

## How to make your event accessible

When planning an event in the community, it is important that you take into consideration a number of factors to make it accessible to residents, carers and people who use our services. We have co-designed and co-produced this event checklist with residents to make your events more open and welcome to the diverse communities living in Newham. You do not need to have every single item ticked off, but it is important that you consider your audience and what their needs may be. But the main thing to consider is flexibility, remembering that different people have different needs and that all residents are experts by experience.

We welcome any feedback from anyone who runs events and utilises this checklist. We want the document to evolve. Please contact the Co-Production Team for any comments or questions. Details are at the bottom of this document.

<b>Section One: Physical Space</b>	
<i>A venue being accessible isn't just about wheelchair ramps, but about how residents can get to the venue and how they can comfortably use the space.</i>	
<b>Accessible Space</b>	Check for ramps, lifts, grab rails, trip hazards, wires
<b>Wheelchair access</b>	<p>When laying out the chairs and tables at an event, you need to allow for enough room for wheelchairs of all shapes and sizes to move round the space.</p> <p>This includes allowing for spaces for wheelchair users to sit amongst the audience and being flexible.</p>
<b>Building entrances and exits</b>	Be mindful of how residents enter and exit the building. Not all spaces have automatic doors and you may need to position somebody at the entrance to open/close the door for residents with mobility aids – remember that people will drift in and out.
<b>Fire Evacuation</b>	There should be a fire safety plan, including refuge points and supported evacuation if the event is not on the ground floor, as lifts cannot be used during an alarm
<b>Transport</b>	Consider how residents will get to the venue and share the transport options with any communication that is published

<b>Parking Spaces</b>	Consider whether there is space for Dial a Ride, a Taxi or ComCab (for Taxi-card users) to pull up close to the building. If there is limited parking available at the venue, then these should be reserved and 'booked' in advance and, residents notified of this limitation.
<b>Guide Dog Friendly</b>	<p>The building and staff should be guide and assistance dog friendly</p> <p>Some people have a fear or stigma of dogs in general, but it's important to remember that guide and assistant dogs are incredibly well trained. You are advised against interacting with the dog and they should just sit calmly at the feet of the assisted person.</p> <p>Guide and assistance dogs are trained to do so at regular times and when commanded. The assisted person should arrange this.</p> <p>They also eat at regular times and the assisted person should bring water and sometimes a toy for them to chew.</p>

<b>Section Two: Other Needs</b> <i>Meeting the emotional, spiritual and psychological needs of the residents attending the events</i>	
<b>Therapeutic Support</b>	Wherever possible, we recommend having an onsite counsellor or mental health trained support staff who is available to offer comfort to residents experiencing distress. You should consider the gender of the counsellor(s)
<b>Safe / Quiet Space</b>	Try and have a spare room available for some quiet time
<b>Prayer Room</b>	The quiet room can also be used as the prayer room
<b>Housekeeping</b>	<p>The host of the event should take time at the start of the session to talk about housekeeping, which should cover safety, accessibility and comfort. Include items such as:</p> <ul style="list-style-type: none"> <li>• Introductions to speakers, staff, volunteers and translators</li> <li>• Location of toilets</li> <li>• The fire safety process, including: fire exits, fire warden, assembly points and visual evacuation aids for deaf or hard of hearing residents</li> </ul>

	Produce a paper copy of a housekeeping checklist, consider an Easy Read version
<b>Fire Safety</b>	The fire safety plan should be checked in advance during a site visit. Be aware that: Fire exit doors should not be obstructed The fire alarm may be just audio so you also need a visual evacuation aid

<b>Section Three: Digital events</b> <i>Digital events aren't accessible for everyone, but they can be a useful tool for residents who have busy schedules, caring responsibilities or are unable to leave the home</i>	
<b>Microsoft Teams</b>	Check with residents which platform they are most comfortable with. It is often best to advise that residents do a 'test run' when using Microsoft Teams; you may need to set up or log in to an account, which takes a bit of time
<b>Zoom</b>	The alternative is to use Zoom, which seems to be more accessible
<b>Enable Transcript</b>	You can 'enable transcript' for residents who have hearing loss on both Teams and Zoom. Have a play around with a 'guest' log in, rather than an account holder, because the functions differ. Disable closed captions when presenting videos that have subtitles because they will overlap on the screen
<b>Dialling into Zoom</b>	Residents can dial into Zoom meetings on their mobile or landline using the details included in the invitation. Residents can mute and unmute using #6 however this can be unreliable, so we recommend not muting residents who dial in by phone. This may lead to background noise, so advise the resident to be mindful of this
<b>Dialling into Zoom on behalf of another person</b>	Residents who need additional support can be dialled in by a third person – you will need access to the 'call forwarding' function (found on Skype, Teams and some landline or mobile phones). <ul style="list-style-type: none"> <li>• <b>Step one:</b> Call the resident – then put them on hold (advise them to wait on the other end)</li> <li>• <b>Step two:</b> Dial into Zoom on Skype/Team using the details in the invitation, enter the Meeting ID, skip participant ID and then enter the passcode. You will</li> </ul>

