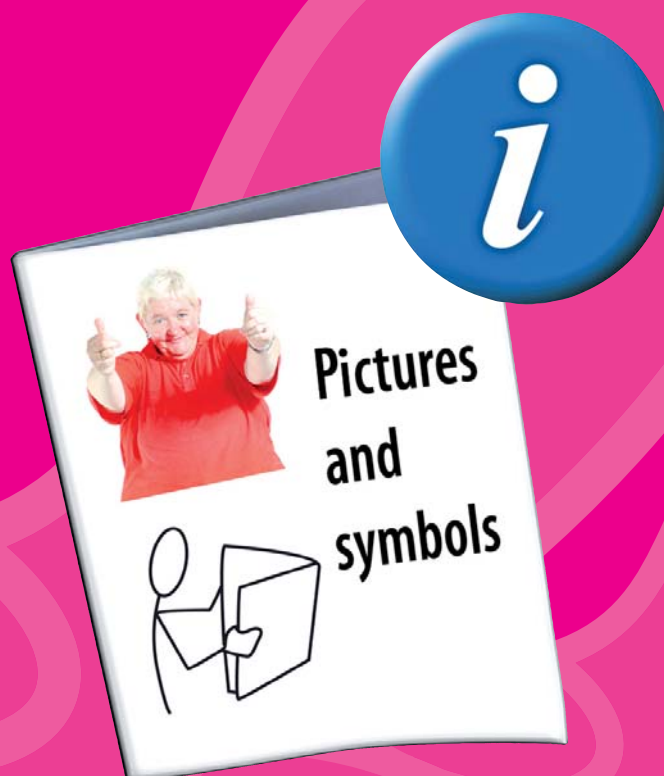




**Barnet  
Learning Disability  
Partnership Board**

# **How to make Easy Read information**





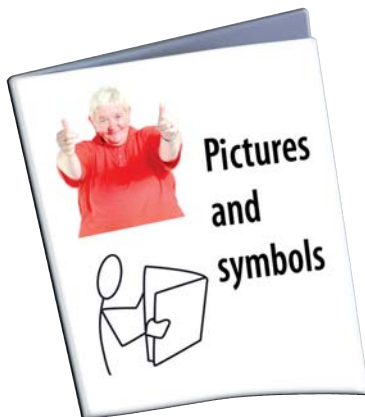
## How to make Easy Read Information



The Government says that **everyone** should make sure that information they are giving to people is easy to read.



The **How to Make Easy Read Information** will help people to do what the Government says.



The Accessible Information Guidelines are based on information from the following documents:

- Am I making Myself Clear? Mencap, 2000
- [www.easyinfo.org.uk/dynamic/easyinfo46.jsp](http://www.easyinfo.org.uk/dynamic/easyinfo46.jsp) Guides.



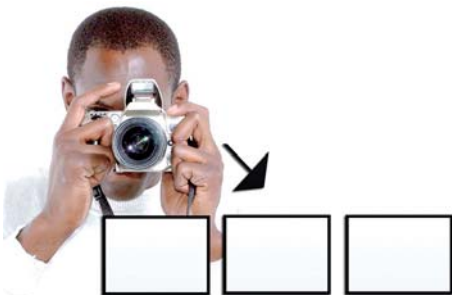
# What information can you make accessible?



Letters



Leaflets and posters



You can make it easier by keeping standard letters with the pictures and photos already on them.

# How can you make information easy to read?



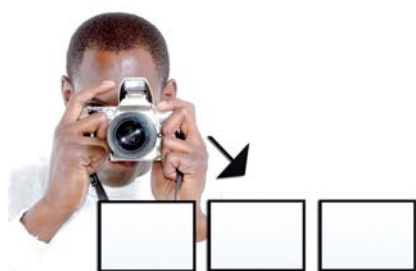
- Keeping sentences and words simple and to the point



- Only giving the important information



- Using photographs or pictures to support an idea or word



- Using your photo at the end of a letter so the person know who it is from

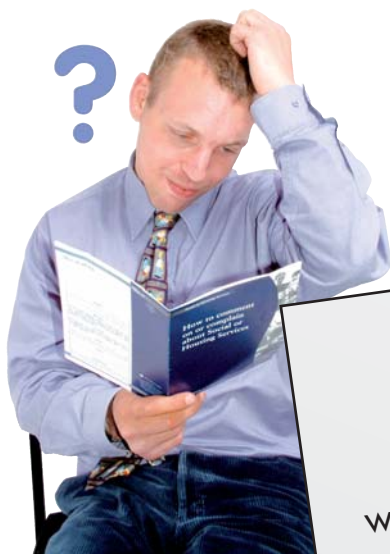
Dear Jenny,

- Using the recommended font Century Gothic size 14.





