Guidelines for making information easy to read and understand for people with learning disabilities

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"Take advice early on. It will save you making expensive mistakes."

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Acknowledgements

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- people with learning disabilities, their parents and carers and support workers
- voluntary organisations, including People First groups around the world
- translators
- nurses, speech and language therapists
- teachers, adult basic skills workers and agencies
- health information specialists
- Equality and Human Rights organisations in the UK and Europe.

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  - > *All Wales People First (development and checking)*
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Anne Collis (author)

Anne Phillips (story writer)

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This chapter points you towards organisations that provided information used in these guidelines, and organisations that can help you become an accessible information organisation.

Web addresses go out of date. If a link does not work, just use a search engine to find the organisation's new web address.

Easy Read

These guidelines draw on the guidelines for Easy Read from:

Change

www.changepeople.co.uk/freebies-download.php?id=30

The Clear Communication People Ltd

www.communicationpeople.co.uk

Department of Health Commissioning Guidance

www.dh.gov.uk/en/Publicationsandstatistics/Publications/
PublicationsPolicyAndGuidance/DH_121940

Disability Rights Commission guidelines

www.equalityhumanrights.com/uploaded_files/how_to_use_easy_words_and_
pictures.pdf

European Easy to Read Guidelines

www.inclusion-europe.org/uploads/doc/99.pdf / http://digitalcommons.ilr.cornell.edu/
cgi/viewcontent.cgi?article=1271&context=gladnetcollect

Inspired Services

www.inspiredservices.org.uk

Mencap

www.mencap.org.uk/easyread

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Information for All (from the Norah Fry Research Unit)

www.bristol.ac.uk/norahfry/research/completed-projects/infoforall.pdf

Scottish Accessible Information Forum

www.saifscotland.org.uk

Social Care Institute for Excellence

www.scie.org.uk/publications/misc/accessguidelinespublications.pdf

Everyday

These guidelines draw on work from the following organisations:

The Health Literacy Group UK

www.healthliteracy.org.uk/publications/146-health-literacy-is-not-just-reading-and-writing

The Institute for Healthcare Advancement (US organisation)

www.iha4health.org/default.aspx/MenuItemID/230/MenuGroup/_Health+Literacy.htm

The National Institute of Adult Continuing Education (**NIACE** and **NIACE Cymru**)

www.niace.org.uk / www.niacedc.org.uk

The Plain English Campaign

www.plainenglish.co.uk/free-guides.html

Quick Guide to Health Literacy

www.health.gov/communication/literacy/quickguide/healthinfo.htm

The US Department for Health and Human Services (extremely useful health literacy guidance)

www.health.gov/communication/literacy/quickguide

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Digital accessibility

Using computers brings a whole new set of opportunities and challenges to making your information more accessible. You can get expert advice from:

Digital Accessibility Centre

www.digitalaccessibilitycentre.org

RNIB's digital accessibility project

www.tiresias.org/research/guidelines/checklists/alternative_formats_checklist.htm

Accessibility for people with physical and sensory impairments

Accessible information means people with physical and sensory impairments can access your information. Here are some organisations that provide specific information about the access requirements of people with physical and sensory impairments. These may be parents/carers or people with learning disabilities.

Access Group Resources

www.accessgroupresources.co.uk/index.php/access-groups/running-an-access-group/information-and-communication

With People CIC (who have published a book 'Information Alternatives' and have a website to go with the book)

www.informationalternatives.co.uk

UK Association for Accessible Formats

www.ukaaf.org

RNIB

www.rnib.org.uk/professionals/accessibleinformation/Pages/accessible_information.aspx

The Sensory Trust

www.sensorytrust.org.uk/projects/accessible_information/index.html

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Training

To get the most from these guidelines, you may want general training in learning disability awareness or you may want specific training on aspects of making your organisation an accessible information organisation.

Until 2013, fully funded learning disability awareness training is available for Housing, Leisure, Police and Criminal Justice organisations in Wales from the voluntary sector consortium (Learning Disability Wales, Mencap Cymru, All Wales People First and All Wales Forum of Parents and Carers), or at a cost for all other departments and organisations. Bespoke learning disability awareness training can also be commissioned from organisations within the Consortium and from local People First groups.

Training on aspects of making your organisation an accessible information organisation can be commissioned from members of the Consortium, local People First groups and members of Learning Disability Wales.

In addition, the Plain English Campaign (www.plainenglish.co.uk) and NIACE (www.niacedc.org.uk) offer training in how to write in a style similar to Everyday.

Information services

It is best if you learn to produce accessible information yourself. However, there may be times when you want to commission someone to produce written information on your behalf, or to produce Easy Read or Everyday versions of existing information. The Department of Health has produced guidance on commissioning Easy Read services. You can download it from www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_121940.

Learning Disability Wales, All Wales People First and Mencap Cymru all offer an Easy Read information service, as do many of the local People First groups.

Currently, Social Interface offers an Everyday information service, and the Plain English Campaign offers a Plain English writing and editing service.

There are numerous video and DVD independent film-makers and companies based in Wales. When commissioning, you need to think about the value base of the film-maker/director, the process he or she will use and the quality of the finished product.

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You may want to:

- Find an example of a DVD that you are happy with and then contact that film-maker.

- Find an organisation that can train and support your organisation or members to make their own video.

- Get personal recommendations.

- Search within Vimeo or Youube for film-makers with the experience you are looking for.

- Use the Film Makers for Wales online search www.filmagencywales.com.

Translation services

There may be times when you want information translated from English to Welsh or Welsh to English.

Mencap Cymru and Learning Disability Wales have produced guidance for Welsh language Easy Read writers and translators. We would recommend you check that your writer or translator is familiar with that guidance.

The Association of Welsh Translators and Interpreters holds a list of accredited translators, and gives guidance on how to choose a translator.