

Accessibility for all

A good practice guide
for building accessibility
into Isle of Wight Council
communications



Version 1 March 2007

Introduction

We all need and use information – it helps us make choices so we can live our lives in the best way possible.

The Isle of Wight Council needs to communicate a wide range of information to the public. This information can be delivered in a surprisingly wide variety of ways. Each time you produce any kind of information you need to think carefully about the people receiving it and what their needs are. The information must be accessible to its target audience.

Information that is clear and understandable should be the basis of all our communications, both within the council and outside. We are often judged on how well we communicate and if we get it wrong we create a bad impression of the council and the services we provide.

So what exactly is accessibility?

Accessibility can mean different things for different people. Appropriate methods of delivering the

information are important for groups or individuals that may be hard to reach, or who have particular communication difficulties. Put simply, accessibility means making messages as easy as possible for everyone to understand. In practice this could mean large type for people with failing sight, audio tapes or Braille for those who have lost their sight altogether, foreign language translations for people whose first language is not English, or perhaps Makaton or BSL (British Sign Language) for people with learning disabilities. Someone hard of hearing might require Typetalk or a loop. These are the mechanical means of delivering messages but whatever method is used the messages must be clear and easily understood.

These guidelines have been developed to help you build accessibility into your communications from the outset.



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An overview of accessibility

Printed publications are a key way to communicate with many different audiences, and they can range from leaflets and posters to newsletters and magazines. They all give an impression of the council to the people reading them, so it's very important to think carefully about who you are writing for, and how the content, style and language affect this.

A plain English guide is already available on the Intranet at <http://wightnet2000.iow.gov.net/plainenglish>. This sets out the corporate approach to the use of language including guidance on how to write as clearly as possible so that your message is understood. It is required reading for anyone who uses the written word – from letters to reports and from leaflets to advertisements – for both internal and external purposes.

To make communications clear and simple for your target audience, it is worth remembering a few key points:

- don't use jargon or technical language.
- steer clear of "council speak" (consult the Plain English Guide).
- think carefully about what you want to say – what is your central message?
- keep the information succinct and use everyday language.
- use a minimum of 10 point text ranged (aligned) left and a clear font such as Arial (see the next section "Accessibility for people with visual impairments").
- take out unnecessary words and use short rather than long words – the more syllables used, the harder it is to understand.
- keep sentences short – aim for an average of 15 to 20 words for each sentence.

Running through this checklist when you are planning your project will help you achieve the council's accessibility goals.

Information can be made accessible to blind and partially sighted people in many different ways. See "Accessibility for people with visual impairments". Briefly, this may include producing information using

- large print – 14 point text and above.
- audio tape.
- Braille.
- email.
- accessible websites.
- clear design and print.

Requests sometimes come directly from members of the public for information in other formats or languages. Wherever possible, all council communications should state that the information can also be received in these other formats. See Appendix 1 for the approved text that should be used for this.

For people whose first language is not English there is an approved "panel" that can be reproduced in leaflets, booklets and other publications. It is recommended that this is used for all major corporate information (eg, the council tax leaflet) and on other publications where possible. Languages covered include European languages such as French and German, but also some that use different alphabet systems such as Arabic, Hindi and Cantonese. See Appendix 2 to view the panel. ***(Please note that you must not scan the panel from this guide)***. Contact Communications on 823279 to obtain a copy that is optimised for printing purposes, or if you need to have a publication translated into another language.

Accessibility for people with visual impairments

Accessibility is achieved through intelligent, appropriate design and layout just as much as through the use of plain English. In fact, a well-written message directed firmly at its target audience can become incomprehensible if design rules for accessibility are not observed.

There are a number of golden rules that should ensure your communications are accessible to people with sight problems. These range from fairly straightforward guidelines governing the use of type, to less obvious pointers about the best kinds of paper used for printing.

These design accessibility guidelines break down into several categories: Type, Layout, Colour and contrast, and General points

Type

Typeface, or font

Most desktop computers provide a wide variety of typefaces (fonts) ranging from plain to very ornate and highly stylised. Fancy or decorative fonts should be avoided. Generally, the council's corporate font is Arial (very similar to Helvetica), a clear, legible sans serif font which should be used wherever possible. However, for long tracts of text it is permissible to use a clearly designed serif font such as Times which has characters that are easily recognised and assimilated. Serifs also tend to lead the eye along a line of type, so aiding comprehension and flow.

