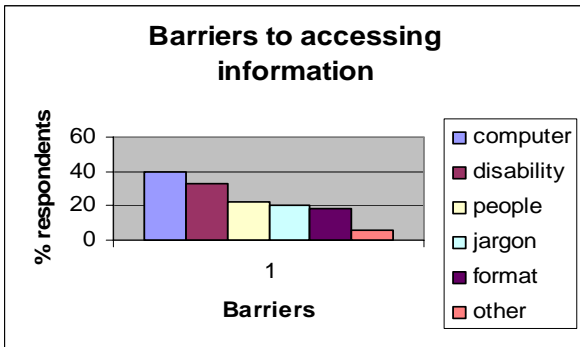
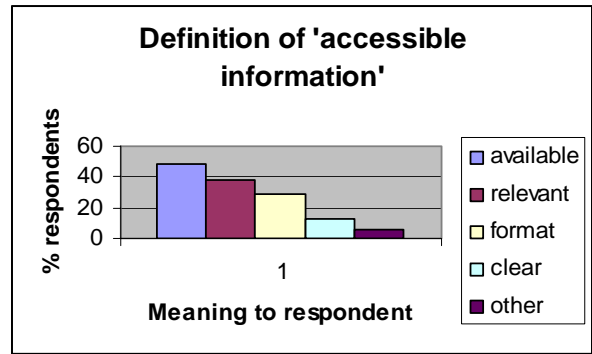


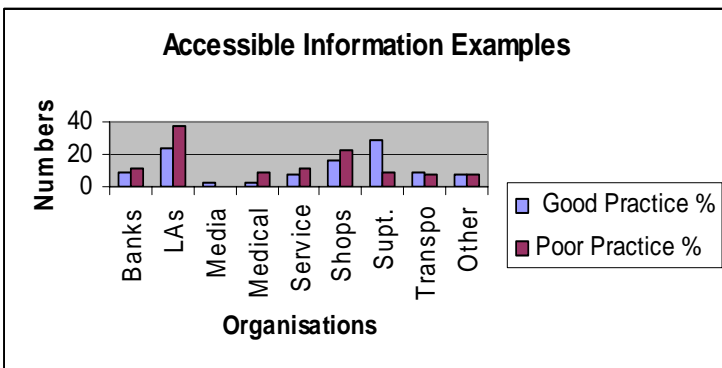
HAVE YOUR SAY

45 people took part in the February 2008 Have Your Say survey on Accessible Information. They defined accessible information as that which is available, relevant, in an appropriate format and clear.



The main ways people got information was through the media, through other people, by phone, by reading and by post. However, they found many barriers to this, including not being able to use the computer well enough, their disability, the attitude of other people, the use of jargon and inappropriate format for their needs.

Panellists gave examples of good practice when information was accessible or easy for them to use and poor practice when information was not accessible. 20 could not give any examples of good practice, but the others gave 49 instances. 14 people did not give any examples of poor practice, but the others gave 51 instances, as shown in the graph.



Croydon Council was often mentioned as examples of both good and poor practice for accessible information. Good included staff being sent to people's homes to help. Bad included using print which is too small, not providing alternative formats and staff who do not listen.

Overall, the majority of people felt they often miss out on important information and need support to be sure to get it. They asked that other people be patient and listen with understanding and consideration, while speaking clearly and slowly. They asked for alternative formats to be available for those who need to use them, for more access to computers and training to use e-mail and the internet.

Please let the office know if you would to see a full copy of the report.

