



Using Easy-to-Read tools to address underreporting

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Introduction



Hi there my name is Soufiane El Amrani and I am the Easy-to-Read Editor for Inclusion Europe. I have been with Inclusion Europe since 2008.



Inclusion Europe is an organisation that defends the rights of persons with intellectual disabilities and the interest of their families. We are based in Belgium.

What is Easy-to-Read?

Easy-to-read is information that people with intellectual disabilities are able to read and understand.

All important information should be made into easy-to-read for people with intellectual disabilities.



Guidelines

Inclusion Europe created a booklet on [the European Standards for how to create easy-to-read documents.](#)

I was on the team which created this booklet.

It contains helpful tips for making videos, websites, audios and leaflets accessible.

It is available in 16 languages.



How to create an easy-to-read document

Do not use difficult words

If you have to use a difficult word
make sure you explain it clearly.

Use examples to explain things.

Do not use difficult ideas like metaphors.

If you have to use initials or abbreviations
then you must explain them.

Write number as digits and not as words.

Have someone with intellectual disabilities,
whose first language is the language of your document
read it through and agree it is easy to understand.

How to layout an easy-to-read document

Use a clear font like Arial 14.

Split sentences on to different lines,
and keep sentences short.

The breaks help people to understand what is written.

Use the format A4 or A5 and don't make your document too long.

Avoid colours or backgrounds because people with disabilities
may not be able to see the colours at all.

Make sure your information is in a logical order
and everything on the same topic is grouped together

It is OK to repeat important information

How to illustrate an easy-to-read document

Pictograms help support the text.

At work I like to use:

<http://www.arasaac.org/>

<http://www.photosymbols.com/>

<http://www.widgit.com/>

Think carefully about which ones you use

They should make the text clearer

Not more confusing!



Involve your target audience in the process

The European Standards say at least 1 person with an intellectual disability should read your document and agree it was easy to read and understand.

This is a big part of my job at Inclusion Europe!

Think about what support they may need, maybe an expert in the subject can explain what they are trying to say if it is not clear from the text.

Inclusion Europe has developed [Guidelines on how to Involve people with intellectual disabilities in the writing of texts that are easy to read.](#)



Do not write for us without us

Involving people with intellectual disabilities in the writing of texts that are easy to read and understand

Produced in the framework of the project
Pathways to adult education for people with intellectual disabilities

European Union
Lifelong Learning Programme

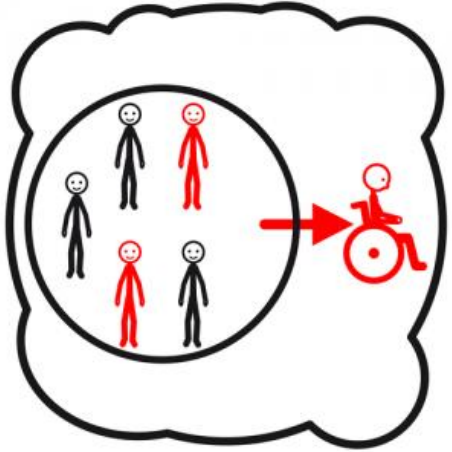
Education and Culture DG

Inclusion Europe

Before we talk about its role in addressing underreporting, do you have any questions about easy-to-read?



Discrimination exists in many forms



- Unfair opportunities:

some people with disabilities are not given the same treatment as others.

An example of this is not having a bathroom which someone in a wheelchair can use.



- Harassment:

some people with disabilities are treated with unwanted or inappropriate behaviour.

Why is discrimination being Underreported?

There are obvious problems with underreporting, think about the situation in your country.

What do you think the main problems, barriers and biggest difficulties are?

How Easy-to-Read can address Underreporting

Easy-to-read (in short, ETR) can be used to help people understand more about abuse and what to do if they are being abused.

Some people with intellectual disabilities know certain behaviour is wrong, but they may not know they are protected by law against it.

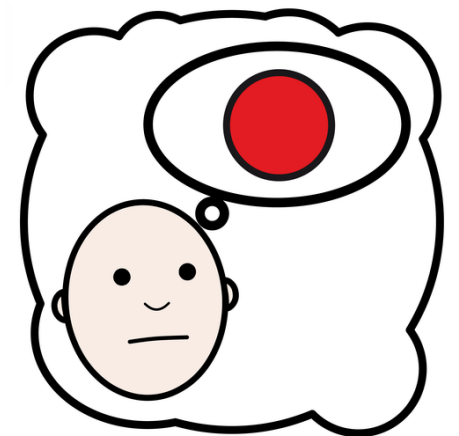
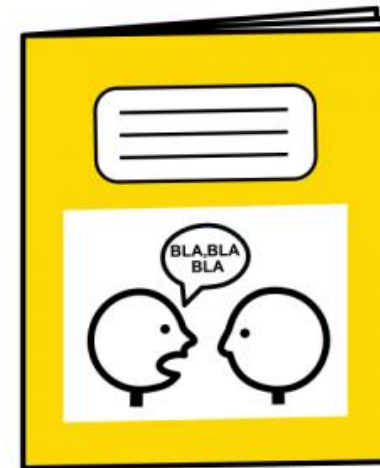
The law is very complicated and sometimes it does not protect them but they should still be encouraged to talk to someone about it.

