

Initiative) Standard. The majority are at Level 1, whilst some are aiming towards Level 2. As well as WAI local authorities have also applied guidelines from Royal National institute for the Blind (RNIB) and the Bobby Standard in their websites. Some local authorities apply automated checking of their webpages for accessibility, using online tools such SiteMorse, SiteCheck and 'Ask Cynthia,' whilst the Society of Information Technology Management SOCITM annually reviews all Welsh local authority websites independently for its 'Better Connected' report.

Other feedback received from local authorities on accessible information highlighted some examples of good practice, including:

the introduction by a local authority of a text service known as Cyber Kate to send out information to those who have registered for the service

the introduction by a local authority of new software Dierit Plus, which will enable customers with visual or reading difficulties to 'listen' to the website without the need to install software on their own PCs

a commitment by a local authority in its new Customer Charter to provide its customers with straightforward information

training delivered by several local authorities for staff on accessible information, covering responding to requests for information and British Sign Language and Welsh and in the case of one local authority being provided as part of its corporate staff induction training.

I hope the information provided will be of use to the inquiry. If you have any would like to discuss any aspect of it further, please feel free to you contact me.

Yours sincerely,

Naomi Alleyne

Director of Equalities and Social Justice