



Making Information Easy to Understand Policy

Owner: Speech and Language Therapy Manager

<i>Rev. No.</i>	<i>Approved OMT</i>	<i>Approved KARE Board</i>	<i>Launched at Heads of Unit</i>	<i>Operational Period</i>
Rev 1	May 2012	June 2012	June 2012	June 2012 – May 2016
Rev 2	May 2016	May 2016	June 2016	June 2016 -



Making Information Easy to Understand

KARE want to make information easy for everybody to understand.

Your way to communicate is respected and valued.

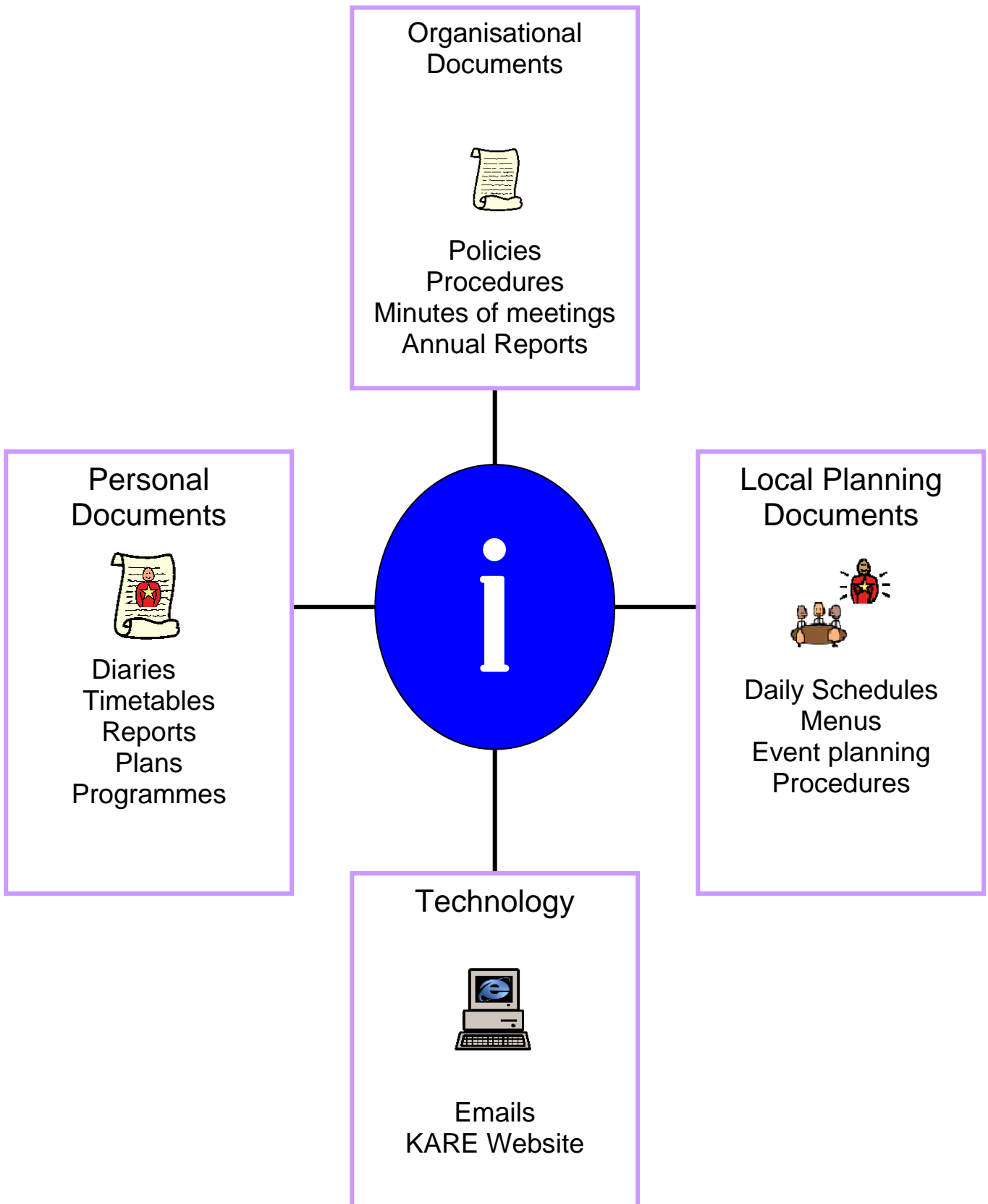
You have the right to information and support to help you make a decision.

