

**You
Said**

We Did

Easy Read Information - Your Care Your Support Wiltshire

What did we do?

- Along with Wiltshire People 1st we made sure that there was accessible, online Easy Read information about adult social care at www.yourcareyoursupportwiltshire.org.uk/easyread-menu.aspx.
- This information presents common topics in Easy Read formats. Each Easy Read page is printable. They cover topics such as, abuse & Safeguarding, advocacy, assessment of need, direct payments, the national eligibility criteria, personal budgets and care reviews.

Why did we do it?

- People have told us that the information about common things that happen when you're a customer of adult social care wasn't always easy to understand.
- People with learning disabilities said that they wanted more new content in an easy read format.

What did people say?

- People said, "Easy Read needs a picture to signpost it as 'Easy Read'."
- People said "I would like accessible widgets for learning difficulties - to communicate and print software - pictures, photos and more Easy Read guides, screen reader."
- People said that some of the images used on www.yourcareyoursupportwiltshire.org.uk made them worry about clicking on the menu tiles.

What happened next?

- Wiltshire People 1st were asked by Wiltshire Council to write some Easy Read documents about Adult Social Care in Wiltshire. They gave us the documents they had made.
- We made sure that when people navigated through 'yourcareyoursupport' there were easy read versions of as many pages as possible.
- We made a menu of Easy Read content and changed the home page so the easy read menu was highlighted on the front of the website.

What was the impact?

The team from Wiltshire People 1st came to look at the easy read webpage to tell us what they thought:

- They said it would be useful to everybody as long as people know where to look.
- We changed the images that people were worried about to make them more easily accessible and user-friendly.