I had numerous good points to raise on a particular subject, and I felt that my contributions would make a difference. The venue does have a Hearing Loop System, but it soon became apparent to me, that the Hearing Loop had not been switched on, or was not working. I felt too embarrassed to speak out, and ask the organisers to test it to see if it was working, thus, I was excluded from taking part in the meeting. I felt upset, that the organisers had not tested the Hearing Loop System before the meeting took place, to see if it was switched on, or working. They had not given a thought about Deaf people or those with a Hearing Impairment attending the meeting.

Examples of Reasonable Adjustments

In many cases the need for adjustment and the types of adjustment that could be effective will be simple to identify – the disabled person themselves should always be involved in any such discussions (to be ascertained before the meeting, via the Invitation).

Planning in advance for the needs of disabled people to attend your meeting, and ensuring that reasonable adjustments are in place:

<u>Impairment</u>	<u>Reasonable Adjustment</u>
Deaf and Hard of Hearing Impairment	Provide communication support, for example, Hearing Loop System, Speech-to-Text, Pallantype, BSL interpreter.
Dietary (People who are diabetic, and those with chronic pain and fatigue).	Maintain scheduled meal times. Keep meeting sessions short so as to allow people to get up and move around.
Fatigue: Physical and/ or Mental Impairment	Provide rest-rooms on the same floor as the meeting.
Learning Difficulties and Deaf and Hard of Hearing People	Provision of smaller rooms, especially for workshop and interactive sessions at a meeting.
Learning Difficulties or Dyslexia	Provide information in advance of the meeting (a week), for example Easy Read. A red and green card system to aid participation within the meeting.

Mobility Impairments	Provide different types of seating, for example chairs with arm rests, or high-backed chairs with arm rests.
Vision Impairment	Provide written material for meetings in advance. Assess beforehand what format the attendee requires, for example Braille, Audio or Large Print (including Large Print copies of Power Point Presentations).

- Disabled People often require frequent breaks, and cold drinks should be made available throughout the meeting.**
- Transport is a major concern to disabled people, therefore, a variety of transport options should be made available, for example, community transport and taxis.**
- Allow travelling outside of rush hours.**

5 Contact Us:

Website: highpeakaccess.org.uk

Tel: 01663 735 350

6 References/Bibliography

ACCESSIBILITY SIGNAGE: www.google.co.uk

ACTION ON HEARING LOSS: www.actiononhearingloss.org.uk

APPLE (UNITED KINGDOM) www.apple.com/uk/

BS8300:2009: 12.6.1 Provision and location of toilet accommodation/Unisex accessible WC layouts, pg. 137---

CENTRE FOR ACCESSIBLE ENVIRONMENTS: CONSULTANCY AND ACCESS AUDITING SERVICES – DESIGNING FOR ACCESSIBILITY/ACCESS AUDIT HANDBOOK www.cae.org.uk

COMMUNICATING WITH PEOPLE WITH A LEARNING DISABILITY: www.repsonboard.org

DISABILITY: MAKING BUILDINGS ACCESSIBLE, THIRD EDITION: EDITED BY KEITH BRIGHT

DAISY: DIGITAL ACCESSIBLE INFORMATION SYSTEM – <http://en.wikipedia.org/wiki/> - <http://en.wikipedia.org/wiki/Daisy>

EASY READ: THERE ARE FREE WEBSITES - www.easyreadtranslation.org.uk
<http://www.mencap.org.uk/easyread>

EQUALITY AND HUMAN RIGHTS COMMISSION: THE PROMOTION AND MONITORING OF HUMAN RIGHTS; AND TO PROTECT, ENFORCE AND PROMOTE EQUALITY -

www.equalityhumanrights.com

SIGHTLINE DIRECTORY www.sightlinedirectory.org.uk

**MENCAP: THE VOICE OF LEARNING DISABILITY – www.mencap.org.uk help@mencap.org.uk
Tel: 0808 808 111**

OFFICE FOR DISABILITY ISSUES: <http://odi.dwp.gov.uk>

RNIB: SUPPORTING BLIND AND PARTIALLY SIGHTED PEOPLE – www.rnib.org.uk

WIDGIT SOFTWARE - www.widgit.com

7 Information

Audio & Visual

ACTION ON HEARING LOSS: www.actionhearingloss.org.uk

ACTION FOR BLIND PEOPLE: www.actionforblindpeople.org.uk

BDA: BRITISH DEAF ASSOCIATION: www.bda.org.uk

BLIND VETERANS UK: SUPPORTING BLIND VETERANS: www.blindveterans.org.uk

BUXTON VIPs (VISUALLY IMPAIRED PEOPLE) TEL: 01298 79707 or 01298 871150

HIGH PEAK BRAILLE GROUP, BUXTON: It is recommended that instructions are provided with the map, ideally written in Braille, or Audio. (Supplied with the map) TEL: 01298 79707 or 01298 871150

GLOSSOP VIPs (VISUALLY IMPAIRED PERSONS) vcglossop.org.uk

SIGHTLINE DIRECTORY: is an online directory of people, services and organisations that help Blind and Partially Sighted people.