Point size, leading, weight, line length, alignment, hyphenation

Do not use type that is smaller than 11 point (pt). The RNIB recommends a minimum of 12 pt, with a preference for 14pt. Leading (the space between lines) should not be too tight (close together) or too loose (far apart). If you are using 12pt type, leading should be set at 14 or 14.5pt. As point size increases, so does leading.

Typeface families come in different weights. In general, very light or heavy weights should be avoided. Use standard (sometimes expressed as roman) for normal text (body copy), and **bold** weights

for emphasis or headings. Try not to use *italics* excessively, but they can be used – *very sparingly* – for emphasis, if required. Condensed or extended type should not be used. ALL-CAPITAL SETTINGS ARE USUALLY BEST AVOIDED AND NEVER USED IN BODY COPY, AS THEY ARE LESS EASY TO READ.

Body copy should always be ranged (aligned) left. Do not use type that is centred, justified or ranged right. Range right (ragged left) produces lines that start in a different place each time, which leads to reading difficulties because it forces the eye to jump around looking for the start of each line. This breaks concentration and flow and affects understanding.

Justified text (where all the lines start and finish at the same place) should be avoided as it frequently produces distracting “rivers” of white space running vertically through the type, disrupting flow.

In general, automatic hyphenation is best avoided. Word processing programs do not have precise enough controls to produce good hyphenated text so the control should normally be turned off.

Layout

Columns, wrapping text around pictures, curved, angled or vertical lines

Multiple columns in a grid pattern on the page is a design process best left to professional designers. But very simple two-column layouts can be used if enough space is left between the columns (this is called a gutter), so preventing the eye jumping automatically from the end of a line in one column to the beginning of a line in the next.

Text that flows around pictures can be very difficult to read and should be avoided. This is especially important if the image has an uneven edge which can disrupt the flow for people with sight problems.

Text set on curved or angled lines, or text that is set vertically, must not be used.

Colour and contrast

Pale on pale, close tonal values, reversed type, colour, text on busy backgrounds

Colour and contrast are two of the most important

aspects that must be taken into account when designing for accessibility. It is crucial to maintain enough contrast between the type and its background – the “gold standard” is often thought to be black type on a yellow background. In practice, black or dark type on a white or a pale background should suffice.

Never use **pale colours or tints** for body type, especially if it appears on an equally pale background. Likewise, do not use **dark on dark**. In general, keep the tonal values of type and background as far apart as possible to maximise legibility. Always remember that what may be seen as a “subtle” design by a normally sighted person can be utterly inaccessible to someone whose sight is impaired.

Limited use of **reversed type** (white or pale text on a black or dark background) is acceptable but should be used very sparingly, especially as this can cause technical problems at the printing stage which in turn can compromise legibility.

You should also take great care with choice of colour. **Red on green or blue** may just be readable by people with normal vision, but if the colours are tonally close legibility will be very seriously affected. Contrast between light and dark is key.

Never run text over **visually busy or muddled backgrounds** such as detailed photographs. This can cause great difficulties for people with sight impairments.

General points

Crowding, clarity, paper, printing size and format

It is counter-productive to try to cram too much information onto a page. Being economical with your use of space can prove to be the exact opposite. Don't be afraid of white space! People with sight problems cannot easily absorb information that is crowded, muddled or badly designed any more than a normally-sighted person. Clarity is essential for comprehension, so keep it simple.

Paper (stock) choice also has a bearing on accessibility. Light can reflect off glossy stock, creating difficulties for the reader. It is advisable to choose a matt paper if you expect a significant number of your readers to have sight problems.

Try to limit format to the international “A” sizes - A5, A4, A3 and one-third folded A4 (called DL) for leaflets. Many people with poor sight need to hold text near to their eyes and find larger formats (such as broadsheet newspapers) unwieldy, which would cause them problems.

Take care text does not flow over folds or spines as this can create visual distortions. Binding that allows a publication to be laid completely flat may be important for people who use scanners or screen magnifiers. Margins must be sufficient to allow all the type to be visible close to the spines of bound publications.

