



How To Make Information Accessible

A guide to producing easy read documents

Every person with learning disabilities is an individual. If you follow the advice in this guide, you can produce information that is accessible to many, many different people. But there is no such thing as a perfect solution that will suit everyone. Many people will still need support to access easy read documents.

Others will need information in a completely different format. Information in Easy Words and Pictures, done well, makes a powerful tool to support the empowerment and inclusion of anyone who finds reading and writing hard.



Why did we write this guide?

There are many reasons why someone may have difficulty with language and learning. There are almost a million people of all ages in England with a learning disability.

Information helps us all to make decisions and choices about our lives and enables us to live independently and take part fully in society. For many people, information is not readily and easily available. Having difficulty reading or writing, for whatever reason, can affect education; employment; finances; health and family life. It can prevent people from getting the information they need to make choices.

People who have learning disabilities have the expertise and knowledge to provide information to those who may find reading and writing difficult. CHANGE is an organisation led by disabled people and has over twenty years' experience making information accessible. We have produced this guide to help you make your written information more accessible.

Who did we make this guide for?

This guide provides clear guidelines on producing documents and information in accessible, easy to read words and pictures for professionals and organisations. We hope that you will make your information more accessible for people with learning disabilities and others who may find it useful. We also want you to encourage other organisations to make their information accessible.

This guide can help all organisations that offer NHS or Adult Social Care and must now follow the Accessible Information Standard by law. The aim of the Standard is to make sure that people who have a disability or sensory loss are given information in a way they understand, and communication support if they need it.

For more information contact us at www.changepeople.org or email us at info@changepeople.org. A guide to producing easy read documents

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5 Introduction

Accessible information is information that people can understand. It means different things to different people. For some people it is information in large print or Braille. For others it might be information translated into their first language.

When CHANGE talks about accessible information we are thinking of the needs of people who find reading and writing hard. For us, accessible information means Easy Words and Pictures.

Working with people with a learning disability, Easy Words and Pictures is a type of accessible information CHANGE have been developing over the past 20 years. Easy Words and Pictures has writing in short, simple sentences without any hard words or jargon.

Easy Words and Pictures also uses clear, easy to understand pictures that support these words. This type of information is very accessible to people with learning disabilities, but also to people who find reading and writing hard or do not have English as a first language.

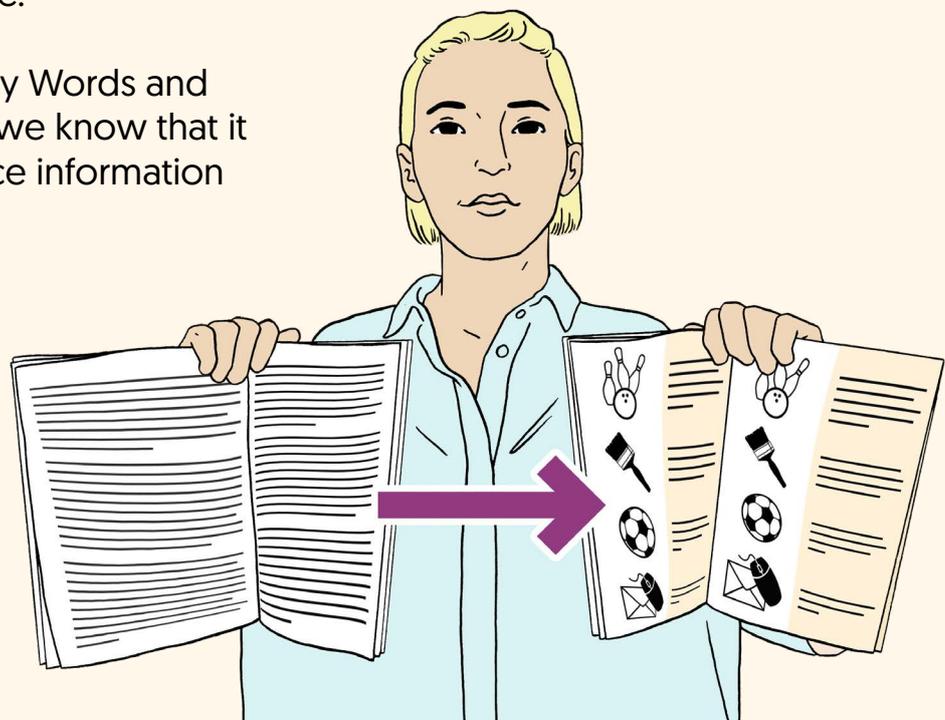
We have been using Easy Words and Pictures for a long time, we know that it is a good way to produce information that is accessible.

However, we also know that to get it right takes time and effort. You might not have the time or money to make all your information accessible to the CHANGE Easy Words and Pictures standard.

This is why it is very important for you to think carefully about which of your documents are going to be the most useful to people with learning disabilities. Those documents should be made accessible using Easy Words and Pictures. Other information could be made accessible using different methods such as video or animation.

For ideas on other ways of making information accessible please visit CHANGE at www.changepeople.org or email us at info@changepeople.org. More contact details can be found at the back of this guide.

For complete and detailed advice on how to produce accessible information using the CHANGE Easy Words and Pictures method, this guide is the best starting point.



7 What you should know

What is jargon?

Most people agree that writing information in jargon is not a good idea. But not everyone is clear on what jargon is.

Jargon words are words that professionals often use to communicate with each other. The meaning of these words might be obvious to the people working in the same profession, but to others they might be hard to understand. If you feel it is important for people to know a jargon term, make sure you use it alongside an explanation of its meaning.

