Removing the Barriers to Communication:

Guidance on providing accessible information

January 2008

The Wycombe Partnership

Wycombe-One Community

BUCKINGHAMSHIRE · COUNTY COUNCIL ·

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1 Introduction

When you are producing or circulating information to customers, service users or other colleagues, you need to consider how this information is presented in order to ensure it is accessible to all of them.

What is accessible information?

Information that is easy to obtain:
For example:
- People know where to get the information
- Where appropriate the information is freely available in public areas such as reception areas, libraries, community centres, GP surgeries etc

Information that is easy to understand:
For example
- Information is written in clear English without the use of jargon
- Alternative formats are advertised and can be made available

What are alternative formats?

Alternative formats are used to provide information in different ways so that people with particular communication needs can access the information that is available to everyone else.

A wide range of alternative formats are available and these are listed in section 6. These can assist people who have:

- **Sensory** disabilities (for example a hearing or sight impairment)
- **Physical** disabilities (for example mobility impairments)
- **Learning** difficulties
- English as a second **language** / no English

Further Advice

If you need further advice, or would like to discuss possible requirements for alternative formats then please contact the Cohesion and Equalities Team

Cohesion and Equalities Team
Room 404   Tel: 01296 387078
4th Floor   Email: mailto:equalities@buckscc.gov.uk
County Hall
Aylesbury
HP10 1UZ

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2 Background

Equalities legislation sets out a legal duty for us to provide equality of access to the goods and services we provide.

- **The Disability Discrimination Act 1995** requires local authorities to make reasonable adjustments when providing services to disabled customers to ensure that a lesser service is not received as a result of a person being disabled.

- **The Disability Discrimination Act 2005** places a positive duty on local authorities to promote disability equality, to eliminate discrimination against disabled people and to take measures to facilitate disabled people taking part in public life.

- **The Race Relations Amendment Act 2000** places a positive duty on public authorities to eliminate unlawful racial discrimination and to promote equality of opportunity and good relations between persons of different racial groups.

In addition, The Council's [Community Cohesion and Equality Strategy and Policy](#) contains the following commitment to achieving equality.

> Buckinghamshire County Council is committed to achieving equality of opportunity as an employer of people, provider and purchaser of services, educator, partner and community leader. It places considerable emphasis on understanding, acceptance and appreciation of individual differences.

This Strategy and Policy sets out a responsibility for Senior Managers and Members to provide equal access to all service users and potential service users according to need.

In practice, whilst overall responsibility sits with Senior Managers and Members, it will fall to each individual, team or service issuing information to make it accessible and to meet any requests for alternative formats. **Every one of us is responsible for ensuring our information is accessible to all and for using this document as a guide.**

This responsibility does not mean that every piece of information published must be produced in every format or translated into every community language. However, it does mean;
- Consideration should be given to how you communicate with and reach your target audience to ensure information is as accessible as possible.
- Alternative formats should be available upon request and in some cases should be offered as standard provision. For example if you are in communication with someone who has asked for Braille, you need to ensure you continue to use Braille for any future communication.

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3   Guidance on Interpretation and Translation

Translation

The following guidance is based on the document *'Guidance for Local Authorities on Translation of Publications'* (Department for Communities and Local Government, December 2007). The full guidance can be accessed at:

www.communities.gov.uk/documents/communities/pdf/580274

Our aim is to provide a service that meets the needs of our communities, and to ensure that we provide equal access to all of our service users. Members of the community who do not have good spoken or written English may find that this prevents them from accessing our services, some of which may be vital to their health and well-being.

There are cases where translation can be used effectively to increase access to and understanding of our services. However translation is not always the best solution, and services should think carefully before proceeding with new translations.

Key Points About Translation

The priority is to ensure that any provision of translation responds to an actual need by reducing disadvantage, discrimination and social exclusion. It must not be a 'tokenistic' or superficial adjustment which does not provide any real benefit for service users.

The provision of any documents in translation should be seen in the context of a wider communication strategy which aims to support vulnerable communities, but does not appear to do so at the expense of others. For example, an Easy English text supported with pictures may reduce the need for translations and will also increase access for other groups within the community such as those with low literacy levels or learning disabilities.

In most cases translation should be a planned part of a communication strategy rather than done on an ad hoc basis. However there may be instances where members of the public request the translation of a public document. In such cases services can still use the checklist below to help them decide whether it would be appropriate to provide the translation. The number of requests should be taken into consideration, and services should think about whether providing a session with an interpreter would be a more suitable solution (see section on interpretation below).

Where services do decide to translate, they should where possible, take this as an opportunity to help increase knowledge of English. This can be done through the use of bilingual translations or by including a summary in English.