	<p>need to have the details to hand because Zoom is quick to end the call if you're not ready. Put this call on hold</p> <ul style="list-style-type: none"> <li>• <b>Step three:</b> Go back to the residents' call and transfer to the Zoom call</li> </ul>
<b>Using Video</b>	The host should encourage everyone joining online to turn their cameras on, including staff members, because it creates a more welcoming environment. Residents should be given the option to leave their cameras off, if it makes them feel more comfortable: if the subject is sensitive, a more anonymous approach may encourage people to open up
<b>Sharing Screen</b>	Be aware that using the 'screen share' function can interrupt the audience's ability to see the British Sign Language translator. Speak to the d/Deaf person to find out their preferences and be ready to be flexible
<b>Pin / Spotlight / Allow multi pin (Zoom)</b>	You can 'spotlight' or 'pin' the presenter and the British Sign Language translator which will enable everyone to focus on those key people in an online meeting. If you have more than one BSL interpreter, they will take turns interpreting, turning their cameras off when they have ended their turn. You will need to watch out for this switch, and modify the pin. A Deaf participant may want to control their own pin.
<p>If this is your first meeting, allow as much time as possible for set up and complete technical runs to test equipment, especially if it is a hybrid meeting. It is advised that you test the sound equipment with somebody joining online, in different parts of the room.</p>	

#### **Section Four: Communication Needs**

*Accessible communication, with enough time and support to understand and process it, is important to ensuring everyone can meaningfully participate in an event. This needs careful consideration, so that the right support is in place on the day.*

<b>Translators</b>	Attendees should be made aware what language support will be available on the day – this can include British Sign Language (BSL) and community languages
<b>British Sign Language</b>	<p>Multiple BSL translators are needed to ensure that they can alternate and take breaks.</p> <p>If the event has stalls or there are networking opportunities, then there should be BSL translators on hand to work with BSL users one to one (or in small groups)</p>

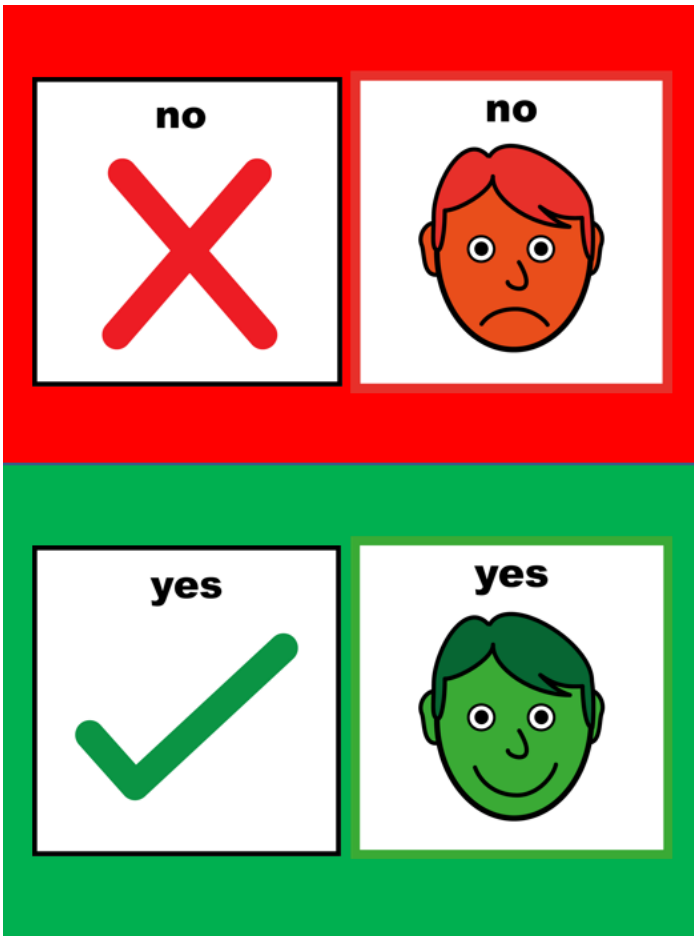
<b>Communication Cards</b>	<p>These can support a positive interactive session. Our communication cards are colour coded with a red side with 'I don't understand' and green side 'I want to say something' (see photo below)</p> <p>Participants of the meeting should be made aware of the cards and what they mean, so that everybody can follow easily.</p> <p>The Learning Disability Resident Advisory Group recently redesigned their communication cards with 'yes' and 'no'. You can see both designs below and decide which is best for you.</p>
<b>Communication badges</b>	<p>Communication badges can be great to support people with learning disabilities and Autism feel more comfortable at meetings and events. They express how a person would like to be communicated with. For example, "I can manage interactions and do not need help at the moment" and "Only speak to me if I have already given you permission."</p>
<b>Introductions</b>	<p>Speakers should introduce themselves before they start, to let those who are visually impaired or blind know who is talking, you should be especially mindful of this during interactive sessions.</p>
<b>Audio System</b>	<p>All audio systems should be tested in advance, especially if technical support is not available on the day. Poor audio leads to those who are hard of hearing to be excluded.</p>