Examples of jargon words that are often used:

- Biopsy (taking a very small amount of tissue from your body for tests)
- Litigation (the process of taking legal action)
- Referendum (asking the public to vote yes or no on a political question)
- Misdemeanour (a small crime that is not as serious as murder or rape)

What are hard words?

When writing information in easy read it is not enough to avoid jargon words. Your text should also be free of any hard words. Hard words are words that are not generally used in everyday conversation.

You might not think of a word as hard but remember that you are trying to reach as many people as possible, including people who might find reading hard. Always ask yourself if there is an easier or shorter word you can use instead of a more complicated, hard word. If there is not, simply explain what the word means.

Examples of hard words that are often used:

- Exaggeration (saying something is better or worse than it really is)
- Contemplate (thinking)
- Annual (every year)
- Participation (taking part)

How to give information out to people

People, who find reading hard, will find reading long documents especially difficult. We have already said that it is important to think about which of your documents will be useful to people. This is because you might not have the time or money to make all your information accessible and available. Even if you were able to do so, ask yourself how much time your audience is likely to spend with your documents.

People with learning disabilities might need extra time and support to access information given to them, no matter how accessible it is. So be aware that accessible information is information that is short and clear.

In most cases you will have to:

- Go through your text and pick out the important facts
- Summarise what you want to say
- Simplify complex information and explain it using examples from everyday life
- Break information up into smaller chunks and maybe give them out separately
- Leave out what is of little or no use to people

This is hard to do and often feels like it makes your information less valuable. You might also feel like you are taking control of what to tell people and what not to tell them. If it is done right, however, there is no reason to worry about this.

Remember that it is not about how much information you give out to people. What matters is how much of it is understood. If you are worried that you are leaving too much information out of a document, provide accessible details of how people can find out more.

Having a contact telephone number is often the most useful to people. Things that are hard to explain in writing can often be made clear over the phone.

Accessible information and the law

By law, disabled people have the right to be treated equally and to have information made accessible to them. This is stated in The Equality Act, 2010 and The Disability Discrimination Act (DDA). **The Disability Discrimination Act** was passed in 1995 to end the discrimination that many disabled people face.

The Act was extended in 2005 to give disabled people rights in the areas of employment, education and housing. **The Equality Act, 2010** legally protects people from discrimination in the workplace and in wider society. It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. It sets out the different ways in which it is unlawful to treat someone.

A new **Accessible Information Standard** was also introduced on 24th June 2015 by the Standardisation Committee for Care Information (SCCI). The Accessible Information Standard tells organisations how they should ensure that disabled patients / service users and, where appropriate, carers and parents, receive information in formats that they can understand, and that they receive appropriate support to help them to communicate.

All organisations that provide NHS or Adult Social Care must follow the Accessible Information Standard by law. The standard came into effect on 31st July 2016.

Accessibility and Presentation

Accessibility is more important than the way your document looks. You might spend a lot of money on making a document look impressive and professional but if no one can understand what it says, then that money is wasted. This does not mean, however, that accessible documents have to be second class or not as good as standard documents. People with learning disabilities, people who find reading and writing hard and people who do not speak English as a first language still have taste and a sense of what is made well.

Don't produce documents that look like you don't care. Not only will it make people feel like they are not valued, it will also make your organisation look bad. Finding the right balance between the way something is presented and the way it works can seem hard. But it does not have to be.

Remember:

- Always put accessibility first but take time and care when making your information accessible.
- If your organisation is producing a range of documents (such as a large print version, an easy read version and versions in foreign languages) design them so they look and feel like they belong in a set and are equally important. That way no group will feel like they are being treated as separate or second class.

- Plan the production of easy read documents at the same time you plan your standard documents. That way they do not become an afterthought and need to be rushed.
- Put enough money aside for good quality printing.
- Think about how you distribute your easy read documents. Leaving them lying around in places that are themselves not accessible to disabled people might be a waste of time and money.
- Work with people face to face in steering groups and workshops instead of over the phone or through the post.
- Make sure you support people to get their views across and take what they say seriously.
- Allow people enough time to give their feedback. You might need to work in small, accessible sessions instead of long, all day meetings.
- If you must post material out to people, make sure they have the support they might need to give their feedback. You can do this by supporting people to set up steering groups in their place of work, advocacy group, care home, day centre or local community.

Involving people with learning disabilities

People with learning disabilities are the experts on accessible information. This is because they know what works for them and what does not. It is common sense to involve the people you are trying to communicate with in your work process.

Ideally you will involve people with learning disabilities from the very beginning by finding out from them, what kind of information it is they want. You should consult with people not only on the documents themselves but also on the best way to make them available.

Consultations work best if you:

- Make use of local advocacy groups or organisations run by disabled people whenever you can. They will have plenty of experience with accessible information and will be able to give you expert advice.

If, at the start, you cannot involve people in making your document accessible, you should get feedback on the final draft of your document. It is important to consider the feedback and make any necessary amendments before distributing.

Working with Easy Words and Pictures

If you have never worked with Easy Words and Pictures before, here are a few pointers that might help you. Both pictures and words have their strengths and weaknesses when used on their own.

Words can:

- Explain things in great detail
- Give people a lot of information
- Limit misunderstandings and leave little room for different interpretations

However, if you cannot read very well, or do not read English, then even good writing is not very helpful.

Pictures can:

- Be understood by anyone, no matter what language they speak or how well they read
- Show a specific person, object or place as well as simple actions
- Look more interesting and less off putting than plain text

Pictures alone can be limited at showing complicated actions or explaining complicated ideas. There is also a limit as to how much detail can be put into each picture before it becomes hard to 'read'. Sometimes pictures can be interpreted in different ways, depending on who looks at them.

This is why words and pictures are best used together. That way the pictures can support and explain the words without trying to replace them.