Services considering whether to translate information, should work through the translation checklist below. The Cohesion and Equalities Team are also able to offer further guidance. Please refer to p2 for details of how to contact the team.

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Translation Checklist

Is it essential that this material be translated?

- What is your evidence of a need or demand for this translation?
- What is your evidence that people will be disadvantaged without this translation?
- Who is the target audience? – for example is it young mothers, pensioners, workers etc and do those target audiences include people who don't speak English?
- Are speakers of particular languages being targeted?
- Are you using the right data to select the languages to translate this material into?
- Have you got information about who cannot speak English locally, and is it being updated as intelligence comes in about local changes?

Does the document need to be translated in full?

- Are you confident that people across all communities will have the literacy skills to understand this document?
- Should it first be simplified into a plain English version?
- Would a short summary do with signposting to further information? – or could it be translated on request rather than proactively?
- Could this message be better delivered by engaging with community groups directly or through credible partners, or by using alternative media?
- Have you considered the cost/benefit analysis for this translation?
- Will these materials be used in full, or is it likely that this form of communication will sit on the shelf?
- What would be the cost of not translating these materials – would there be an additional burden on public services?
- Have you explored whether other local agencies might already have these materials available in translated form?
- Have you networked with other authorities to share leaflets?
- Might the police or other partners already be translating similar things?
- Is there any national best practice?
- Are there practical ways you can support people to learn English even while producing this translation?
    - Can you use pictures?
    - Is there an English summary at some point in the document?
    - Could you include adverts for local English lessons?
    - Could the whole leaflet be bilingual or multilingual?
- Are there practical ways you can keep up with changes within the community?
- Does translation form part of a wider communications strategy?
- Are you translating something that is about specific services to one community? – have you considered whether they will feel alienated from mainstream provision by having to have this?
- Have you considered whether other communities might feel disadvantaged by not having access to similar materials?

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When to Consider Using Interpretation as an Alternative to Translation

There are cases where using an interpreter may be more effective than a translation.

- Translation involves translating written documents from one language to another, whereas interpretation involves oral interpretation between 2 or more people from one language to another.
- Translation is useful if you want to create a written document in another language that can be printed or stored electronically and accessed by a large number of people. However, providing an interpreter to explain information orally may be a more effective alternative because it is quicker, more cost effective and often provides a better mechanism for allowing individual needs to be understood and met.
- Translation is not always an appropriate method of engaging a target audience. For example low literacy rates in certain language groups can limit the effectiveness of translated documents, and some groups may have different written and spoken languages.
- Interpretation is useful if you want to convey information to one person or a small group of people especially where further discussion may be necessary or where you are seeking a response.

As with the provision of translation, services should think about whether interpretation is a suitable solution. Working through the Translation Checklist will help you to do this. You can also contact the Cohesion and Equalities Team for further advice. Please refer to p2 for details of how to contact the team.

The Buckinghamshire County Council Interpretation and Translation Service

The Buckinghamshire County Council Interpretation and Translation Service provides an interpreting service for members of staff and users of services. They also arrange for documents to be translated, three-way conference calls and CDs in some community languages.

The Service has a list of around 160 accredited interpreters and translators they can book on your behalf. If you need to use the service then please give them as much notice as possible.

Please go to the Interpretation page that you can find under the A-Z on the intranet, or see Appendix 1 for full information about this service including the languages covered, current costs and a booking form.

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4 Guidance on Written Information

When you are writing to people or producing Council documents for public consumption, you main objective is to communicate information. Therefore your need to prioritise effective communication over any other design issues. This means that no matter how attractive the document is, if your message cannot be clearly understood by all, it is not achieving its purpose.

The following guidance can be applied to all written information to help make it accessible to a wider number of people.

Formatting

- ✓ Use minimum of 12-point text in standard print leaflets and other documents (see Section 6 for guidance on large print)
- ✓ Use Ariel or Gill Sans as the typeface
- ✓ Align text to the left-hand side of the page only
- ✓ Allow space between columns and paragraphs
- ✓ Use bold or boxed in text for emphasis NOT italics
- ✓ Print text on a solid background and ensure that there is contrast between the text and the paper (preferably black on yellow, white or cream)
- ✓ If you are using white type, ensure the background colour is dark enough to provide sufficient contrast
- ✓ Use matt paper which is at least 80gsm in weight so that text on the other side does not show through
- ✓ Allow a generous amount of space on forms to aid partially sighted people and people with conditions that affect the use of their hands
- ✓ Write text horizontally
- ✓ Provide details of how other alternative formats can be obtained

- ✗ Avoid text overlaying graphics or watermarks
- ✗ Avoid fitting text around images if this means that lines of text start in different places
- ✗ Avoid using block capitals, italics or underlining

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Using Pictures

- ✓ Relevant pictures used alongside text can help communicate your message and may aid understanding for groups such as those with learning disabilities.
- ✓ People who are partially sighted often find images difficult to recognise, so choose Illustrations with clear bold outlines, and photographs with clear definition.

