

## 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](http://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](http://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.