Pictures can also:

- Give the reader a good idea of what the text is about before they start reading.
- Be specific and detailed enough to give non-readers an idea of the main points made in the text.
- Assist the reader in case the text proves difficult or some words cannot be understood.
- Make the text look less intimidating. Having pictures or photos on a page makes a document look friendlier and less like hard work.
- Take up space so that there is a limit to how much written information is shown on each page.

If pictures are used in training, in presentations (e.g. PowerPoint slides) or in handouts they can also:

- Support people to keep track of things that are being discussed.
- Give structure to the presentation and add visual interest.
- Support people who could not take notes to remember issues that have been read out to them and discussed with them.

You could think of the picture as a drawn headline. A headline usually includes keywords from the text and sums up what the text is about. A picture should do the same.

Because in Easy Words and Pictures, each key statement made in the text has a picture to go with it, a person looking at just the pictures, should get a rough idea of what the document is about. When working with Easy Words and Pictures you will quickly notice that it is easier to find pictures for some types of text than it is for others.

Text that is easily supported by pictures is usually about:

- Specific actions (e.g. how to make an appointment for a smear test)
- Specific processes (e.g. what happens during a mammogram)
- Instructions, especially if presented as do and do not (e.g. how to reduce the risk of diabetes)
- Lists of specific things, places or people (e.g. what types of leisure activities are available in a residential home)

Other types of text may require more imaginative use of pictures. **Such texts are usually about:**

- Ideas, especially if the text debates or discusses them (e.g. should there be a new set of guidelines to define what a hate crime is?)

- Concepts and abstract themes (e.g. national identity, enlightenment, civil courage, spirituality etc.)
- Statistics (e.g. breakdown of the outcome of an opinion poll)

It is possible to put pictures to these types of text, but you will have to simplify the message. You will also have to be more creative with how you use pictures and maybe combine several pictures to make a clear statement. You might also need to commission new pictures drawn especially for your document.

This is often the best solution and can get very good results. Just be careful your combinations of pictures do not become too complicated or they might end up as hard to 'read' as the text. The best way to make sure your pictures work, is to consult with people with learning disabilities directly.

You can make the task of finding the right pictures much easier, if you edit your information so that it contains only:

- Clear instructions
- Facts
- Statements

Your information should try to limit or avoid:

- Detailed background information
- Multiple points of view
- Statistics and data

- Detailed explanations
- Discussions and debates
- Subtle variations on the same theme

How to choose the right pictures

In Easy Words and Pictures, each key statement should be supported by a picture. Once you have made your writing accessible (see 'Making the writing accessible' p. 26) read through your text and separate the sentences that contain key information or key statements. You should now have a series of single sentences or short paragraphs that each need to be supported by a picture.

Go through them one by one and pick out the key word or key words in each. You can use the keyword or keywords to decide what picture you should choose. **In the same way, the keyword is the focus of the sentence, it should be the focus of the picture.**

However in many cases it is not enough for the picture to simply show the person, object or place that is the focus of the text you are working with. **Whenever possible, the picture should also reflect the statement that is being made about that person, object or place.**

'Many people in the area said they were worried about their homes being burgled.'



This picture shows a burglar, but does not show people worrying about being burgled.

'Many people in the area said they were worried about their homes being burgled.'



This picture shows someone saying they are worried about being burgled.

When re-writing your text in easy words, you will notice that there is often more than one way to say something. It is the same with pictures. Do not get too worried about finding the one perfect picture that shows exactly what you want to say. Instead, be creative and work with what you have.

The solution is often to combine pictures or to add extras like:

- Speech and thought bubbles (with additional pictures in them, not words)
- Arrows
- Ticks and crosses
- Thumbs up or thumbs down

'This is why we will support people to look at how they can make their homes safer.'



This pictures shows people discussing ways in which their homes could be made safer.

'This is why we will support people to look at how they can make their homes safer.'



This picture shows ways in which homes could be made safer.

15 The first picture is the better solution but both pictures are acceptable. This shows that there is often more than one solution when working with Easy Words and Pictures.

Which documents to make accessible

You should try to make as much of your information accessible as you possibly can. But if you cannot make all your information accessible or if you cannot afford to commission new images for all your publications, try to focus your resources on those documents that are going to be the most useful to people with learning disabilities. Remember that it is better for people to have one truly accessible document they can read, than five slightly accessible documents they cannot read.

If you must choose which of your documents to make accessible using Easy Words and Pictures, consider the following:

- What information is going to be truly useful to your audience? Peoples lead busy lives, if they take the time to read your documents, you should make sure it is worth their while.
- You can do this by consulting with people with learning disabilities directly. Support people to tell you what information they think is going to be useful to them.
- How many people will be affected by the information in your document? Some types of information are so specific, they are going to be of use to only a handful of people. Instead of spending money on an easy read version, maybe you could simply speak to these people over the phone or in person.
- How long are your documents? If you have a series of lengthy reports and policies to choose from, consider which ones can be summed up most effectively. It is easier to work on a well done summary that highlights the most important points, than it is to work on a long document that cannot be condensed any further.
- How complex is the information? Documents with clear instructions or facts can be made accessible more effectively than complex ones.

- Can you combine key points from different documents? If you still have trouble deciding which of your documents to make accessible, maybe you can combine the most important points from different documents in one accessible 'newsletter'.
- Is there an alternative to Easy Words and Pictures? Easy Words and Pictures is not the only way to make information accessible. Video clips are good alternatives. Posting accessible information on online platforms is also a great tool. Or what about an open day with workshops held in the local community?