- ✗ Avoid wrapping text around pictures, as this can be confusing to some readers.

Plain English

The use of Plain English allows information to be followed more quickly and accurately. Although some documents will be aimed at more specialist audiences, staff who are writing letters and documents for the public should bear the following points in mind.

- ✓ Use the tile and introductory paragraph to say who the information is for
- ✓ Always explain what abbreviations mean the first time they are used
- ✓ Keep it short and simple
- ✓ Use lists and bullet points
- ✓ Insert headings to act as 'signposts' and to break up large chunks of text
- ✓ Use page numbers
- ✓ Ensure formatting is clear and consistent throughout the document
- ✓ State who has produced the information and include an address, telephone number, email address and fax
- ✓ Date all written material with the month and year

- ✗ Avoid artificially shortening words and phrases e.g. use date of birth as opposed to DOB
- ✗ Avoid jargon

For further information, visit www.plainenglish.co.uk or visit the Communication and Consultation pages on the intranet to see guidance on writing in Plain English.

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Presentations

Presentations (either using overheads or PowerPoint) should be presented using similar principles to those outlined above. Consideration should also be given to the following points.

- ✓ Check if the audience may need alternative formats before the presentation, so that these can be available at the time of the presentation.
- ✓ Handouts should be provided at the start of the presentation and these should follow the guidance for written information.
- ✓ Projected presentations should use text at least 20 point in size, more if any members of the audience have visual impairments.
- ✓ The background should be plain and a contrasting colour to the text (preferably a light background and dark text – never use red and green).
- ✓ Be aware of the speed at which you present to allow everybody time to digest the information. This is particularly important if you are working with BSL interpreters or palantypists.
- ✓ Where there are question and answer sessions or comments from the audience, ensure that people speak one at a time so that everyone (particularly BSL interpreters and palantypists) can keep up with the discussion.
- ✓ If you are working with people who have hearing impairments, ask speakers to identify themselves by raising their hand.

- ✗ Avoid printing any more than 3 slides on each sheet of your handout.
- ✗ Avoid putting too much information into one slide.

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5 Responding to Requests for Alternative Formats

Staff must ensure that they are able to respond to requests for alternative formats of publicly available information. The following section provides guidance on responding to such requests.

Finding the most appropriate alternative format

- ✓ It is important to ask the person who is requesting the alternative format exactly what they require, and then work to these specifications.
- ✓ Check not only the most appropriate format, but also exactly what information is required. For example, some customers may not require the whole document, but only part of it.
- ✓ Officers should make it clear if producing information in an alternative format will mean there is a delay in the customer receiving the information.

In some cases, such as short large print documents, you will be able to produce the alternative format in-house. However in other cases this will not be possible. For contact details of organisations that will be able to produce the format you need, please refer to Appendix 1. Please note that although an approximation of the cost involved is given where available, this is for guidance purposes only. You will need to contact the organisation directly for an accurate quote.

Costs and charges

If alternative formats are requested by Buckinghamshire residents or organisations based in Buckinghamshire in order to facilitate access to a service that we provide, then a charge should not normally be made. If you feel a situation arises where charging may be appropriate then you can contact the Equalities Team for further guidance.

If alternative formats are requested by members of the public who are not Buckinghamshire residents, or by organisations that are based outside of Buckinghamshire, then a charge can be made for producing the alternative format. The amount charged should not exceed the total cost of producing the alternative format.

A charge should not normally be made where the alternative format is requested as part of partnership working, or where the document already exists in the requested alternative format and can be sent without additional cost being incurred.

There is no central budget for translation or the production of alternative formats. In most cases the service area responsible for the document will need to meet any costs. Depending on the target audience for information, a budget may need to be set aside for alternative formats.

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Long documents

In the case of long documents, a summary version may be used to create the alternative format. Producing a summary or easy-read version of key documents will enable alternative formats to be produced more quickly.

Publicising alternative formats

The availability of alternative formats should be advertised clearly in minimum font size 16, in a prominent place, on key documents, leaflets and other publications by using the following text.

 'If you require this document in an alternative format please contact, <Service>, <Address>, <Telephone number>, <Fax>, <Minicom/textphone><e-mail>.

If you are using the contact centre to respond to any such requests then please ensure you let them know.

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6   List of alternative formats

Listed below are various formats which can be used to help different groups of people access information. To ensure that you are using the right format, always ask which format best meets the access needs of the client / audience.