Electronic accessibility – emails and websites

The internet has produced a huge opportunity to communicate with the public. By the same token, the potential pitfalls are many, necessitating a few basic guidelines.

Emails should be typed in Arial at 10 or 11 point size with an opening salutation. The sign off should clearly contain the sender's name, job title, address and telephone number.

Website design is a very specialized area that requires professional input – all sites produced by or

for the Isle of Wight Council should be designed by qualified practitioners. Accessibility requirements for websites include standards compliance, navigation aids, guidelines for the appearance of text, and Browsealoud, a program that enables the user to easily convert the text to audible speech

Technical guidelines for accessibility are shown in Appendix 3. Further information is available from the council's web team.

Accessibility for people with hearing impairments

The UK has over eight million people who are deaf or hard of hearing. There is a common belief that people in this group are still able to read printed information but this is not always the case. The rules are similar to those for other groups.

- use plain language.
- use pictures or symbols to draw attention to particular points.
- make sure you give the person concerned an email address and a fax number they can respond to.

Face to face communications can cause obvious

problems for people with hearing loss. Many will be able to lip read, in which case the speaker must speak slowly and clearly and make sure their lips can be clearly seen. Some people might need a sign language interpreter, others who use hearing aids may prefer a loop system that amplifies speech. Contact Communications for more information and advice.

Textphones allow hearing impaired people to call the council just as easily as using a normal phone. Instead of speech, messages are typed in and received by another textphone.

Typetalk is a service operated by BT that allows callers' messages to be typed and relayed by an operator to the other person.

Accessibility for people with learning difficulties

Designing for accessibility is not just about producing materials for people with sensory impairments. It is also about presenting information in a way that can be easily understood by people with learning disabilities.

A different approach is needed to communicate effectively with people who have a learning disability as they often find it difficult to read and understand print. Special pictures and photographs are useful tools for helping the audience to visualise, and therefore understand, what they are being told.

In general, a clear typeface (Arial) at 14pt (minimum 12 pt) should be used. The text should be ranged (aligned) left and the page should be clearly laid out, without overcrowding. The language used must be simple and clear, using words that are easy to understand. A tip to remember is that words with lots of syllables are harder to understand than short words with only one or two syllables. Sentences should not be overcomplicated by the use of unnecessary words and should be kept as short as possible using simple punctuation (for example, no semi-colons or hyphens).

Jargon should be avoided. Bullet points should be used when providing a lot of information.

Use words like 'you' and 'we' to talk to the reader directly. Write the number, not the word. Do not use colours that are too similar to each other. Text should strongly contrast against the background. For example, greens and yellows or reds and purples should not be used together.

Pictures can be used to 'describe' text so that people with a learning disability can understand it more easily. For example, telephone contact details would be more accessible to someone with a learning disability if a picture of a telephone appeared next to the telephone number. Be consistent. Use the same pictures or photograph to represent the same information. The council has a licensed library of specialist pictures and photographs for this purpose.

For advice about any of the above, or to discuss the use of specialist pictures, please contact the Adult Services Development and Implementation Team on 520600, ext 2205.

Special communication techniques

There are other special communication methods that can be used for people who have difficulty understanding information that is presented in the usual ways. These often involve the help of a qualified practitioner, such as with signing.

Other special methods include Makaton, Widgit, Moon, Braille, hearing loops, video and Typetalk.

Please contact Communications if you think you may need to use any of these special communication methods.

Further information from inside the council

More information about any aspect of accessibility is available from Communications, telephone 823279 or email S.Williams@iwcouncilpublications.co.uk or *Claire Robertson@iow.gov.uk*

For information about communicating with people who have a learning disability, please contact the Adult Services Development and Implementation Team on 520600, ext 2205.

For accessibility as it relates to plain English, call Dominic Hillyard on 823105, email Dominic.Hillyard@iow.gov.uk.