These rights are talked about in:

	The UN Convention on the Rights of Persons with Disabilities (2009)
	Equal Status Acts 2000-2008
	Disability Act 2005 Health Act 2007 (Care and Support of Residents in Designated Centres Children and Adults with Disabilities, Regulations 2013)
	National Quality Standards for Residential Services for Children and Adults with Disabilities
	Assisted Decision-Making (Capacity) Act 2015
	New Directions Interim Standards





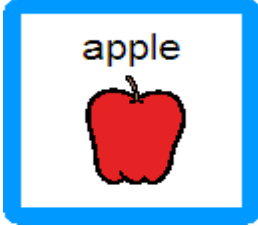




We will make these documents easy to understand:





How we do this

KARE might use:

<p>Easy to Read Documents</p> 	<p>Photos</p> 
<p>DVD</p> 	<p>Symbols</p> 
<p>CD/Audio</p> 	<p>Drawings</p> 
<p>Role Playing</p> 	<p>Sign Language</p> 

To help people understand we will give people time and practice.

KARE will give information and support staff to make information easy to understand. This means that we might have to show someone what the document means, for example by using role play.

We will try to make one document that is easy to understand. There are some documents that cannot be only easy to read because it would be too long. This means that there will be two documents.



What we will use

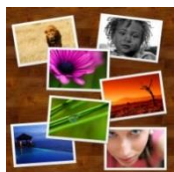
Whatever pictures we use should help to make information easier to understand.

When we use pictures, we should think about what each person likes best.

We can use:



Personal photographs (your own photos)



Photographs



Drawings



Symbols from a *symbol set** like those available in Boardmaker © Copyright Mayer-Johnson LLC.

*A *symbol set* is a library of symbols that are ready to use and help to make difficult ideas easier to understand. They are used in many different places so you might recognise them easily.

We include people who use our service when we make information easy to understand.

It is important to know who the information is for.



Here are some guidelines to help make information easy to understand:

- Make It Easy: A guide to preparing Easy to Read Information (2011) available on KARE connect
- Use KARE Easy to Read checklist (at the back of this document)
- How to write in plain English (<http://www.plainenglish.co.uk>)
- “Am I Making Myself Clear? Mencap’s Guidelines for accessible writing” (<http://november5th.net/resources/Mencap/Making-Myself-Clear.pdf>)
- Guidance for providers of health and social care services: Communicating in plain English”. National Adult Literacy Agency and Health Information and Quality Authority.



To get more help...



Look at KARE’s guidelines



Get together a focus group



Use the Voice for KARE group

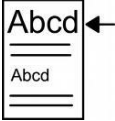


Ask a person who uses our service what they would like.




KARE Easy to Read Checklist


Layout

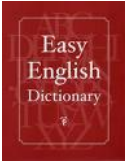
 I used large print (14 point) with plenty of spaces. I used a clear font, like Arial.


I can highlight important points. For example, I highlight in yellow the actions when writing minutes for a meeting.


Example: Joe Bloggs will write up the minutes.

 I used this symbol at the top of the page to show this is for information only.

 I used this symbol at the top of the page to show a reply is needed.

 I had a dictionary at the back to explain difficult words.

 I can include a photograph of the person who wrote it with contact information.

Example:  President Obama wrote this document



SIMPLE

Using Plain English

- I used clear and simple words with short sentences and simple punctuation.
- I used lists when it was appropriate.
- I wrote one main idea per sentence.
- I left out details that I didn't need.
- 22** I used numbers, not the word, for small numbers. I used words like "a few" or "many" instead of difficult numbers (percentages or large numbers)
- I used words like "you" and "we". For example, "you can get advice from..."
- I avoided using difficult words like:
Completion Provision Introduction Failure

Try to use the alternatives suggested in brackets

additional (extra)	Advise (tell)
Applicant (you)	Commence (start)
Complete (fill in)	Consequently (so)
Ensure (make sure)	Forward (send)
In the event of (if)	On receipt (when we/you get)
On request (if you ask)	Prior to (before)
Purchase (buy)	Regarding (about)
Consider (think about)	Provide (give)



Using Symbols, Drawings, Photos

I used simple and clear photos, drawings or symbols to make my message easier to understand.

I used the pictures alongside text, not above the words.

I used just enough symbols to get the message across.