

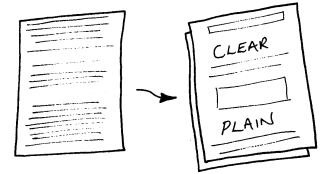
Communication Advisory Group

Terms of Reference – May 2009



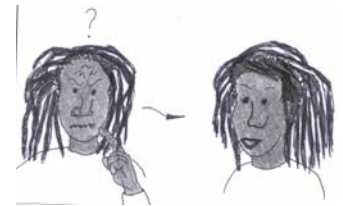
Reasons for having this group:

- We want all communication to be as accessible as possible for all citizens of Brighton & Hove
- There are four types of communication that we are concerned about



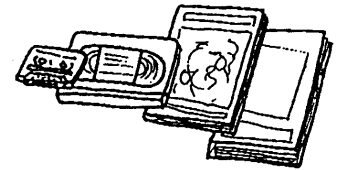
1. **Individual:** is communicating with one person

- Should be tailored for that person
- Might use personal aides like signs, boards, books that are just for that person
- Might be schedules, files, information about that person that the person needs to understand



2. **Shared:** is communicating with many people at once

- Should be easy for most people to understand
- Might be signs in a building
- Might be plans or policies that affect lots of people
- Might be leaflets given to lots of people



3. **Group:** is when groups of people work together

- Should be easy for everyone to take part
- Might be groups that speak up or make choices
- Might be discussion or consultation groups
- Might be groups involved in planning services or recruiting staff for example



4. **Asking:** is when you ask for information from people

- Should be easy for most people to understand
- Might be satisfaction surveys, questionnaires or a complaints process
- Might be forms or applications



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How we do it:

- We share information and ideas by email and by meeting together
- We have a webpage on www.brightpart.org
- We tell people about resources they can use
- We give advice and share examples of good practice
- We can give consultation services or do particular pieces of work when there are resources to make that possible



Members of the group:

- Everyone who wants to make communication and information more accessible is invited to be part of our group.



Group meetings:

- We meet together four times each year
- Anyone can attend our meetings
- Members share their thoughts and ideas
- We respect everyone's ideas
- Members make sure they share information from the meeting with others
- Any member can ask for things that are important to them to be added to the agenda.

