

Scottish Parliament

Communication Access Assessment Visit to the Scottish Parliament



Wednesday 14 March 2007 10.30 am – 2.30pm

Information for volunteers



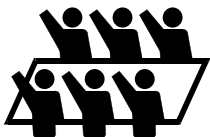
The Royal College of Speech and Language Therapists (RCSLT) is working with the Scottish Parliamentary Corporate Body (SPCB) to help assess how accessible the Scottish Parliament is for people with communication support needs. That is:



- The Parliament building signs and public information displays etc.



- Public services in Parliament such as the shop, reception area and public tours



- Parliamentary activities which are open to the public such as business in the Chamber.

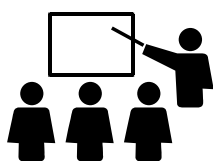
How is communication access to be assessed?



- 20 people with communication support needs, plus their own supporters if required, are to visit the Parliament on March 14th 2007.



- The 20 people will follow the programme on the next page. This includes things to do before the visit.



- At the end of the day everyone in the group will be asked to give their feedback on the communication access aspects of the day.



- Everyone in the group will also be asked to send in more comments after they have had a couple of weeks to think about their visit.



- All travel expenses will be paid by the SPCB.



- Lunch and refreshments will be provided to all visitors.

What will happen after the assessment visit?



All feedback will be pulled together into a report. The report will be used by the SPCB to plan improvements to the Scottish Parliament for people who have difficulty with communication.

If you have any queries about the project please contact Kim Hartley on 0131-226-5250 or kim.hartley@rcslt.org or RCSLT, 21 Queen St. Edinburgh EH2 1JX

Scottish Parliament

Communication Access Assessment



Visit to the Scottish Parliament

Before the visit to the Scottish Parliament



Anytime **between 7th and 13th March** visitors are to contact Scottish Parliament Visitors Services to book Chamber Public Gallery tickets



To book the tickets, the volunteers should contact Visitor Services, using the information on booking Chamber Public Gallery tickets given on our web site at

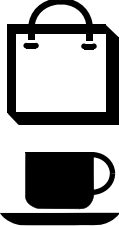






<http://www.scottish.parliament.uk/vli/visitingHolyrood/chamberTickets.htm>

Please tell the Visitor Services you are coming for the Communication Access Visit on Wednesday 14th March 2007.

Scottish Parliament
Communication Access Assessment
Visit to the Scottish Parliament

Wednesday 14 March 2007 10.30 am – 2.30 pm

Programme for visit

Before 10.30am		Visitors to use public café, shop, look at displays etc. if they wish to.
10.30 -11am		Visitors report to reception.
11am		Group of visitors meet with people from RCSLT and the Parliament
11.30 – 12 noon		Group of visitors observe business in Chamber
12 – 1.00pm		Lunch
1.00 – 2.00pm		Group of visitors to have short tour of Scottish Parliament Building by tour service
2.00 – 2.30pm		Group of visitors meet with people from RCSLT and the Parliament to give immediate feedback
2.30pm		The formal visit ends.

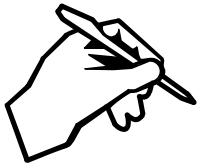
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Feedback Forms









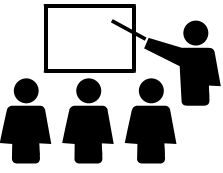

**The Scottish
Parliament**



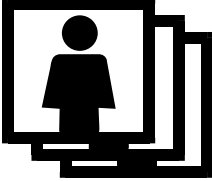

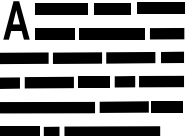
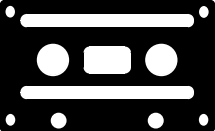











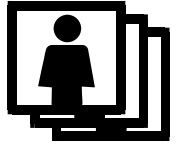

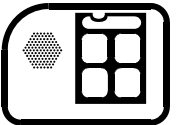

Your name:

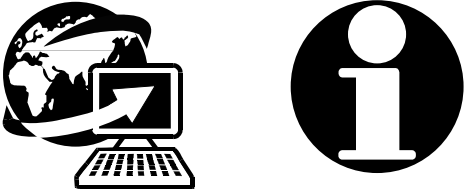


Name of person recording feedback (in case we need anything clarified):

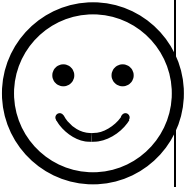


<h2>About your communication needs</h2> <p>What communication supports help you understand others? Please tick.</p>		
	Being in the room or being shown the things people are actually talking about	
	People using every day words	
	People using short sentences with one or two bits of information at a time	
	Being given time to understand others	
	People using gestures such as pointing	
	People showing you what to do – demonstrating	
	People using facial expression and body language	