For accessibility as it relates to website design, call the web team on 821000 (internal 6573), email Web.Team@iow.gov.uk

For more general information about accessibility, please contact Andy Graves in the equality and diversity section at County Hall, telephone 821000 (ext 5670) or email andygraves1@uko2.co.uk

Further reading and useful contacts outside the council

British Institute of Learning Disabilities

Tel 01562 723010

Web www.bild.org.uk

Tel 0845 766 9999

Isle of Wight Society for the Blind

Tel 522205

Web www.iwsightconcern.org.uk

Makaton

www.Makaton.org

MENCAP

Tel 020 7454 0454

Web www.mencap.org.uk

Royal Association for Deaf People

Tel 01206 509509

Web www.royaldeaf.org.uk

Royal National Institute for the Deaf

Tel 0808 808 0123

Web www.rnid.org.uk

SCOPE

Tel 020 7619 7100

Web www.scope.org.uk

“See it right” pack

Royal National Institute for the Blind

Tel 0845 766 9999

Web www.rnib.org.uk/seeitright

Typetalk

Tel 0800 7311 888

Web www.rnid-typetalk.org.uk

Widgit

Tel 01223 425558

www.widgit.com

Glossary

accessibility

In communications terms, ensuring all our output is easily understood by everyone

align(ed)

In text terms, where the lines of type all start at the same point but are of varying length (also called ranged)

Arial

A font or typeface design that is highly legible (very similar to Helvetica)

body copy, body text

The bulk of text in a document or article, excluding headings

broadsheet

Large format print, usually used to describe newspapers

Braille

A system that converts type into embossed raised dots on paper to enable blind or visually impaired people to read by touch

Browsealoud

A computer program used in conjunction with websites that enables the user to convert text to audible speech.

BSL

British Sign Language, used to communicate with people who are deaf or hard of hearing

centred

Lines of type that all have their centre points aligned

DL

A4 folded into three pages, forming a leaflet

font

A set of letters and numerals in a particular design and size (see also typeface)

gutter

The space between columns of type

Helvetica

A font or typeface design that is highly legible (very similar to Arial)

hyphenation

Splitting words over two lines with a dash.

justified

Lines of type that all begin and end at the same point

layout

The relative positioning of type and other visual elements on a page

leading

The amount of space between lines of text

legibility

The degree to which text is absorbed and understood

loop

An audio system enabling people who are deaf or hard of hearing to hear speech

Makaton

A signing system used to communicate mainly with people who have learning difficulties

matt

Paper that has a non-glossy surface

non-roman alphabet

Foreign language alphabets that use different characters, such as Arabic or Hindi

point size

A unit of measurement for type

ragged

Where lines of text start or end at different places, eg ragged right

range(d)

In text terms, where the lines of type all start at the same point but are of varying length (also called aligned)

reversedn type

Pale type on a dark background

roman type

Type of a normal style and weight

sans serif

A font that has no serif. An example of a sans serif font is Arial. (Sans comes from the French, meaning "without")

serif

Small projections on letters that in certain circumstances can aid reading. An example of a serif font is Times

stock

Paper, in a specification for a printing job

textphone

A telephone system that allows the user to type in a

message that can be received by another textphone

Times

A serif font, with high legibility

tints, percentage tints

The intensity of a colour, eg a mid-value red could be expressed as 50% red, a more intense one as 75%, and a full value one as 100%

tonal values

The relative lightness or darkness of printed text or pictures

typeface

A set of letters and numerals in a particular design and size (see also font)

Typetalk

A system operated by BT that allows people who are deaf or hard of hearing to contact the council by telephone

weight

The lightness or boldness of type

Widgit

Commercial computer program that can turn text into symbols recognisable by people with learning disabilities

wrapping text

Text that is positioned to run around the irregular edge of a picture or graphic

Appendix 1: Other formats panel

All council publications should carry a panel stating that the information can also be received in other formats. The approved text for this is as follows:

"This publication is available on request as an audiotape, in large print, in Braille, and in other languages. For further details, please contact (your section and telephone number)."

This text should appear in a minimum of 12 point and should contrast highly with the background, preferably black type on a yellow or white background as in this example, on the back of the Wight Summer leaflet.

