



## Accessibility Leaflet

The Council is committed to ensuring that our housing services are accessible to the people who wish to access our services.

This simply means making sure our services are tailored to the specific needs of individual people.

This accessibility leaflet outlines our commitments regarding service delivery. Further information is available in our Accessibility Policy.

### Our commitments

We meet legal and good practice standards concerning the accessibility of our services. For example, we meet the requirements of the Disability Discrimination Act 2005 as amended.

We monitor our services continuously to enable us to make reasonable adjustments to existing services, if required. This could include physical adaptations, as well as other methods of providing services, for example, carrying out home visits.

We publish information in plain language; if we need to use legal or technical terms, these are clearly explained.

We produce information in a range of formats, as needed by individual service users. This may include formats such as large print, audio-format and Braille. This also complies with the legal duty to make reasonable adjustments to service provision to avoid unlawful discrimination.

We can provide information in different languages, as required. We do this through our approved list of interpreting and translation services. Service users receive these services free of charge.

We use qualified interpreters to provide signing services to hearing impaired people.

We use language that is appropriate and inoffensive to service users; this includes using imagery that encourages a positive view of other people.

We publicise information about our services widely, for example, we have developed a wide range of leaflets concerning housing services.

Information on our website is web accessible. The web based, electronic versions of all our documentation has passed accessibility tests so that assistive software such

as “Recite Me” for people with visual impairments will read out all information included correctly. All images included within the documentation also contain alternative text so that they will be described by assistive software.

We provide staff training on our equality policy and our accessibility policy; this includes raising awareness of the nature of discrimination and its many forms.

We have established a system for monitoring these policy objectives and making sure they are being met in practice.

We respond quickly to any complaints concerning the accessibility of service provision; we also publish information on complaints received and outcomes of complaints.

We regularly review our policies including those on equalities and accessibility and in order to do this we consult with service users and make amendments accordingly.

Useful contacts in the area of equal opportunities and accessibility are as follows:

### **Housing Services**

- Address: Council Offices, School Place, Kirkwall.
- Telephone: 01856873535.
- Email: [housing@orkney.gov.uk](mailto:housing@orkney.gov.uk)

### **Citizen’s Advice Bureau**

- Address: Anchor Buildings, Bridge Street, Kirkwall.
- Telephone: 01856875266.

### **Orkney Disability Forum**

- Address: 1 Mackays Buildings, Junction Road, Kirkwall.
- Telephone: 01856870340.
- Email: [odf@orkney.com](mailto:odf@orkney.com)

### **The Talking Newspaper**

- Address: Orkney Library, Junction Road, Kirkwall.
- Telephone: 01856878696 or 01856874972.

### **Equalities and Human Rights Commission**

- Address: The Optima Building, 58 Robertson Street, Glasgow, G2 8DU.
- Telephone: 01412285910 (non-helpline calls only).
- Email: [scotland@equalityhumanrights.com](mailto:scotland@equalityhumanrights.com)
- Website: <https://www.equalityhumanrights.com/en/about-us>