SIGHT SUPPORT DERBYSHIRE: LOW VISION SERVICE:
www.sightsupportderbyshire.org.uk/low-vision

Countryside

ACCESS DERBYSHIRE: COUNTRYSIDE FOR EVERYONE: www.derbyshire.gov.uk/countryside

CALL DERBYSHIRE: TEL: 08 456 058 058

TRAVELINE: 0871 200 22 33

Derbyshire County Council

DERBYSHIRE COUNTY COUNCIL: DISABLED WORKERS' GROUP: TEL: 01629 538453

DERBYSHIRE COUNTY COUNCIL – CATHY MILES

DISABILITY SPORT DERBYSHIRE: www.derbyshiresport.co.uk

GOLD CARD: DERBYSHIRE COUNTY COUNCIL: www.derbyshirect.com TEL: 01629 536713

Derbyshire Dales County Council

CATHY MILES & PAUL DIXON (LEARNING DISABILITY) SHOUT OUT:

A GROUP FOR ADULTS WITH DISABILITIES:

SOUTH DERBYSHIRE CVS: TEL: 01283 219761

DERBYSHIRE DALES COUNTY COUNCIL: www.derbyshiredales.gov.uk

High Peak CVS

HIGH PEAK CVS, COMMUNITY AND VOLUNTARY SUPPORT:
highpeakcvs.org.uk Tel: 01663 735350

High Peak Access Group

HIGH PEAK ACCESS GROUP: highpeakaccess.org.uk Tel: 01663 735350

Support Agencies

CROSS ROADS CARE: ARE THE PEOPLE CARERS TURN TO: TEL: 0115 962 8920 or
call@emcrossroads.co.uk

UMBRELLA: SUPPORTING DISABLED CHILDREN AND THEIR FAMILIES:
umbrella@derbyhospitals.nhs.uk

Training

MACINTYRE: TRAINING AND DEVELOPMENT: PROVIDING SUPPORT:
www.repsonboard.org Tel: 01332 559943

Transport

AMBER VALLEY COMMUNITY TRANSPORT: TEL: 01773 746652

**BAKEWELL & EYAM COMMUNITY TRANSPORT - E-mail: info@bect.org.uk
Tel: 01629 641920**

CHESTERFIELD COMMUNITY TRANSPORT: TEL: 01246 209668

GLOSSOP COMMUNITY TRANSPORT DIAL-a-BUS: Glossop Community Transport has accessible vehicles available for hire with drivers who are MIDAS trained to assist disabled people. Tel: 01457 861635 Fax: 01457 862801

**PEAK CONNECTIONS: EXPLORE THE PEAK BY BUS OR TRAIN: ROUTE 222:
www.peakdistrict.gov.uk/peakconnections TRAVELINE: 0871 200 22 33**

Volunteer Centres

BUXTON VOLUNTEER CENTRE: www.buxtonvc.org.uk

GLOSSOP VOLUNTEER CENTRE: <http://vcglossop.org.uk>

NEW MILLS VOLUNTEER CENTRE: www.nmvc.org

Accessible Events Logo

If your event has been assessed using this Toolkit and meets its requirements, then you can use the Accessible Events Logo on your publicity to demonstrate that your event is accessible to all.



The logo is available at highpeakaccess.org.uk/documents.asp

A1 Sample Invitation

Name and Address of Organisation
Contact Details (plus email address)

LOGO of your Organisation

INCLUSIVE EVENT

TITLE OF MEETING

Where and When

Why you are inviting people to the event (provide a brief summary)

PROGRAMME / AGENDA

The event will be 10. 30 am to 3 pm at

10.30 am Arrival and Refreshments

INFORMATION

Transport:

- **There is limited parking ...**
- **Specialist transport may be/will be available on request, or by arrangement.**
- **Provide public transport details i.e. both Bus and Train service to the venue.**

Map showing the location of the venue (can be downloaded at ... Or can be posted to attendee)

PLEASE REPLY

If you are able to come (or a representative in your place), please reply to this email, or contact ... by phone ...

You can use the reply form at: [Supply website address here](#)

If you have any special requirements:

- **Do you have any special dietary needs?**
- **Do you have any individual needs for accessing and taking part in the event? For example:**
 - **Travel**
 - **Braille documents**
 - **Word versions of material and presentations so you can provide accessible copies**
 - **Hearing Loop**
 - **BSL Interpreter**

Please let us know about these in your reply.

A2 Access Symbols