Every person is an individual. If you follow the advice in this guide, you can produce information that is accessible to many, many different people not just those with learning disabilities. Within communities there are those with low literacy skills, non-readers, non-native speakers as well as those with impairments that mean the written word/signage/instructions are not always accessible.

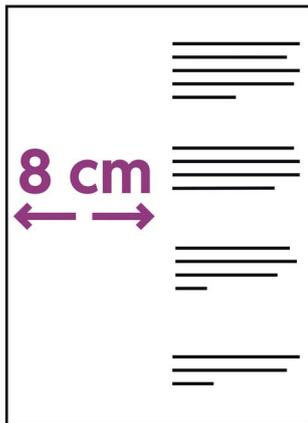
Many people in past have shown a preference to easy to read alternatives, despite being able to access information easily. The key is knowing the people you are aiming to inform and involving them.

But there is no such thing as a perfect solution that will suit everyone. Many people will still need support to access easy read documents. Others will need information in a completely different format.

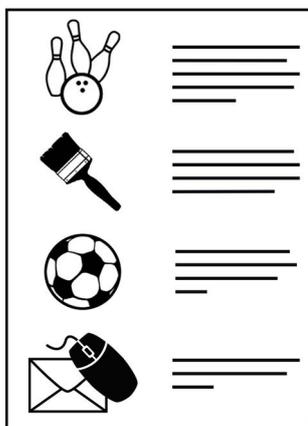
Do not let this worry you. Information in Easy Words and Pictures, done well, makes a powerful tool to support the empowerment and inclusion of anyone who finds reading and writing hard. With it you will create an empowering starting point for your audience.

Thank you for working towards putting more people in the picture!

17 Preparing your document



Make a wide margin in your document for the pictures. People rely on the pictures as well as the text for information so **give the pictures at least 8cm of space.**



Most people find it easiest if the pictures are to the **left of the text.**



If you decide not to put the pictures to the left of the text **make sure it is very clear which picture belongs to which part of text.**

cat
16pt



cat
12pt



Use a clear, easy to read font and make it **at least 14pt in size**. If you can, try to make the font 16pt or even bigger.

cat

font without serif



cat

font with serif



It is important that your font is clear and easy to read. It **should not have any serifs or complicated letter shapes**.

cat



cat



Most people will find fonts that are made to look like handwriting or cursive harder to read than printed fonts.

Arial
Verdana
Helvetica
Candara
Segoe

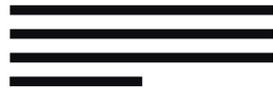
Tahoma
Myriad
Calibri
Corbel
Gill Sans

A good font to use is **Arial or something that looks similarly plain**. Examples of good fonts include: Tahoma, Verdana, Myriad, Helvetica, Calibri, Candara, Corbel, Segoe, and Gill Sans amongst many others.

Pretty PRETTY



Avoid writing words in capitals. This will make the word look unfamiliar and too uniform and people might find it harder to read.

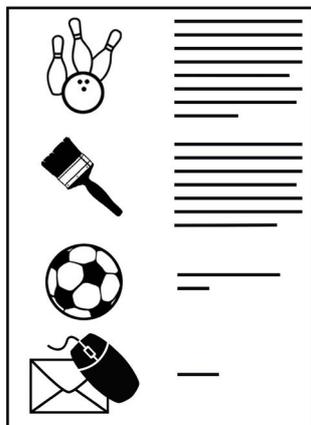
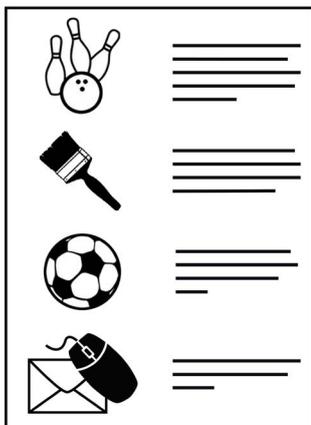


Add extra space between the lines of your text. This will make it easier to read. For example in Microsoft Word choose 1.5 line spacing instead of single line spacing.



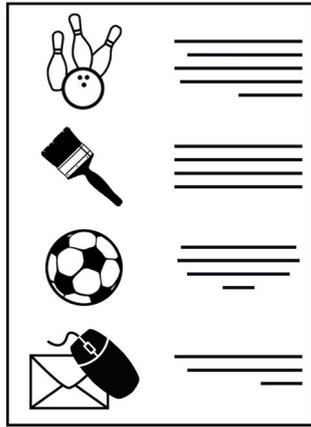
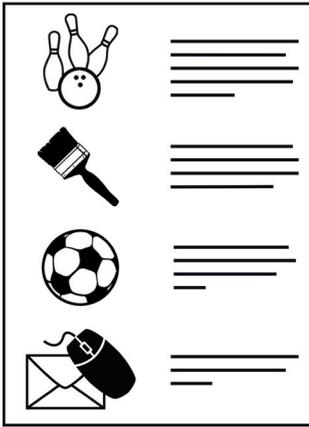
word word
~~word~~ word
word

Avoid using shadows, outlines, strikethroughs, gradients or colours on text. Anything that interferes with the shape of the letters will make the words harder to read.

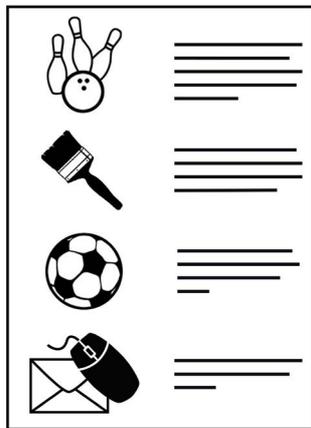
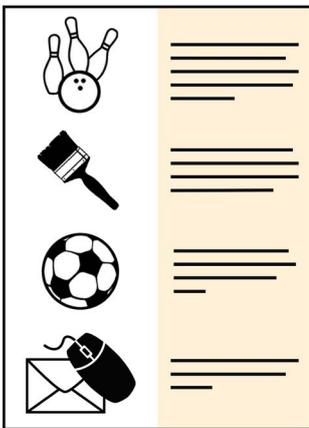


Make sure your lines of text are not too long or too short. The average number of letters in an ideal line of text is about 60.

