



Consultation in Producing 'Easier To Read Information' Feedback Notes Re: Leaflets to Prioritise at 21/4/09

The following feedback was gathered from Wigan & Leigh People First and the "More Than Words Theatre Company". Future consultation will also include input from 'ACE' and 'IAS' services. (Other consultation from User groups will be established through the LDPB)

The following leaflets were considered a priority to be produced in 'easier to read format'. The information that people felt should be available has been divided into two groups:

Priority One

Access to care

Direct Payments

PASS

Day Services

Getting Help from Adult Services.

Adult Placement Services.

Priority Two

Safe Guarding

Hate Crime

Work

Volunteering

General Comments

Long Words

Too much information

How do we get the leaflets?

Phone numbers are very small

More Symbols Less words

I do not understand the writing even though I can read.

1) Way Forward

It is clear our consultation process needs to be formalised into a recognised **process/ strategy** or **policy** to ensure that Wigan Council

produce 'Easier to Read Information' and or/accessible information for the citizens that need it.

2) Recommendations

Key points to include/consider in Wigan Council's:

'Easier To Read, Accessible to Understand' Policy.

- Consultation needs to take place with at least two groups of Self Advocates.
- Consultation re: leaflets can take place twice yearly.
- Five Leaflets can then be prioritised to be translated into 'Easier to Read' versions.
- Accessible versions of (key information broken down even further to assist people to grasp basic concepts) these leaflets need to be requested directly from the Accessible Communication Team.(Sue and Anthony)
- The 'Easier to Read' leaflets would be from Media and Communications Team.(Karen)
- It needs to be noted we can only work on these within our present resources .(As time is an issue)
- All requests re; 'Easier to Read' policies etc need to go through this consultation process, given it is such a big task and we have very limited resource allocation.
- We need to consider that some information cannot simply be made 'Easier to read' or accessible as the concepts are very difficult to understand for most people. Some information/ leaflets may have to be re-written and then translated.
- The Accessible Communication and Media and Communication teams require other teams to take responsibility to break their own information down into the key points they wish to be understood. There is not the capacity for the above two teams to do this initial translation of jargon. The Policy needs to promote using clear language for all.
- Need to acknowledge that most people with learning disabilities will still need a high level of support to grasp the key themes in the 'Easier to Read' versions of leaflets and policies.
- In the prioritising process we need to listen to what people say they want to know (from this information.) Our consultation thus far shows that what we think people want to know is often different to what people actually want to know. It is an acceptance that People with Learning Disabilities priorities are often different to what we think.

- We need to take our policy guidelines from 'Valuing People Now', Department of Health guidelines around producing Easy Read. Using common sense values and acknowledging that Easy Read is just one tool to assist people with learning disabilities to understand and access information. This is also clearly stated in 'Valuing People Now' guidelines.