Audio Tape & Electronic Formats

Description
Audio and electronic formats include:
- Audio tape
- DVD / video
- CD
- MP3 file
- Information published on the Internet
- Information stored as a word document, PDF or another document format.

These can give people greater flexibility. For example information
- can be printed in an appropriate typeface and size
- can be viewed on the screen at a chosen size
- can be spoken using a speech synthesiser
- can be played back to give people time to digest information at their own pace

Please remember to check what system will be used to access any information you are providing.

If you are designing a website or are responsible for updating web content then please make sure you understand the design features your site needs to make it accessible.

Who may benefit from these formats?
- People wishing to access information in different ways
- People with sensory and visual impairments
- People with physical and dexterity impairments
- People with learning disabilities

For people with visual impairments, certain documents can be posted free of charge using the Royal Mail 'Articles for the Blind' service. You can use the following link to access further information on the Royal Mail website.

www.royalmail.com/portal/rm/content1?catId=27300662&mediaId=400181

British Sign Language Interpreters

Description
A British Sign Language (BSL) interpreter can make it easier for a deaf BSL user and a hearing person to communicate with each other. They interpret from BSL to spoken /

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written English; or from spoken / written English to BSL. It is important to ensure the interpreter is appropriately qualified. The appropriate level of qualification may vary depending on the context in which the interpreter is being used, so please ensure you seek advice and guidance on this at the time of booking.

Who may benefit from this format?
- People with hearing impairments who use BSL

For further information on working with BSL interpreters use the link below to read the RNID worksheet on BLS interpreters.

www.rnid.org.uk/information_resources/factsheets/communication/factsheets_leaflets/?ciid=304549

Lipreading

Description
Lipreaders convey a speaker's message without using their voice. They produce clearly the shape of words and the flow, rhythm and phrasing of natural speech, and they repeat the stress used by the speaker. They may also use facial expression, natural gesture and fingerspelling to help convey the information.

Who may benefit from this format?
- People with hearing impairments who use lipreading as their first means of communication

For more information on using lipreading please use the link below to read the RNID worksheet on lipreading.

www.rnid.org.uk/information_resources/factsheets/communication/factsheets_leaflets/?ciid=286186

Sign Supported English

Description
Some deaf people prefer to use Sign Supported English (SSE). SSE is a combination of signs from British Sign Language (BSL) together with English grammar. It is not a distinct language, and the balance of English to BSL signs and features varies depending on the linguistic skills and knowledge of the user.

Who may benefit from this format?
- People with hearing impairments
- People who do not use British Sign Language
- People with learning disabilities

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Easy English

Description
Simplifying or reducing the amount of text can help overcome communication and language barriers. Information can be made easier to understand by using either text or the spoken word in conjunction with:

- Symbols
- Sign language
- Photographs, flashcards, videos or websites
- Pictures

When Easy English is used, it should be presented in large print format (see further guidance below).

Who may benefit from this format?
- People with learning difficulties
- People who have difficulties reading
- People who have cognitive conditions e.g. following a car crash, stroke etc

Induction Loops

Description
An induction loop:
- Amplifies sound and reduces background noise
- Works by either placing a coil of wire around a room or by an infrared system
- Can be either permanently installed or portable
- Hearing Aids need to be switched to the 'T' setting to receive transmission

How to use the equipment:
- Induction loop systems require the wire to be located around the group of people meeting, as amplification is most effective within the wire cable circle.
- Infra red systems operate by plugging in a transmitter, which then beams a red light out across the room. People requiring amplified sound wear a necklace, which picks up the infrared.

Who may benefit from this format?
- People with hearing impairments who use hearing aids

Large Print

Guidelines for producing information in large print format

✓ No single size is suitable for everyone but most people prefer large print in the range of 16 to 22 point. If possible ask which size is preferred. If this is not possible, font size 18, or preferably 20 should be used

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- ✓ A sans serif font (preferably Arial or Gill Sans) should be used
- ✓ Line spacing should be wider than in standard print
- ✓ The content should be written as simply as possible, avoiding the use of jargon and unexplained abbreviations
- ✓ Text should be aligned to the left side of the page only
- ✓ Ensure that there is contrast between the text and the paper (preferably black on white or cream)
- ✓ Text should be printed on a solid background
- ✓ Paper should be matt and at least 80gms in weight (so that text on the other side doesn't show through)
- ✓ Forms which require boxes to be filled in should allow a generous space and tick boxes need to be enlarged

- ✗ Text should not overlay graphics or watermarks
- ✗ Block capitals, italics or underlining should not be used
- ✗ Do not photocopy large print versions as the reproduction is not as good as printing from a computer

Who may benefit from this format?
- Older people
- People with visual impairments
- People with learning difficulties

Braille

Description

Braille is a tactile method of reading and writing which uses raised dots to enable a person to read with their fingertips. There are two grades of Braille. Grade 1 uses letters, punctuation, and numbers with each letter usually being spelt out. Grade 2 is more advanced and uses an abbreviated system like shorthand.

