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## UKRN Accessibility leaflet

To whom it may concern,

Services such as energy, water, telecoms and public transport are not luxuries. We all rely on them, but some people may need extra help to use them independently.

The UK regulators have come together to publish information about the various services that we require to be available across the sectors we regulate for the benefit of consumers that may be classed as vulnerable. The information is in plain English, and we hope it will benefit both individual consumers and people who advise them. We are grateful for the support of Citizens Advice in preparing it.

The information is published here [UKRN Accessibility Leaflet](#). You are most welcome to link to it from any websites you maintain.

We hope that you will also be able to pass this information on to frontline staff who advise clients in your local authority's area. Some of the services - for example priority fault repair - do require proof of need, but the registration process should not be onerous. If you have clients who would benefit, we hope that you will be able to help them to apply.

The information is also available in braille or audio from the UKRN office. Please contact Shaun Tey at [Shaun.Tey@ofcom.org.uk](mailto:Shaun.Tey@ofcom.org.uk) or call him on 020 7981 3510.

Thank you in advance for any help you can give in publicising this.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Claire Simpson', written in a cursive style.

**Claire Simpson**

UKRN Director

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