## An example of a bad letter



Letter to a person with learning disabilities about their new support worker

Dear Miss Smith,

I am writing to inform you that your new support working, Julie will be starting next week, on the 23rd April.

The hours she will be supporting you with personal care is 8:30-9:30am.

Please call me if you have any problems.

Yours sincerely

Miss J Blogs

### What can be done to make this letter more accessible?

- Change font to Century Gothic
- Change font size to 14
- Make sentences more simple
- Explain more clearly
- Add photos or pictures to make it clearer
- Add photo of social worker at end of the letter.

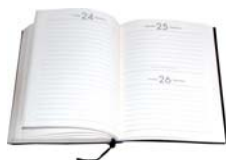


## An example of good easy read letter



Dear Lianne,

This is a photo of your new support worker. Her name is Julie.



Julie will come and see you on Monday 23 April.



Julie will help you have a shower and get ready in the morning.



Julie will come at 8.30am every morning.



If you would like to talk to me about this please phone me on **020 8492 5400**.



From your social worker  
Sally Nice



## Questions that get asked a lot



There is a range of photos and symbols for you to use:

- Change Picture Banks at [www.changepictures.co.uk](http://www.changepictures.co.uk)
- Photosymbols at [www.photosymbols.co.uk](http://www.photosymbols.co.uk)

If you work for Barnet Council or NHS Barnet, a library of photos and symbols is available on the 'shared drive' on your computer so that everyone can access them.

**How can I get the pictures or symbols?**



If you need a photo, you can also ask Barnet Learning Disabilities Service for support. They may have the symbol or photo you need. To contact Barnet Learning Disabilities Service phone **020 8492 5422**.

If you work for a voluntary or private organisation, you can buy the photos.

You can also use your own photos of people and places.

You can have all your symbols in a saved Word document and can cut and paste them into letter or leaflet when you want to.



**Will it take a long time  
to add photos and symbols  
to all my letters?**



You can standardise certain letters so you don't have to keep adding the photos and symbols every time.

We recommend that you attend 'Accessible Information Training' to learn more about making documents accessible. It will also help you feel more confident.

The more information you make accessible the quicker you will become.

It is the law that you must make information accessible for all.

**Isn't it the Speech and  
Language Therapist's job to  
add in the photos and  
symbols?**



It is everyone's job to make easy read information for the people they support. The Speech and Language Therapist can give advice to you, but cannot make information accessible for you.





**I don't think that adding pictures will help the people I support very much. So why should I bother?**



The aim of making information accessible is to give people a better chance of understanding new information.

Accessible information is aimed at those people who have difficulty reading, but can understand photographs and pictures.

The pictures are used to help people understand the topic and the important parts of the information. A leaflet or letter can then be shown to a person more than once to help them remember the new information.

Even if the person only understands your photo at the end of a letter at least they can be prompted of your visit and may recognise you as you meet them for the first time.



## Where to go for more information

To find out more about making information accessible, please read the guide from Mencap - 'Am I making myself clear?'

You can also attend the training arranged by Barnet Learning Disabilities Service.

For more information, please speak to:

**Barnet Learning Disabilities Service:**

**Tel 020 8492 5422**

Or:

**Communications Team, Adult Social Services, Barnet Council:**

**Tel 020 8359 4579**

**Email [adultsocialservices@barnet.gov.uk](mailto:adultsocialservices@barnet.gov.uk)**

Thank you to Change Picture Bank - [www.changepictures.co.uk](http://www.changepictures.co.uk)  
and Photosymbols - [www.photosymbols.co.uk](http://www.photosymbols.co.uk)



A large, stylized blue hand graphic is positioned in the background, with fingers spread. The hand is composed of various shades of blue, creating a layered effect. It occupies the upper and middle portions of the page, with the palm facing towards the left.

**This booklet is available on audio tape, CD, large print, Braille or your preferred language.**

**To request your preferred format, please contact the Communications Officer for Adult Social Services on 020 8359 4579 or email [adultsocialservices@barnet.gov.uk](mailto:adultsocialservices@barnet.gov.uk)**



**Barnet  
Learning Disability  
Partnership Board**

Working in partnership to make a difference for  
people with learning disabilities, family carers,  
voluntary organisations and providers.

Written by the Barnet Learning Disabilities Information Group.