Sunday 16 Deacons and Hethenstete 10.15am for 10.30am
A circular, informative 5.5 mile/three hour walk with stiles and some road work to these places. Please ring to book **Leader** Strollers Tel 882905 **Meet** Railway bridge Deacons Lane Ashe GR 585892 **Cost** £2

Sunday 16 Osborne woodland and beach walk 2pm-4pm
A walk through the estate to the private beach. Booking essential. No dogs **Leader** Deb Goodenough Tel 200022. See 15 April for details of meeting and cost

Saturday 22 Brading Marshes wildlife walk 11am-1.30pm
See migrant birds, dragonflies and butterflies on the RSPB reserve. No dogs. See 13 May for details of meeting and cost

Sunday 30 Langedune and Messetone 10.15am for 10.30am
A six mile three hour circular informative hilly walk with fine views. Please ring to book **Leader** Strollers Tel 882905 **Meet** Arreton Cross layby GR 531866 **Cost** £2

Sunday 30 Farming for wildlife 10.30am
The end of summer on the farm. Learn how a farm can be managed for wildlife and the history of Wroxall horseshoe. 2.5 to three hours. Family friendly, gentle slopes. Stout footwear advised. **Leader** John Paton Wight Conservation Tel 760773 **Meet** Wroxall Cross Farm GR 557793

On the cover
A meadow grasshopper, photographed in Newport Cemetery. Grasshoppers are often heard rather than seen; the adult males produce a 'song', by rubbing their hind legs against their forewings. The meadow grasshopper sounds like a short burst of a sewing machine, repeated at intervals.
Picture: Cat James

Gift to Nature.
All money raised through this voluntary scheme is spent on local conservation projects. For more details see www.gifttonature.co.uk

Gift to Nature

Wight Winter, your programme of countryside events from October 2007 to March 2008, will be available in late September.

This publication is available on request as an audiotape, in large print, in Braille and in other languages. For further details, please contact the Parks and Countryside section on (01983) 823893.

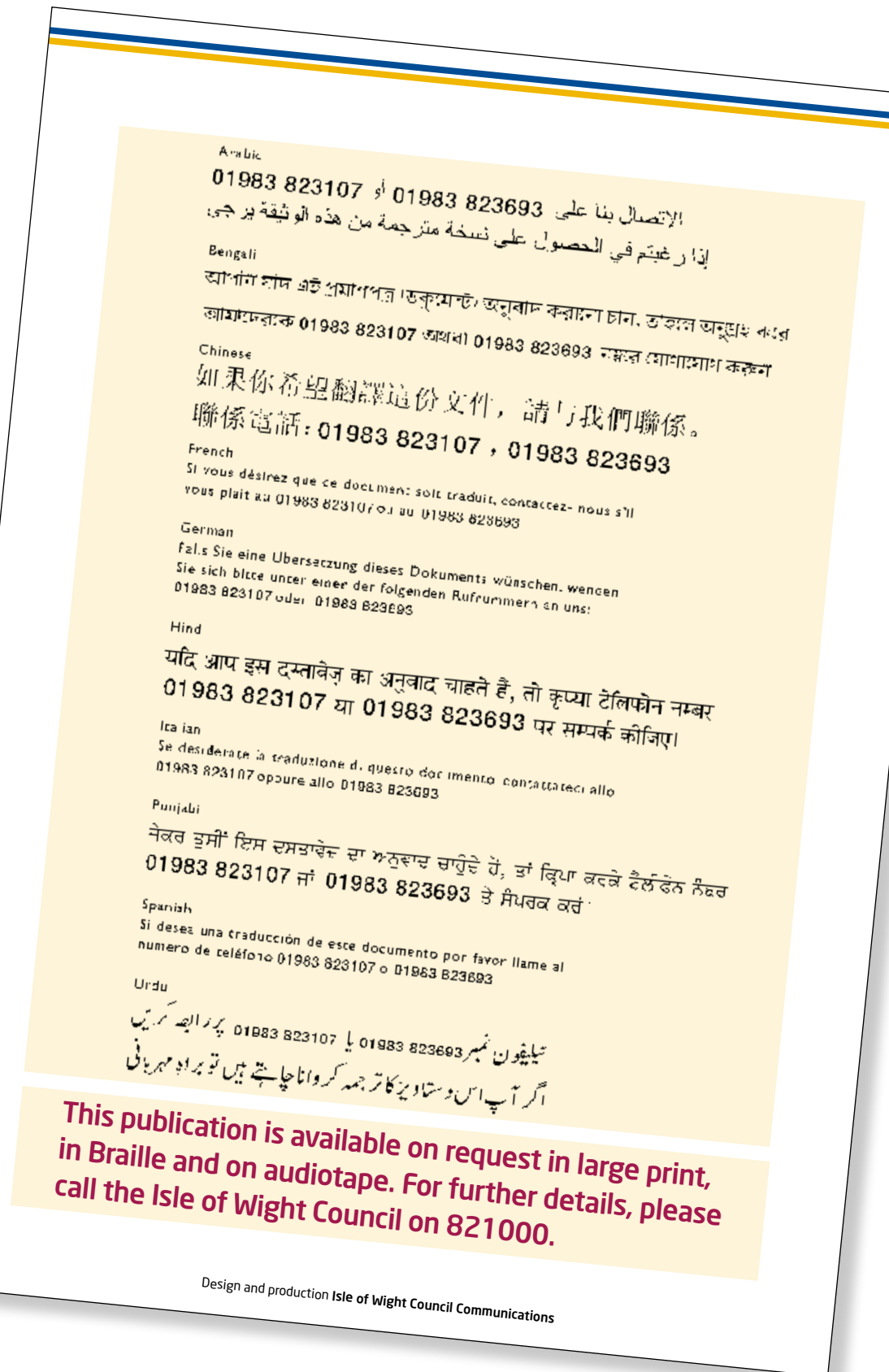
Isle of Wight Council, Parks and Countryside
Telephone (01983) 823893
Email countryside@iow.gov.uk
Web www.iwight.com/walks