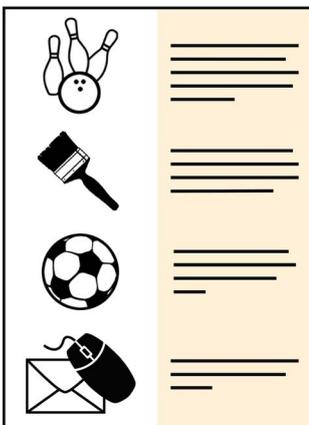




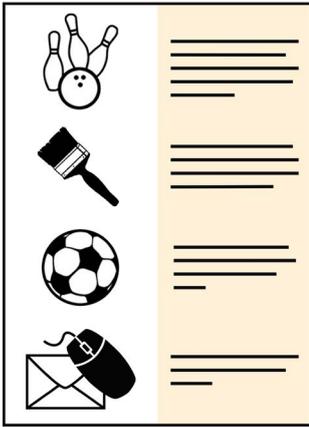
Your text should be aligned to the left and have a ragged edge on the right. This layout will look familiar to most people. It will make blocks of text easier to read than right aligned, centred, justified or forced text.



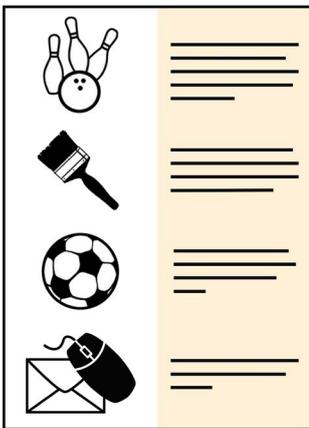
Having a toned background behind your text reduces the glare of the paper and makes the text easier to read. Any pastel shade is better than white. It is an individual's preference on what colour works for them.



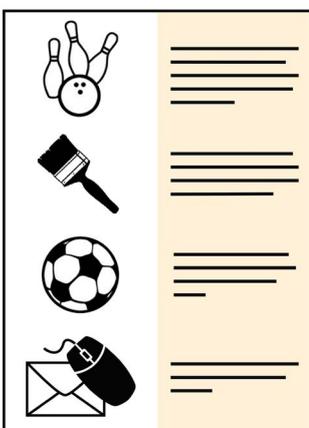
If you use a toned background, make sure that there is still enough contrast between background and text.



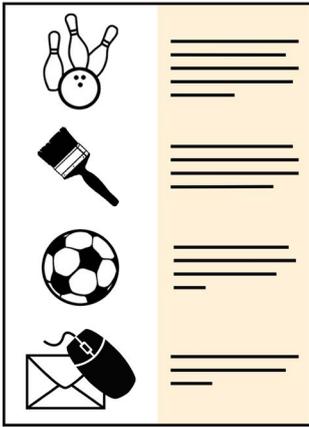
A toned background is good but it should be made up of one flat colour. **Do not use patterns, strong gradients or faded out pictures behind text.** They will blend with the letters and make the text hard to read.



Be careful what paper you choose to print your information on. Very shiny paper or paper that has been laminated can reflect the light and make reading hard for people with a visual impairment. **Paper with a matte or silk finish is better.**



Make sure your paper is not too thin. If text and images shine through the page, it will be harder for people to read your information.



Do not try to squash things in or fit too much information on one page. Lots of white space makes the page look less intimidating and helps people find their way around your document.

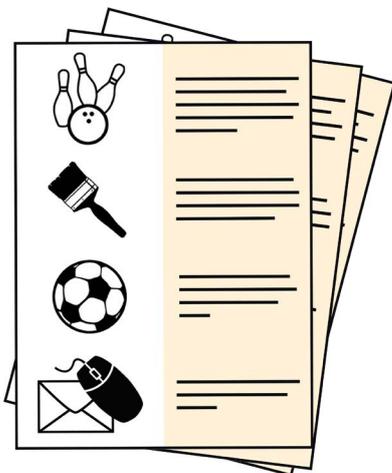
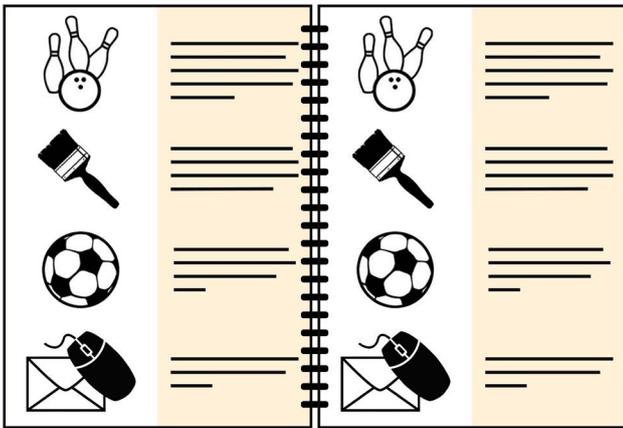
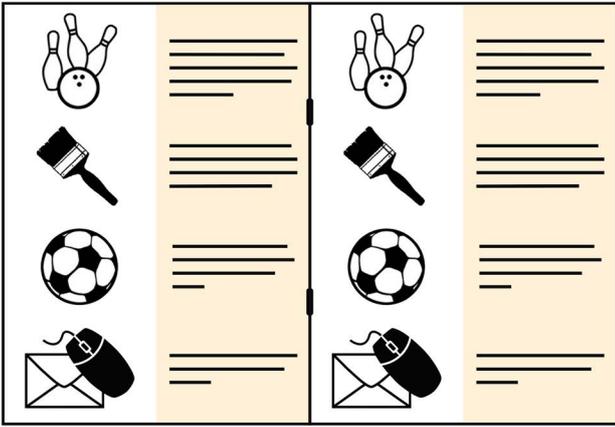


Be aware that some people reading your document might be colour blind. When designing your document, it is a good idea never to rely on colours alone to make things clear.



