



**Disability Information Scotland  
Training Resources**

**Ensuring Information is Accessible Checklist**

## Ensuring that Information is Accessible

The Disability Discrimination Act states that you must ensure your services are accessible to disabled people. To meet the needs of disabled people ensure that you:

- Produce all information in plain language and a minimum type size of 12 point, preferably 14 point.
- Use a clear, easily recognisable, sans serif font such as Arial. Use a matt paper or digital background of contrasting colour. Align text on the left. Don't print sentences in block capitals.
- On request, provide information in alternative formats such as large print, audio tape, Braille, and an easy-to-understand version such as Easy Read (see <http://www.easyreaduk.co.uk> for details).
- Use interpreters for people who need to communicate in a sign language or other community language.
- Design and develop your web site in a way which makes it accessible for disabled people. (see [Understanding WCAG 2.1 - Service Manual - GOV.UK \(www.gov.uk\)](http://www.gov.uk))
- Provide your service in a flexible way, where appropriate using home visits, telephones, the internet or different opening hours.
- Ensure that your premises are fully accessible to people with mobility or sensory impairments.
- Provide publicity materials which tell disabled people what you can or cannot do.
- Have good working relationships with other appropriate service providers and suitable referral arrangements.
- Provide your staff with disability equality training. A key barrier for disabled people is negative attitudes towards them.
- Get regular and organised feedback from disabled people about the accessibility of your service.
- Involve disabled people in service planning and training delivery.

Contact Us

## **Disability Information Scotland**

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Call our helpline on 0300 323 9961  
Monday - Friday 10:00am to 4:00pm

Text: **0798 436 7599**

Email: [info@disabilityscot.org.uk](mailto:info@disabilityscot.org.uk)

[www.disabilityscot.org.uk](http://www.disabilityscot.org.uk)

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