Recycled Paper

Appendix 2: Foreign languages panel

Research carried out by the children's services directorate has shown there are as many as thirty foreign languages spoken on the Island. The council has a duty to communicate as widely as possible, so it is important that we offer a translation service to people who may not understand English. We cannot show them all, but the main languages spoken on the Island (including English) are represented in the panel, shown here on the back page of the council tax leaflet.

The panel is available in different sizes to fit DL leaflets (one third A4) and A5 and A4 booklets. Do not scan the panel reproduced here – panels optimised for print are available from Communications. NEVER resize or distort the panels to fit a publication in a different format because this may render non-roman alphabets unreadable (Arabic, Hindi, and so on).



Appendix 3: Technical guidance for website creation

Standards compliance

- All content should comply with all priority 1 guidelines of the W3C Web Content Accessibility Guidelines. (<http://www.w3.org/TR/WAI-WEBCONTENT/>)
- All pages should validate as HTML or XHTML Transitional. (<http://validator.w3.org/>)
- All Cascading Style Sheets (CSS) must validate. (<http://jigsaw.w3.org/css-validator/>)
- Use of tables for non-tabular information should be kept to a minimum.

Images

- All content images used should include descriptive ALT attributes.

Navigation Aids

- All websites should include a set of global navigation links.
- All websites should include a search box.

Text

- All websites should provide five font sizes (largest, larger, medium, smaller, and smallest). Medium is the default size.

Browsealoud

All websites should be speech-enabled with a program called Browsealoud. Just hover the mouse over text and Browsealoud reads it out loud. As each word is spoken, it is also highlighted. To make sure navigation is easy, the program reads all text, title attributes, accessible Flash and Javascript as well as URLs and menus. You can change the accent, tone, speed and pitch of the voice and you can also alter the pronunciation of words.

Appendix 4:

Additional information

This appendix includes information provided by the council's equality and diversity section.

In October 2004 Part Three of the Disability Discrimination Act came into force, covering Goods, Premises and Facilities. Within the Act a duty of care is placed upon all service providers in the public, private and voluntary sectors to ensure that all communications are provided to everyone in their preferred format. Put simply, this means, if someone requests information that is available in the public domain, or if it relates to them personally, and they request it in their preferred format it must be provided.

What communications are covered?

Any personal information relating to an individual's employment – contract of employment, letters relating to their employment, staff handbook etc. Any information that an individual requires to assist them with their role, including information that is held online. For example, if a visually impaired employee requires information from an internal intranet site that they are not able to access due to configuration issues, or lack of accessibility, this must be produced in their preferred format.