Think about using a colour code in your document. This will help people to navigate through your text and to keep track of different chapters or sections. Make sure the colour code is introduced in the index.





Think about how your document will be bound. **You should choose a binding style that allows your document to be opened flat.** This will make it easier for people to place your document under a magnifier or to photocopy it.

Do not publish your documents on loose pages even if they are contained in an envelope or sleeve. This is because the order of the pages can easily be confused or pages can be lost. If you print or photocopy information yourself, staple the pages together along the left edge or find another way to safely hold them together.

25 Making the writing accessible

not needed
tiring
shared



superfluous
strenuous
collaborative



Try to write your information in short, clear sentences. Do not use complicated words, words that are hard to understand or jargon words.

Your **doctor** might ask you to go to the hospital. At the hospital someone will take an x-ray of your chest. **An x-ray is like a photograph. It allows the doctor to see inside your body.**



Your **general practitioner** might **refer** you to the hospital to have an **x-ray** of your chest taken.



If you must use a hard word or a jargon word, make sure you explain it clearly in easy words. If you do not have room to explain the word in the paragraph, **it is best to create a paragraph below that defines the word with easy words and pictures.** Or you could try an illustrated word bank.

You could donate **clothes** you no longer need to a charity shop. The **clothes** you donate should be in good condition. The charity shop will not be able to sell **clothes** that are badly worn.



You could donate **clothes** you no longer need to a charity shop. The **garments** you donate should be in good condition. The charity shop will not be able to sell **attire** that is badly worn.



Be consistent with the words that you use. If you refer to the same person or object several times in your text, always call them by the same name.

The name of the play is A Midsummer Night's Dream. It is showing at the London Theatre. The play will be on every Tuesday and Thursday at 4 pm and at 8 pm. On Tuesday the 12th of August the play is not showing.



Try not to put more than one piece of information in each sentence.

The play, A Midsummer Night's Dream, is showing at the London Theatre every Tuesday and Thursday this month and will be on at 16.00 and the later time of 20.00, except Tuesday the 12th of August.



27

- | | |
|---------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| <ul style="list-style-type: none">• _____• _____• _____• _____ | <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> |
| <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> | <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> |
| <ul style="list-style-type: none">• _____• _____• _____ | <p>_____</p> |



Use bullet points and sub-headings to break up text and organise information. This will make it easier for people to pick out and remember the facts. However, bullet points alone do not make a document accessible.

You **should not** make the decision without reading the information. If you **can not** understand what it says, ask for support.



You **shouldn't** make the decision without reading the information. If you **can't** understand what it says, ask for support.



When **you** are on summer holiday, make sure **your** children are protected by sun screen.



When on summer holiday **one** should ensure **one's** children are protected by sun screen.



You should bring the books back after **3** weeks. You can not take out more than **6** books at a time.



You should bring the books back after **three** weeks. You can not take out more than **six** books at a time.



Use 'do not', 'can not', 'would not' and so on instead of 'don't', 'can't' and 'wouldn't' because some people rely on reading the 'not' to understand what is being said.

Know who you are writing your information for and address them directly. **Do not** address your text to an abstract 'one'.

In general people find it easier to read numbers in the form of figures, not spelt out in letter.

Next month the service and maintenance charge will go up by 10 percent to 45 pounds. It will not rise again till next year.



Next month the service/maintenance charge will go up by 10% to £45; it will not rise again till next year.



Be careful when using symbols, rare characters and certain types of punctuation in your text. Characters like the ampersand [&] or symbols such as the one for percent [%] might be unfamiliar to people. **Try not to use the following: #, &, ~, %, ^, /, £, \$, €, { },**

Your CCG will have information booklets around health. CCG means Clinical Commissioning Group. This is your local health authority. For example they will have booklets on cancer and healthy eating.



Your PCT will have information booklets around health e.g. booklets on cancer and healthy eating.



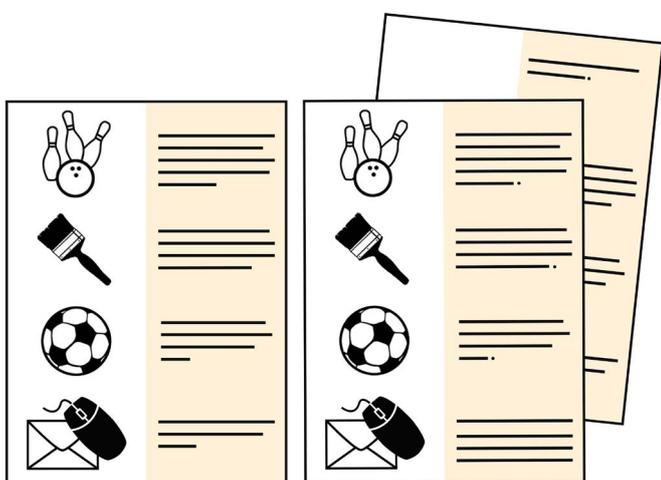
Be careful when using acronyms and abbreviations.

