

Accessible Format Policy

Compass Disability Services

Units 11 – 12 Belvedere Trading Estate
Taunton TA1 1BH

August 2017

Review Date: August 2020

Introduction

Compass Disability Services recognises that our staff, members, users and stakeholders have varying access needs and we are committed to ensuring that information we produce is accessible to a range of people. Compass Disability Services will produce business related documents, information leaflets and other documents in accessible formats in line with the ethos of the organisation.

For the purpose of this policy a distinction is made between printed and electronic documents; electronic documents can usually be made more accessible by using the zoom or other accessibility functions on the computer or other electronic device. This policy largely focusses on printed documents.

General Accessibility Guidelines

There are a range of formats that can make documents more accessible, these include large font, the use of coloured paper, recording onto a tape or CD, and Braille. We will provide information in the requested format wherever possible.

All of Compass Disability Services' documents will be produced using accessible fonts or type faces, usually Arial (or similar sans serif style). Font size 14 is the organisations standard font size; font size 20 or 22 is the size we recommend for large print. Font colour should be considered along with the colour and contrast of the paper, for example red text on high gloss bright white paper could be a barrier for some people, whereas black print on matt white or cream paper could be less of a barrier.

It is necessary to consider letter and line spacing when creating an accessible document, also to avoid hyphenating words at the end of a line causing it to break across two lines. Documents should not be justified or centred but aligned to the left. The use of capitals to accentuate words should also be avoided.

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Different Types of Documents:

Consideration needs to be given to the type of document being produced and who the audience is, whether that is an external audience (outside of the organisation) or an internal only document (employees and volunteers):

- **Publicity and information material (external)**

All printed publicity and information material will be produced in accordance with the organisation's printed material checklist which states that all leaflets, flyers and posters will be produced in an accessible sans serif font, in size 14 font or above. Information must also state it can be made available in other formats to meet the needs of an individual. The printed material checklist also gives guidance on logos, contact details, etc that must be included.

- **Policies (internal and external)**

Policies may be read in both electronic and printed format; therefore they will always be created and produced in a minimum font size of 14 as standard.

- **Documents for internal use only**

Documents that are created for use by staff/volunteers within the organisation may be produced using 12 point font as there are facilities both electronically and manually for enlarging print if a member of staff requires a larger font size. Version control information within the footer of a document need only be produced in size 10 font.

Policy Revisions

This policy will be reviewed every five years and amended as necessary, or earlier in accordance with any forthcoming legislation or service user/staff feedback. Suggestions or recommendations for the revision of any aspect of the policy should be passed through normal channels to the Chief Executive.

Associated documents

- Brailing procedure
- Interpreters, care support and transcription services
- Printed material checklist

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