<p><b>Section Five: Information accessibility</b>  <i>Information should be clear and free from jargons and acronyms. You should also adapt to your audiences' needs and consider translation, Easy Read and Dyslexia friendly backgrounds.</i></p>	
<b>Clear Text</b>	<p>You should use a high contrast between text/background, large print and a clear font</p>
<b>Large Print</b>	<p>We advise using Ariel 14 as a standard. And larger if necessary</p>
<b>Dyslexia</b>	<p>Some residents with Dyslexia may need a certain coloured background to support their understanding. Printing materials on coloured paper or the provision of different coloured acetates will support understanding</p>
<b>Translations</b>	<p>Translating materials into different community languages may be invaluable. There are many languages spoken in Newham, so this will change depending on the audience.</p>

<b>Easy Read</b>	<p>This can be translated by somebody trained to write Easy Read. Easy Read uses simplified text, alongside picture within a table.</p> <p>Residents have advised that pictures, rather than drawn images, are preferable for Easy Read documents.</p>
<b>Readers</b>	<p>Digital documents can be read aloud using different software (screen readers). Speak to the participants about what is the best format for them. We often use Plain Text, which is shared on a Microsoft Word document. You should avoid tables, multiple columns and images.</p>
<b>PowerPoint</b>	<p>PowerPoint presentation should have only necessary text and information on them.</p> <p>6x6x6 rule per slide: no more than 6 ideas, no more than 6 bullet points, no more than 6 words per bullet point</p> <p>Diagrams should be spaced out and in large font. Slides should be used as a prompt for the presenter, rather than a source of information. For in person meetings, accessible hard copies should be provided to all participants</p>
<b>General Pointers</b>	<p>Avoid jargon, acronyms and technical language – plain, simple English works best all around!</p>
<p>Check out our new Guide to Presenting – email the Co-Production Team to get a copy</p>	

<p><b>Section Six: Useful resources</b> <i>This handy guide is just the start of the conversation! There are lots of resources out there to learn from and evolve your accessibility practice</i></p>	
<b>Newham Co-Production Team (Adults)</b>	<p>Contact the Newham Co-Production Team (Adults) at:  <a href="mailto:Co-productionteam@newham.gov.uk">Co-productionteam@newham.gov.uk</a>  <b>Aidan Keightley</b> – Co-Production Manager (Adults)  <b>Latifat Honey Sarfo</b> - Co-Production Facilitator  <b>Sophie Ibotson</b> – Co-Production Facilitator</p>
<b>Enabled Living</b>	<p>Enabled Living to do great work on accessibility and are a useful resource to learn from  <a href="http://www.enabledlivinghealthcare.co.uk/">www.enabledlivinghealthcare.co.uk/</a></p>
<b>Easy on the I</b>	<p>For Easy Read images  <a href="https://www.learningdisabilityservice-leeds.nhs.uk/easy-on-the-i/">https://www.learningdisabilityservice-leeds.nhs.uk/easy-on-the-i/</a>            You need to consider copywrite and licensing rules</p>

<b>Readability website</b>	Hemingway Editor ( <a href="http://www.hemingwayapp.com">www.hemingwayapp.com</a> )
<b>Newham Volunteer Team</b>	For volunteer support at events in Newham, contact the Volunteer Team! However, volunteers should not be used to replace paid staff (e.g. support workers) and the volunteer experience should be a worthwhile and valuable opportunity.  <a href="mailto:volunteers@newham.gov.uk">volunteers@newham.gov.uk</a> <a href="http://www.newham.gov.uk/community-parks-leisure/volunteering-newham">www.newham.gov.uk/community-parks-leisure/volunteering-newham</a>
<b>Dementia Friendly Spaces</b>	<a href="https://www.alzheimers.org.uk/get-involved/dementia-friendly-communities/organisations/dementia-friendly-environment-checklist">https://www.alzheimers.org.uk/get-involved/dementia-friendly-communities/organisations/dementia-friendly-environment-checklist</a>
<b>Autism Communication Cards</b>	<a href="https://www.lincolnshire.gov.uk/downloads/file/2683/autism-communication-cards-rules-2">https://www.lincolnshire.gov.uk/downloads/file/2683/autism-communication-cards-rules-2</a>
<b>The Social Model of Disability</b>	Do some reading on the Social Model of Disability (as opposed to the Medical Model of Disability) - <a href="https://www.inclusionlondon.org.uk/about-us/disability-in-london/social-model/the-social-model-of-disability-and-the-cultural-model-of-deafness/">https://www.inclusionlondon.org.uk/about-us/disability-in-london/social-model/the-social-model-of-disability-and-the-cultural-model-of-deafness/</a>
<b>Think Local, Act Personal (TLAP)</b>	Think Local, Act Personal is one of many excellent co-production resources <a href="https://www.thinklocalactpersonal.org.uk/">https://www.thinklocalactpersonal.org.uk/</a>







I want to say something



**WE ARE NEWHAM.**