For people with visual impairments, certain documents can be posted free of charge using the Royal Mail 'Articles for the Blind' service. You can use the following link to access further information on the Royal Mail website.

www.royalmail.com/portal/rm/content1?catId=27300662&mediaId=400181

Who may benefit from this format?
- People with visual impairments (it is a possible alternative to an audio tape)
- People with both visual and hearing impairments

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Moon

Description
A system of reading and writing in which tactile symbols based on lines and curves are used to represent numbers, letters and punctuation marks. Moon is used by a very small number of people, most of whom are elderly. Moon is easier to learn than Braille but is much bulkier.

Who may benefit from this format?
- People with visual impairment
- People with visual and hearing impairments
- People with visual or visual and hearing impairments who do not use Braille

Notetaking

Description
Notetakers provide a comprehensive and legible set of notes for people, who, because they are lipreading or watching an interpreter, are unable to write notes for themselves. They can be used in a variety of settings including meetings. However, notetakers do not take minutes of meetings, so should not be asked to do this. They can also take "live" notes. This means the notetaker will take notes as somebody speaks and the user can sit next to them and read what they have written.

There are two different kinds of notetaking - electronic and manual.

- **Electronic notetaking**
The electronic notetaker provides a clear account of a lecture or meeting using laptop computers and special software. They use two laptops; one for the user and one for the operator. The operator types a summary of what is being said into the computer and the text appears on the user's screen. This is not a word for word account but it can identify individual speakers and allow the user to interact with the operator and add their own notes. You shouldn't use electronic notetaking if you want a word for word account of what has been said. If this is what you need then you should use a speech-to-text reporting service.

- **Manual notetaking**
A manual notetaker is trained to take clear notes either in handwritten English or by typing the notes using a laptop computer.

Who may benefit from this format?
- People with hearing or visual impairments
- People with physical impairments

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Speech to Text Reporting / Palantypist

Description
Speech-to-text reporters / Palantypists type a verbatim (word for word) account of what is being said into a computer. This is then displayed on a laptop or screen for deaf or hearing impaired people to read. A method of machine shorthand is used which records words how they sound rather than how they are spelt. The computer changes these coded word sounds back into English and this is what appears on the screen for the deaf person to read.

Who may benefit from this format?
- People with hearing impairments who are comfortable reading English at high speeds, and sometimes for quite long durations (e.g. for a 2 hour meeting)
- People who do not use British Sign Language

For more information on working with notetakers please use the link below to read the RNID worksheet on working with a palantypist.

www.rnid.org.uk/information_resources/factsheets/communication/factsheets_leaflets/?ciid=290088

Typetalk / TextDirect

A text phone enables communication via the phone using text. A phone is linked to a keyboard and enables a person to type a message, which appears on a small screen at the other end of the line.

BT TextDirect
BT TextDirect gives textphone users greater access to the telephone system. You can use the service if you are a textphone or voice phone user and want to talk to a textphone user. You need to dial an access code followed by the number of the person you want to call. Where the call is being made between people using an ordinary voice phone and a textphone, a RNID Typetalk operator will automatically join the call and translate typed words to voice and spoken words to text.

If you are deaf and are calling a hearing person
If you are deaf you should dial 18001 followed by the full telephone number from your textphone. If the call is answered by a hearing person, a Typetalk operator is brought into the call. However, if the call is answered by another textphone user, the connection is direct with no need to involve an operator.

If you are hearing and are calling a deaf person
If you are hearing dial 18002 followed by the full telephone number to make a call to a textphone.

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APPENDIX 1

This section provides details of some organisations that will be able to produce various alternative formats. Please note that although an approximation of the cost involved is given where available, this is for guidance purposes only. You will need to contact the organisation directly for an accurate quote.

