



FROM THE WEBSITE OF CELTIC KNOT –  
SOLICITORS AND SOCIAL WORKERS



## CELTIC KNOT STANDARDS E – CELTIC KNOT ACCESSIBILITY Our Accessibility Policy

### **A. Introduction**

We are committed to ensuring that all our clients receive the same high level of service. We are aware that in the nature of our work, we are offering a service to clients who may disproportionately have accessibility problems. We set out below what we have done to assist accessibility:

- Via the Internet
- By telephone
- In person
- By correspondence

### **B. Internet**

You can use our website for the following:

- To obtain information about Celtic Knot;
- To communicate with Celtic Knot. From the contact page, you can click on links to e-mail us, leave a message through the website, or contact us through Skype. Skype gives the ability to transfer files and make conference and video calls.
- If you are registered with the website as a course participant, to access online training facilities, including training resources, quizzes, and online discussion forums.
- If you are a client of the practice, to review progress of your legal problem. You need to register for this service. Once registered, you can review the file record 24 hours a day, along with any supporting documents you request. You can only view your own file. You cannot view other files, nor can you amend your file or documents in it or upload documents to it.

We are continually working to improve our website. In particular, we try to ensure

- That it can be accessed by as many different operating systems and browsers as possible;
- That the text only website contains all the information available on the main website;

We aim to meet the W3C standards recommended by the World Wide Web Consortium, which has been set up to promote world wide standards of access and to encourage wider use of the internet. You can check for yourself whether we have succeeded at the [W3C Markup Validation Service](#). We also aim to meet the WCAG 1.0 disability accessibility standards at priority 1 level. You can check for yourself whether we have succeeded at the [Cynthia Says Validation Service](#).

If using Internet Explorer 5 and above, it is possible to resize the text by pressing the control key (Ctrl) and moving your mouse wheel up and down. If you do not have a mouse wheel you can resize the text from the browser menu [view] [text size] [largest / smallest]

Earlier browsers may be able to resize the text in other ways.

## **C. Telephone**

Our telephone system uses Skype, a computer programme that you can download to a computer in a few minutes and is designed to be easy to use.

You do not need to download Skype if you don't want to – you can use our telephone in the usual way – but if you have accessibility problems, the following additional options would be available to you free through Skype:

- Text call – if you have difficulty speaking, you can type what you want to say and we can type our response – you send your message just by pressing the return key.
- Conference call – can be used for many reasons, including to have an interpreter a party to the conversation.
- Video call – can be used to sign a conversation in BSL.

You will need a microphone and speakers, a headset or equivalent attached to your computer to speak, and a webcam to video call.

If you cannot access Skype, you can still use [RNID Typetalk and TextDirect](#) if you have access to a textphone.

## **D. In person**

Our correspondence address is a fully accessible building. It has ramp access, lifts, wide doors and a loop system.

However, it is not **our** building. As we have no reception and interviewing facilities, we normally arrange to meet our clients at a mutually convenient public or private venue. Where there is a cost involved (to hire rooms to meet in our own building or anywhere else, and irrespective of any disability you may have) this cost is passed on to you. We will normally only meet any additional costs involved in facilitating a meeting where the meeting was necessary, the costs were necessary, and the additional costs were incurred as a direct result of disability.

We can arrange interpreters in other languages where appropriate and necessary.

For a sign language user, sign language interpreters can be booked for meetings. There is great demand for sign language interpreters therefore as much advance notice as possible should be provided.

### **E. By correspondence**

We aim to provide information to you in the most suitable format, although as a virtual business we prefer electronic methods of communication. Where it is necessary to communicate with you by correspondence, we can make available large print, Braille or audio versions of communications.

**This policy has been adopted by Celtic Knot on 21<sup>st</sup> August 2006.**

Version 2: last reviewed and updated October 2008