[An acronym is a word made up from the first letters of other words. For example NHS for National Health Service]. Unless the acronym is very common, always explain what it stands for. Instead of using abbreviations, spell out the words.

If it will help, you can get more **information** before you make your decision.



If it will help, you can get more **informa-
tion** before you make your decision.



In general, people find text easier to read if words are not hyphenated.

[Hyphenation means splitting a word into two parts if it does not fit onto the end of a line of text. The second part of the word is written on the next line of text.]

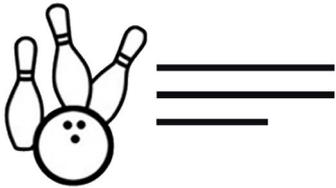
Do not allow sentences to stretch from one page onto another because people might get lost when turning the page.

Remember that, while it is OK to summarise text, it is really important that the overall point of the document is not lost. So a document about the importance of cervical cancer screening needs to make it clear where and when people should go for tests. This is more important than giving a detailed explanation of what cervical cancer is.

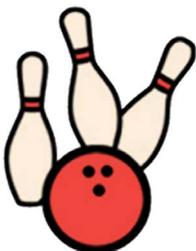
31 Adding pictures



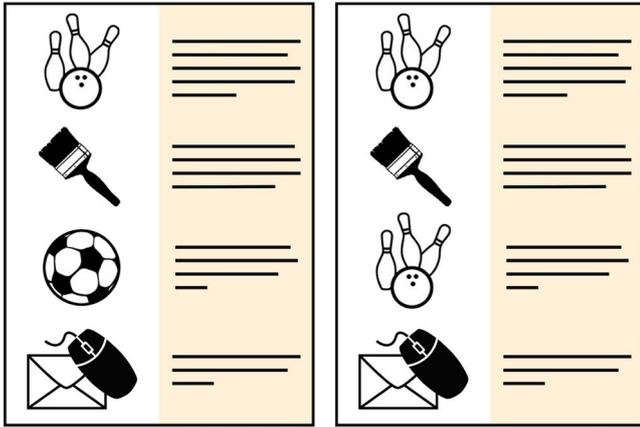
Make the picture as big as possible. It is important that every detail that could help the reader understand is visible.



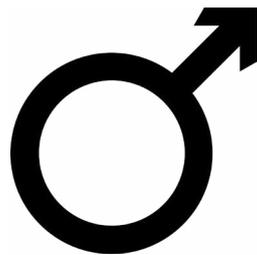
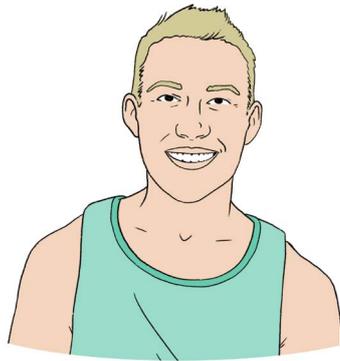
Make sure the picture is placed close to the text to which it belongs and there can be no confusion. Make sure the picture is not blurred or distorted or overlapped by other objects on the page.



If you decide to use colour pictures be careful that the colours do not make the picture confusing to look at. Think about how your readers will get the document. Will the pictures still be in colour when it reaches them, or will people have to look at a black and white photocopy?



Be very careful about what picture you select to use with the text. **Does the picture reflect what the text is saying?** Have you used the same picture earlier in the text to say something different?



Be careful not to use symbols, symbolic pictures or abstract graphics. These can confuse people because often their meaning has to be learned.



Sometimes it is easier to use a photo than a picture. Especially if you are trying to show a particular object, building or person. There is nothing wrong with using a photo, just be extra careful that it is not too busy or confusing. Look out for things like bad lighting, cluttered backgrounds or blurred features. **Also make sure you apply the same rules you would to a picture.**





If the picture does not quite say what you want it to, remember you can do things to adjust the meaning of a picture. **Try adding:**

- Speech and thought bubbles with extra pictures or photos in them



- Ticks and crosses or thumbs up and thumbs down



- Putting two pictures together to make a new meaning



- Arrows and colours to point out important parts of your picture

Checklist

Ask yourself these questions when working on easy read documents

- 1 Have you left enough space for your pictures (at least 8cm) and are they big enough and of good quality?
- 2 Have you arranged the pictures so it is easy to see which part of text they belong to?
- 3 Do the pictures reflect what the text is saying?
- 4 If you have used photos, are they of a good quality and easy to see? Will they look good in black and white if the document is photocopied?
- 5 Have you chosen a clear, easy to read font that is at least 14pt big? Could the text be made 16pt big?
- 6 Have you broken your text up into smaller chunks by using bullet points and sub-headings?
- 7 Have you added extra space between the lines of text?
- 8 Have you written your information in short, easy read sentences? Are there any hard words, jargon words, abbreviations or symbols left in the text?
- 9 Could you add a toned background behind the text to reduce glare from the whiteness of the paper and help people with dyslexia?
- 10 Have you chosen a suitable size and format for your document? Is the paper too reflective or too thin?
- 11 Do your pages look cramped, cluttered or too busy? Maybe the layout could be simplified.
- 12 Has your work been checked by people with learning disabilities? Have you used their experience and knowledge to make sure your document is truly accessible?

37 Examples

Gender



Being LGBTQ+ is not just about who you are attracted to. It is also about how you feel about your gender.



You may feel that you have no gender, that you are not a man or a woman. This is called non binary.



A person who feels like they are more a man one day and more a woman a different day is called gender fluid.

What Is a Mental Capacity Assessment?



A capacity assessment is when someone, usually a care professional, like a doctor, speaks to you to find out if they think you have the mental capacity to make a particular decision.