Audio transcription & electronic formats

Supplier contact details	Details & costs
Corporate Design Team Buckinghamshire County Council Studio G51D County Hall Walton Street Aylesbury Buckinghamshire HP20 1UA Tel: 01296 382717 Email: designteam@buckscc.gov.uk	• Costs are £50 per hour, but contact the team for a detailed quote. • Recording is outsourced and charged at cost. • Member of the Design Business Association and conform to latest accessibility guidelines. **Can provide** ✓ Audio cassettes ✓ CD ✓ DVD ✓ MP3
Buckinghamshire Association for the Blind Resources and Training Centre 143 Meadowcroft Aylesbury Bucks HP19 9HH Tel: 01296 487556 Fax: 01296 436290 E-mail: reception@bucksblind.co.uk Web: www.bucksblind.co.uk	• Costs are £25 per hour. • Have capacity to do smaller or one-off items such as one leaflet or letter, but not large-scale reports or newsletters. • Prefer to receive text to be recorded via email, and with at least two weeks notice of date required. **Can provide** ✓ Audio cassettes ✓ CD ✓ MP3
Zebedia Digital Studios Ltd. 25 High Street High Wycombe Bucks HP11 2AE Tel: 0845 890 9020 Fax: 0845 890 9021 Email: david@zebedia.com Web: www.thevoxpod.com	• Studio time is charged by the hour and costs the same regardless of whether you use the studio yourself or the studio edits your production. • Approximate costs: 1 hour - £75.00; 2 hours - £140.00; 4 hours - £250.00; 8 hours - £400.00. Offer discounted rates for multiple hours, full days and regular bookings. If you require a specific voice artist this will cost extra. **Can provide** ✓ DVD with/without audio descriptions, subtitles, language tracks, BSL signing ✓ CD with/without audio transcription, language tracks ✓ MP3 ✓ Video ✓ Audio tape

Audio transcription & electronic formats continued

Supplier contact details	Details & costs
Royal National Institute of the Blind Regional Transcription Centre London & the South East 105 Judd Street London WC1H 9NE Tel: 020 7388 1266 Fax 020 7391 2341 Minicom 0845 758 5691 Email: tcjuddst@rnib.org.uk	• Prices vary according to the length and nature of the document. The figures below will give you a rough idea of what to expect, but please contact the Transcription Centre for individual quotes and see the website for terms and conditions. **Audio Cassettes** • £3.70 per A4 print page (equals £77 per recorded hour), incorporating the cost of the master cassette • A recorded hour is approximately 20 A4 print pages of 400 words of plain text • If more accurate estimates are required, a document word count will be needed • £2.50 per copied, labelled cassette **Digital recording** • £4.10 per A4 print page • £1.50 per copied, labelled CD
BlindVoice UK 27 Yarm Road Stockton TS18 3NJ Tel: 01642 803590/1 Email: christine.durnion@blindvoice.co.uk Web: www.blindvoice.co.uk	• All prices are subject to the complexity of the document which should be seen before the price is confirmed. Cost is £10 p/hour for staff time. • Audio cassettes are usually 90 minutes in length and can hold approximately 20 pages of printed material (8,000 words) per side. • Can produce visual or Braille labels for cassettes/CDs. **Can provide:** ✓ Audio transcription ✓ CD

Braille

Supplier contact details	Details & costs

Royal National Institute of the Blind
Regional Transcription Centre
London & the South East
105 Judd Street
London WC1H 9NE
 	
Tel: 020 7388 1266
Fax 020 7391 2341
Minicom 0845 758 5691
Email address: tcjuddst@rnib.org.uk
	• Prices vary according to the length and nature of the document. The figures below will give you a rough idea of what to expect, but please contact the Transcription Centre for individual quotes and see the website for terms and conditions.
	    ▪ Master production - £6.30 per A4 print page
	    ▪ £0.25 for each Braille page for additional copies
	
	• Typically each page of standard print will amount to 3 pages of Braille.
	• If you provide an electronic version of the document (Word or text format only) in addition to the hard copy original the price will be cheaper and the turnaround time will be faster.

Buckinghamshire Association for the Blind Resources and Training Centre 143 Meadowcroft Aylesbury Bucks HP19 9HH Tel: 01296 487556 Fax: 01296 436290 E-mail: reception@bucksblind.co.uk Web: www.bucksblind.co.uk	• Costs are £25 per hour. • Have capacity to do smaller or one-off items such as one leaflet or letter, but not large scale reports or newsletters. • Prefer to receive text to be recorded via email, and with two weeks notice of date required.
Adept Transcription Ltd 6 Leck House Lake Street Leighton Buzzard Beds LU7 1TQ Tel: 01525 373974 Fax: 01525 850030 Email: tfinch@adept-uk.org Web: www.adept-uk.org	• Standard transcription charges for Braille are by number of words. 600 words will cost £32.31 up to 30,000 words costing £411.16 ex VAT.