	People looking at you when they talk to you	
	People using Sign Language – which one?	
	Pictures or Photographs or drawings of the things people are talking about	
	Written information with pictures or photos	
	Written information on its own	
	Taped information	
	Large print	
	Other – please list: -----	

<p>What communication supports help you get your message across? Please tick.</p>		
	Getting enough time to get your message across	
	People listening carefully to you and looking at you	
	People looking at your gestures	
	People looking at your facial expression and body language	
	People asking questions, guessing what you are trying to say	
	Sign language – which one?	
	Pictures or photographs or drawing what you are talking about.	
	Writing things down	
	Communication board, book or machine / aid	
	Other – please list: -----	

<p>1 Before Visit</p>		<p>Visitors to book Chamber Public Gallery Tickets using info. on website</p>
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What did you think of the communication you had with people at this part of your visit? Please tick.


					
<p>Good</p>		<p>Okay</p>		<p>Not good</p>	

Did people use the communication supports you need? Please tick.




<p>Yes</p>		<p>No</p>		<p>Sometimes</p>	
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What did you like about this part of the visit?

What would make this part of your visit better?

<p>2 Before 10.30 am</p>	 	<p>Visitors to use public café, shop, look at displays etc. if they wish to.</p>
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What did you think of the communication you had with people at this part of your visit? Please tick.

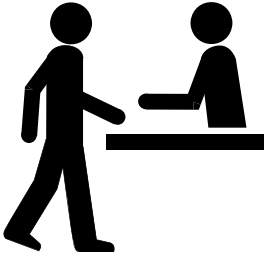
					
<p>Good</p>		<p>Okay</p>		<p>Not good</p>	

Did people use the communication supports you need? Please tick.




<p>Yes</p>		<p>No</p>		<p>Sometimes</p>	
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What did you like about this part of the visit?

What would make this part of your visit better?

<p>3 10.30 am - 11 am</p>		<p>Visitors report to reception</p>
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What did you think of the communication you had with people at this part of your visit? Please tick.

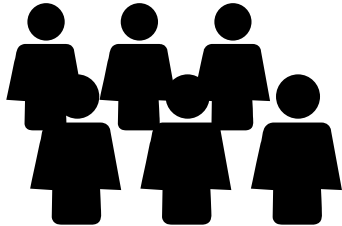
					
<p>Good</p>		<p>Okay</p>		<p>Not good</p>	

Did people use the communication supports you need? Please tick.


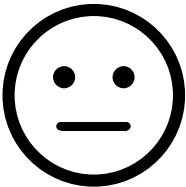

<p>Yes</p>		<p>No</p>		<p>Sometimes</p>	
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What did you like about this part of the visit?

What would make this part of your visit better?

<p>4 11 am</p>		<p>Group of visitors meet with people from RCSLT and the Parliament</p>
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What did you think of the communication you had with people at this part of your visit? Please tick.

					
<p>Good</p>		<p>Okay</p>		<p>Not good</p>	

Did people use the communication supports you need? Please tick.




<p>Yes</p>		<p>No</p>		<p>Sometimes</p>	
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What did you like about this part of the visit?

What would make this part of your visit better?

<p>5 11.30 – 12 noon</p>	 The Scottish Parliament	Group of visitors observe business in Chamber
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What did you think of the communication you had with people at this part of your visit? Please tick.

					
Good		Okay		Not good	

Did people use the communication supports you need? Please tick.




Yes		No		Sometimes	
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What did you like about this part of the visit?

What would make this part of your visit better?

<p>6 1.00 – 2.00 pm</p>	 <p>The Scottish Parliament</p>	<p>Group of visitors have short tour of Parliament</p>
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What did you think of the communication you had with people at this part of your visit? Please tick.

					
<p>Good</p>		<p>Okay</p>		<p>Not good</p>	

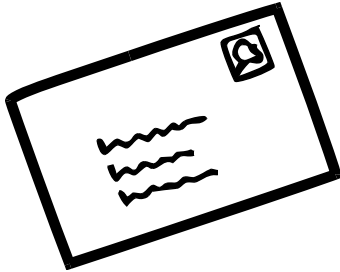
Did people use the communication supports you need? Please tick.

<p>Yes</p>		<p>No</p>		<p>Sometimes</p>	
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What did you like about this part of the visit?

What would make this part of your visit better?

Please return all the feedback forms you have completed, by 4th May 2007 to:



Kim Hartley,
RCSLT,
21 Queen St.
Edinburgh
EH2 1JX

If you have any queries please contact Kim on 0131-226-5250 or kim.hartley@rcslt.org

Thank you for your time and commitment to this assessment visit. You will be sent a full report of the Scottish Parliament Communication Access Audit by Summer 2007.