All private businesses who operate in the public sector must provide information in preferred formats, for example, tariffs in bars, restaurants, take-away venues. Other areas which must provide information include, cinemas, shops, utilities such as water, gas and electric companies and financial institutions. It is illegal to discriminate on the grounds of disability due to the non-provision of information to individuals and groups.

What are alternative formats?

Braille

There are nine different languages that make up Braille. Braille is regulated by the Braille Authority of the United Kingdom, which in turn is regulated by the Royal National Institute of the Blind. To attain a Braille Teacher's qualification you must be proficient

in all nine areas as well as complete a teaching exam. The most common Braille language used is known as Standard Grade Two English Braille.

Large Print

There are two very important areas to consider when producing information in large print.

The minimum font size recognised by the Partially Sighted Society and the Royal National Institute of the Blind is font size 14. The largest realistic font size is 18. The other key area is the colour contrast, black lettering on a white background or white lettering on a black background. A commonly made mistake is to make assumptions about the design and lay-out and presentation of information in this format.

When producing information in large print, do not combine colours which are difficult to differentiate between. Always have clear colour contrast between lettering and background. Never produce large print information using italics or other lettering designs. People with partial vision will always struggle unless the lettering is in a standard format.

Audio cassette

This format is much underrated but highly effective for certain disability types as well as the elderly. People with learning disabilities such as Aspergers Syndrome, dyslexia and more pronounced learning disabilities find audio cassette a simple and easy way of gathering, retaining and understanding information. People who have lost their vision during their lifetime (usually due to advancing years) find learning Braille difficult if not impossible due to the lack of sensitivity in their fingertips. Audio cassette versions allow the user to pause, rewind and listen without worrying. They can take time to understand communications.

Alternative format communications also relate to the provision of information through interpreters for people with hearing impairments and readers for people who are visually impaired.

Why are alternative formats important?

Not providing alternative formats for those who require them not only breaks the Disability Discrimination Act Part Three – Goods, Facilities and Premises, but also takes away the independence of the individual by denying them equal access. The Isle of Wight Council has a public duty to provide information in alternative formats on request. However, the duty of care rests with individual services to put in place their own arrangements for ensuring they have information available in alternative formats which is constantly updated and can be produced within a timescale that meets the needs of both the public and council employees. It is, therefore, important to ensure that information is produced in a timely fashion. Failure to produce information in preferred formats which are outside of the timescale necessary is a breach of the law. For example, a person applying for a job will need the job description, application form, personal specification and associated information in their preferred format before the closing date.

Individual council services need to put in place a framework to support the provision of alternative formats. The first step is to complete your Impact Assessment forms and subsequent action plans which should help identify gaps in current provision and help to identify areas of weakness that should be addressed.

For further information please contact the equality and diversity team at County Hall.

If you would like this document translated, please contact us on
01983 821000

Arabic

إذا رغبتُم في الحصول على نسخة مترجمة من هذه الوثيقة يرجى الاتصال بنا على 01983 821000

Bengali

এই দলিলটির অনুবাদ চাইলে, দয়া করে ফোন করুন: 01983 821000

Chinese

如果你想翻譯這份文件，請與我們聯係：01983 821000

如果你想翻译这份文件，请与我们联系：01983 821000

French

Si vous désirez que ce document soit traduit, contactez-nous s'il vous plait au 01983 821000

German

Falls Sie eine Übersetzung dieses Dokuments wünschen, wenden Sie sich bitte unter einer der folgenden Rufnummern an uns: 01983 821000

Hindi

यदि आप इस दस्तावेज़ का अनुवाद चाहते हैं, तो कृपया टेलिफोन नम्बर 01983 821000 पर सम्पर्क कीजिए।

Italian

Se desiderate la traduzione di questo documento, contattateci allo 01983 821000

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਟੈਲੀਫੋਨ ਨੰਬਰ 01983 821000 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Spanish

Si desea una traducción de este documento por favor llame al numero de teléfono 01983 821000

Urdu

اگر آپ اس دستاویز کا ترجمہ حاصل کرنا چاہتے ہیں تو اس نمبر پر فون کریں 01983 821000

**This information is available on request as an audiotape,
in large print, in Braille and in other languages.
For further details please contact Communications on 823693.**