British Sign Language Interpreters

Supplier contact details	Details & costs
RNID Communication Services London and the South East The Plaza 100 Old Hall Street Liverpool L3 9QJ Telephone: 0845 685 8000 Textphone: 0845 685 8001 Fax: 0845 685 8002 Email: communication.services@rnid.org.uk	Will source local BSL Interpreters via the Liverpool office. • Approximately £100 plus travel expenses for a 2-hour meeting and thereafter approximately £36 per hour. • For evening and weekend work or bookings at very short notice this cost rises to approximately £116 plus travel expenses for a 2-hour meeting and thereafter £42 per hour.
Ubiqus Cliffords Inn Fetter Lane London EC4A 1LD Tel: +44(0)20 7269 0370 Fax: +44(0)20 7405 9884 Email: infouk@ubiqus.com Web: www.ubiqus.co.uk	• Rates are approximately £250 (+VAT) per interpreter for a half-day. Events which span across lunch are classed as whole-day events, and will be charged at a daily rate. • For an all day event such as a conference it is likely that up to 3 BSL interpreters will be required due to the intensity of the work, and this should be considered. • Travel expenses are not included.
Association of Sign Language Interpreters Fortuna House South Fifth Street Milton Keynes MK9 2EU Tel: 0871 474 0522 Text Phone: 18001 0871 474 0522 Fax: 01908 32 52 59 Email: office@asli.org.uk Web: www.asli.org.uk	• ASLI is the professional association and support network for Sign Language interpreters in England, Wales and Northern Ireland. • They manage a comprehensive directory of Sign Language Interpreters which is searchable by area and skill type. • Rates vary according to Interpreter.

Easy English

Supplier contact details	Details & costs
Adept Transcription Ltd 6 Leck House Lake Street Leighton Buzzard Beds LU7 1TQ Tel: 01525 373974 Fax: 01525 850030 Email: tfinch@adept-uk.org Web: www.adept-uk.org	• Prices for Picture-supported language transcriptions vary according to the complexity of the original document and the type of language used in it. Hence if plain English is used in the first place, less work will be required to provide the transcription. • Contact Tim Finch or Kim Bray to discuss detailed requirements. **Desk-top Service** • Provides alternative formats with the same content and quality as the original document including formatting, quality checking, diagrams, tables, pictures, house-style and logos. **Online Service** • Accessed via website. • Provides a fastrack service for small 'plain text only' documents up to 1200 words without editing, formatting or quality checking. • Efficient way to produce small documents such as leaflets, letters, minutes and agendas. **Next Day** • 24 hour service.
Makaton 31 Firwood Drive Camberley Surrey GU15 3QD Tel: 01276 61390 Fax: 01276 61390 Email: mvdp@makaton.org Web: www.makaton.org	• Each piece of commissioned work is priced on an individual basis; • Turn around time will depend very much on the nature and the amount of work; • **Please note - Effective, real consultation takes time so please book as far in advance as possible.**

Lipspeaking

Supplier contact details	Details & costs
RNID Communication Services London and the South East The Plaza 100 Old Hall Street Liverpool L3 9QJ Telephone: 0845 685 8000 Textphone: 0845 685 8001 Fax: 0845 685 8002 Email: communication.services@rnid.org.uk	Will source local Lip Speakers via the Liverpool office.
Ubiqus Cliffords Inn Fetter Lane London EC4A 1LD Tel: +44(0)20 7269 0370 Fax: +44(0)20 7405 9884 Email: infouk@ubiqus.com Web: www.ubiqus.co.uk	• Rates are approximately £250 (+VAT) per lip-speaker for a half-day. Events which span across lunch are classed as whole-day events, and will be charged at a daily rate. • For an all day event such as a conference it is likely that more than one lip-speaker will be required, and this should be considered. • Travel expenses are not included.
Carol Smith Amersham Tel: 01494 433 983 Email: carolasmith@btinternet.com Web: www.lipspeaking.co.uk	• Level 3 Lipspeaker • Member of the Association of Lipspeakers • Costs are £80 per ½ day (3 hours), or £160 per day (6 hours) • For legal work costs are £100 per ½ day (3 hours) or £200 per day (6 hours)

Notetaking

Supplier contact details	Details & costs
RNID Communication Services London and the South East The Plaza 100 Old Hall Street Liverpool L3 9QJ Telephone: 0845 685 8000 Textphone: 0845 685 8001 Fax: 0845 685 8002 Email: communication.services@rnid.org.uk	Will source local Note-takers via the Liverpool office.

