Developing Information for people with Learning Disabilities
What is ‘accessible information’

Making information easier to understand for people who have learning disabilities.

However……
It is always important to remember that many people with learning disabilities cannot read or have difficulties with written information.

Simply adding pictures will not make information understandable.

But making the language simpler, adding meaningful pictures, and ensuring people have appropriate support will help people to understand the information you have to tell them.
Before you start

1) **Why** are you producing easy read information?

2) **Who** exactly is the easy read information for?

3) **What** is the easy read information for?

4) **How** will people with learning disabilities use the easy read information?
Making information within CWP

Developing information leaflet guidance

Templates for information leaflets
Words and Language

Use easy words and talk to your reader

• Words like ‘I’, ‘we’ and ‘you’ makes information seem easier and more friendly
• Read the words out loud to check they make sense and are easy to say
• Do not use jargon or abbreviations
• Be consistent with words and repeat words to help people remember them

Make your sentences plain, easy and short

• Have one idea in each sentence
• Write in active sentences – this makes the person feel involved in the information
• Write in positive sentences – negatives are hard to understand

• Use easy punctuation – only use full stops
• Write numbers as figures – 1 or 2
• Write time in the 12 hour clock
Words and Language

Give information in clear chunks and in the right order

• Each chunk should focus on one main idea
• Organise information in a way that makes sense
• Use headings, bullet points, lists and sections to break up text into chunks
• Write each new point as a complete sentence

Make sure information is interesting, useful and up to date

• Make it relevant to the person – this makes it easier to understand
• Keep information up to date
• Do not use examples that will go out of date quickly
• Include contact details for more information
Design and Layout

Information should be easy to use
• Easy for the person to pick up and handle
• Easy for the person to find their way around the information

Information should be printed clearly and boldly
• Use a clear font – Arial is the recommended font or FS Me
• Groups of numbers like phone numbers are better in bold
• Font should be at least 14
• Do not split words over two lines with a dash or hyphen
• Do not use *italics* or *underlining* – use **bold**
• Do not use ALL CAPITALS
Design and Layout

Information should be easy to see, read and follow
- Use plenty of space between lines and paragraphs – 1.5 spacing is ideal

Information should look good
- Think about the front page – relevant to the information
- Colour can make information more interesting – people with LD like colour!

Use pictures or photographs to get key messages across
- Using pictures/photographs makes information easier
Using Pictures

Pictures can make your information easier to understand
• Pictures can help people remember what the information says
• Pictures can reinforce important messages
• Think about where the picture is best located on the page

Use different sorts of pictures
• Choosing the correct picture or photograph is really important
• Photographs can offer real meaning to people
• Keep photographs up to date
• Sometimes photographs contain too much information
• Remember consent is always needed for photographs
• Use your own pictures if this is more helpful
• Many people don’t like cartoon pictures or stick people
Using Pictures

**Use one picture for each important point**
- Use a picture for key words or to sum up a whole concept or idea
- Do not use pictures because they look nice or fill a space on the page
- Using pictures as metaphors make things harder to understand – lightbulbs
- Make the picture big enough to see clearly
- Do not have too much detail in the pictures
- Keep your background plain

**Pictures can mean different things to people**
- People will need support with pictures
- Look for pictures that represent your audience
- Test your pictures out
Useful Documents

Make it clear
– a guide to making information easy to read and understand

Department of Health
– basic guidelines for people who commission ‘easy read’

Easy Information
– Information for All Guides
Choosing Software
### Accessing your Information

<table>
<thead>
<tr>
<th>Title</th>
<th>Date</th>
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<tbody>
<tr>
<td>Photograph Consent Form - service user</td>
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<tr>
<td>Photograph Consent Form - carer</td>
<td>October 2010</td>
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<tr>
<td>Tape Consent Form - service user</td>
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<td>Tape Consent Form - carer</td>
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<td>Video Consent Form - service user</td>
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<td>Video Consent Form - carer</td>
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<tr>
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<td>June 2010</td>
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<tr>
<td>Alderley Unit - Information for service users</td>
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<tr>
<td>Care Planning - Flowchart of service user paperwork</td>
<td>May 2010</td>
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<tr>
<td>Care Planning - Information for service users and carers</td>
<td>April 2010</td>
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<td>Treatment Plan Templates</td>
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<td>Care Planning Meeting - Service User Preparation Template</td>
<td>February 2010</td>
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<td>Care Planning Meeting - Preparation Template Staff Guidance</td>
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<td>Cognitive Assessment - Information for service users</td>
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<td>Complaints - Thorn House</td>
<td>June 2010</td>
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<tr>
<td>Consultation Guidelines</td>
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### Screenshot

The screenshot shows a web page with various links and forms related to accessibility and information. The page is titled "Accessing your Information" and includes a table with dates and links to different forms and plans. The web page also contains a section on medication leaflets and various health-related topics.
Accessing your Information 2
Accessing your Information 3
Getting Started
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Learning Disability Services

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