They will also read your medical and care records, and speak to people who know you well.

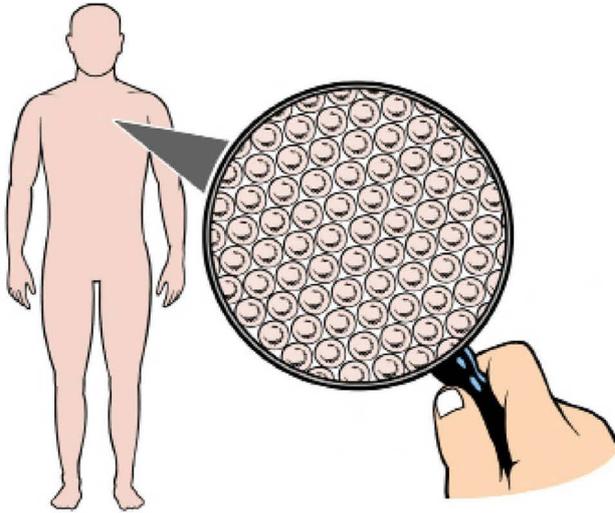


A mental capacity assessment is always about if you can make a particular type of decision.

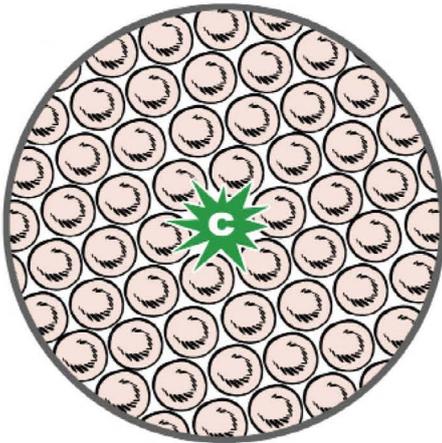
This means that you might be able to make some types of decisions, like what to wear today, but not other decisions, like how to manage your money.



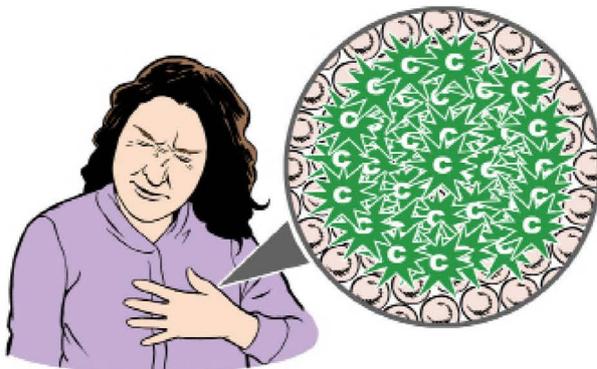
What is cancer?



Your body is made up of lots of tiny pieces called cells.



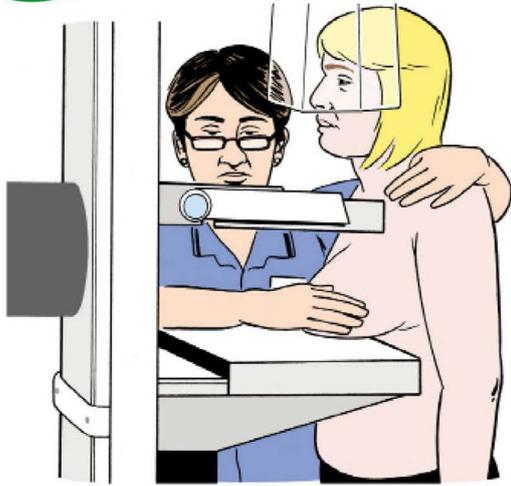
Sometimes these cells can go wrong.



One cell can go wrong which can make other cells go wrong. These cells can turn into a lump. This is called a tumour.



Screening for cancer



Screening tests look for very early signs of cancer. Lots of people are offered screening tests. It is your choice to have them.



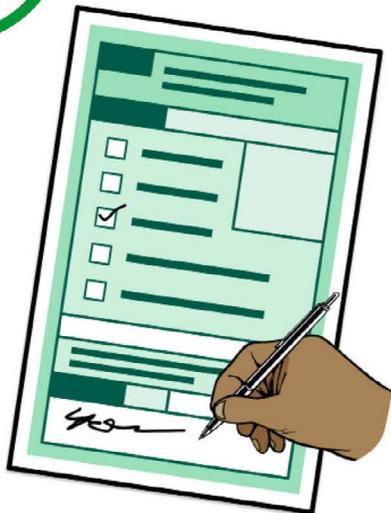
It can be important to go for screening tests even if you feel healthy and have no **symptoms**.



Symptoms are signs in your body that tell you something is wrong, like feeling tired all the time.



Help with prescriptions and other health costs



Medicines are free for people with cancer. You will need to fill in a form.



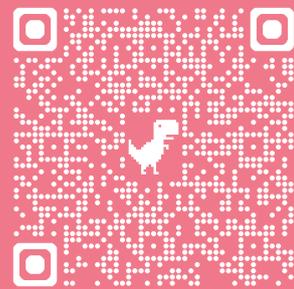
You can get the form from your GP or hospital.



In Wales and Northern Ireland, wigs and other things like tummy or back supports are free for everyone.



How To Make Information Accessible



A guide to producing easy read documents

The guide was originally funded by Capacitybuilders under the Improving Support programme and made in partnership with the National Equality Partnership. It has been updated by CHANGE as part of their 'Making Information Accessible' training programme, for more information on this email change@advonet.org.uk.

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CHANGE

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www.changepeople.org

“ The
Advonet
Group ”
Providing Independent Advocacy

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