Sign Supported English

Supplier contact details	Details & costs
RNID Communication Services London and the South East The Plaza 100 Old Hall Street Liverpool L3 9QJ Telephone: 0845 685 8000 Textphone: 0845 685 8001 Fax: 0845 685 8002 Email: communication.services@rnid.org.uk	Will source local Interpreters via the Liverpool office.
Carol Smith Amersham Tel: 01494 433 983 Email: carolasmith@btinternet.com Web: www.lipspeaking.co.uk	• Level 3 Lipspeaker with Sign Supported English • Member of the Association of Lipspeakers • Costs are £80 per ½ day (3 hours), or £160 per day (6 hours) • For legal work costs are £100 per ½ day (3 hours) or £200 per day (6 hours)
Sign Solutions Bordesley Hall The Holloway Alvechurch Birmingham B48 7QA Tel: 0845 07700 41 Fax: 0845 07700 43 Textphone: 0845 07700 41 SMS: 07816 217228 Email: office@signsolutions.uk.com Web: www.signsolutions.uk.com	• Have many professionals working on a freelance basis for them • Prices vary according to freelancer.

Speech to text reporting / Palantypist

Supplier contact details	Details & costs
RNID Communication Services London and the South East The Plaza 100 Old Hall Street Liverpool L3 9QJ Telephone: 0845 685 8000 Textphone: 0845 685 8001 Fax: 0845 685 8002 Email: communication.services@rnid.org.uk	Will source local Palantypists via the Liverpool office.
Ubiqus Cliffords Inn Fetter Lane London EC4A 1LD Tel: 020 7269 0370 Fax: 020 7405 9884 Email: infouk@ubiqus.com Web: www.ubiqus.co.uk	• Rates are approximately £350 (+VAT) per palantypist for a half-day. Events which span across lunch are classed as whole-day events, and will be charged at a daily rate which can be from £420 (+VAT) upwards. • For an all day event such as a conference it is likely that up to 3 palantypists will be required, and this should be considered. • Travel expenses are not included.
Sign Solutions Bordesley Hall The Holloway Alvechurch Birmingham B48 7QA Tel: 0845 07700 41 Fax: 0845 07700 43 Textphone: 0845 07700 41 SMS: 07816 217228 Email: office@signsolutions.uk.com Web: www.signsolutions.uk.com	• Have many professionals working on a freelance basis for them • Prices vary according to freelancer.

Interpretation and Translation Services

Supplier contact details	Details & costs
Interpreting Coordinator 12th Floor, Tower Block Council Offices Walton Street Aylesbury Buckinghamshire HP10 1YU Telephone: 01296 387003/387951 Fax: 01296 382243 Email: interpreters@buckscc.gov.uk	• Interpretation payments are banded by times e.g. Monday-Friday/Saturdays/Sundays & Bank Holidays. One hour will cost between £27 and £39. • Telephone interpreting charges are £4 for every 5 minutes on the phone. • Travel costs are also banded according to time spent interpreting. • Translation fees are approximately £10 per 100 words. • A simple 1 page A4 letter will usually cost £25
Ubiqus Cliffords Inn Fetter Lane London EC4A 1LD Tel: 020 7269 0370 Fax: 020 7405 9884 Email: infouk@ubiqus.com Web: www.ubiqus.co.uk	Two sorts of interpretation are provided: • Simultaneous interpreting is suitable for a conference-type event. The interpreter sits in a sound-proofed booth and inteprets into another language. Listeners receive the audio through ear-phones. Daily rate is approx. £570 per day excluding VAT and expenses for a Western European languages. Daily rates differ according to language required. • Consecutive interpreting is suitable for smaller meetings where immediate interpretation between languages is required to facilitate communication. An example daily rate is £650 plus VAT and expenses. Daily rates differ according to language required.

Large Print

Supplier contact details	Details & costs
Corporate Design Team Buckinghamshire County Council Studio G51D County Hall Walton Street Aylesbury Buckinghamshire HP20 1UA Tel: 01296 382717 Email: designteam@buckscc.gov.uk	• Costs are £50 per hour for redesign of any item into inclusive (accessible) design. • Printing is outsourced and charged at cost. • Member of the Design Business Association and conform to latest accessibility guidelines.
Buckinghamshire Association for the Blind Resources and Training Centre 143 Meadowcroft Aylesbury Bucks HP19 9HH Tel: 01296 487556 Fax: 01296 436290 E-mail: reception@bucksblind.co.uk Web: www.bucksblind.co.uk	• Costs are £25 per hour. Have capacity to do smaller or one-off items such as one leaflet or letter, but not large scale reports or newsletters. • Prefer to receive text to be recorded via email, and with two weeks notice of date required.
BlindVoice UK 27 Yarm Road Stockton TS18 3NJ Tel. 01642 803590 Fax 01642 803591 Email: christine.durnion@blindvoice.co.uk Web: www.blindvoice.co.uk	• Transcribe text to large print from electronic files on disk, CD or hard copy • If working from hard copy a typing charge applies. • Prices are subject to the complexity of the document. All documents need to be seen before the price is confirmed. • Charges are £10.00 per hour for staff time