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Accessible Will Writing – Accompanying Notes



**REMEMBER A CHARITY
IN YOUR WILL**
Help the work live on...



Creating an inclusive environment is key to ensuring equality of access for all clients. By removing communication barriers, you not only make your services more accessible but also open your firm to a wider range of potential clients. Check out these practical tips to help you get started on your organisation's accessibility journey.

1. **Invest in VRS.** If BSL users can't contact you, they won't use you. One of the easiest ways to make your firm accessible is to use a Video Relay Service (VRS) which enables deaf people to call your firm's number through a qualified interpreter. Some VRS systems also have on-demand virtual meeting interpreters you can use for in-person or remote client meetings.
2. **Become Deaf Aware.** By having deaf awareness training, you will gain a better understanding of the barriers deaf people face and how to act on them, thereby making your firm a more inclusive environment.
3. **Communicate Clearly.** Can that jargon-filled email be explained in simpler language? Are those signing instructions as basic and clear as possible? Many deaf people have reading skills below the national average, so make sure what you send can be easily understood.
4. **Follow their Lead.** Always ask a deaf client how they prefer to communicate before the first meeting. Not all deaf people sign. As well-intentioned as you may have been, it's awkward for everyone involved if you book a BSL interpreter for a client who prefers to speak and lip-read.
5. **Qualified is Key.** When you do require an interpreter, make sure they are NRCPD registered. Just as you wouldn't get legal advice from an unqualified solicitor, you shouldn't rely on under-qualified or 'cowboy' interpreters to give an accurate translation. Registered interpreters can be found listed on the homepage of the NRCPD website.