It can also help them to plan ahead for their safety.

It should be used to raise awareness of discrimination, and during process of reporting and support stages.

Using Easy-to-Read to raise awareness

- ETR can explain to a person with intellectual disabilities what behaviour is not acceptable
- It can also explain what to do if they are discriminated against
- Posters, brochures and leaflets can be used to spread important messages such as:
Discrimination is not okay!



Good Practice Campaigns

**PLEDGE
TO SHOW
RESPECT
TO EVERYONE**

www.r-word.org

**SPREAD THE WORD
TO END THE WORD**



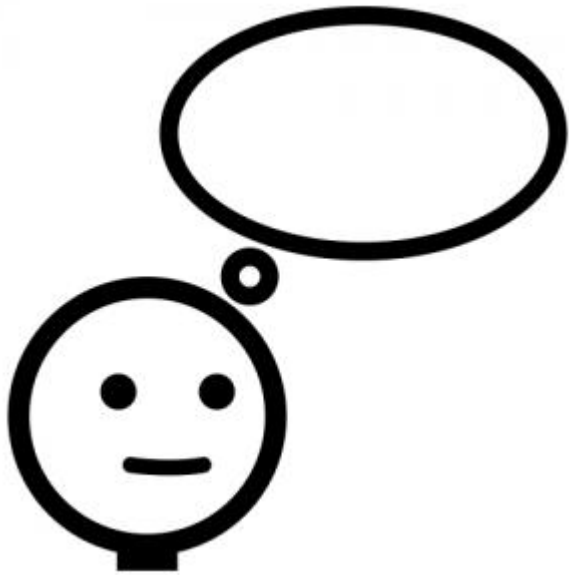
That's so...

childish, absurd, silly, indiscreet, ignorant, uncool, pointless, careless, irrational, senseless, irresponsible, unnecessary, trivial, fruitless, ill-considered, dull

**...and
you choose
retarded?**

Buy a dictionary.

Thinking Point



- It is important to make an outreach programme which actually reaches people.
- How do you get materials to the mass media and the general public in your work?

How can people see your message?

You can run public campaigns using:

- posters, newspapers, TV, leaflets, social media and websites.
- Service providers and services (like social clubs, self advocacy groups, employment, supported living/residential care, organisations of disabled people, consumer advice services, ombudsmen).
- You can produce lesson plans and resources for teachers at schools and colleges.
- By offering training sessions.
- Asking member associations to share materials.
- Including it in existing anti-discrimination literature eg. on housing, employment etc.

Every country is different!

Good Practice Campaigns

<https://youtu.be/N5XLTZcqlSO>





- Sometimes even though Easy-to-read information is there, people with intellectual disabilities cannot find it.
- Try using the ETR logo to signpost it.
- Many people with intellectual disabilities will be familiar with this logo.
- When they see it if they know they will find information they can understand.



Provide **advice and support** to report discrimination

If the information is easy to find but difficult to use, it is of no use.

The process needs to be accessible, include an explanation at each stage.

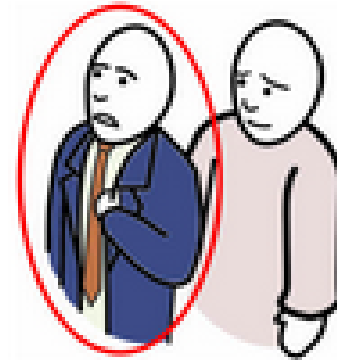
You must explain all legal terms and procedures.



- Make sure that there is always a real person to talk to, no matter how accessible the process is.
- It is good to offer more than one method for reporting (telephone, paper form, online form).
- Target the message at different age groups so the materials can be used in schools, because it is important people understand discrimination from a young age.
- Keep the message inclusive: give the same explanation to self-advocacy groups, general public and service providers.

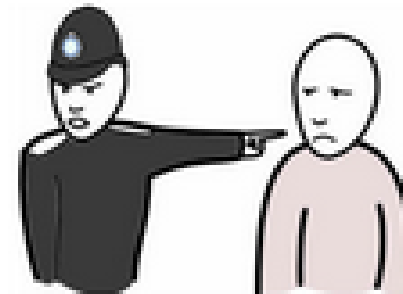
Good Practice Example

Legal Aid Dictionary:



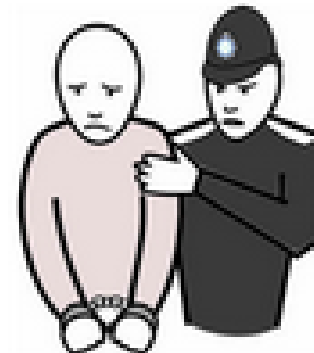
Advocate

Usually a lawyer speaking up for someone else.



Alleged

Saying something has happened.



Arrested

Being taken to a police station because they think you may have done a crime.

The police will ask you questions about it. You have the right to a lawyer to help you.



Information Advice and Support Kent

A service for
special educational needs and disabilities-
helping you to make informed choices

Helpline 03000 41 3000
Email iask@kent.gov.uk

Keeping what you say private



When you talk to us we will **not** tell other people what you said. We will keep it private.



Sometimes we may think it is a good idea to talk to other people about what you tell us, like your parents, teachers or doctors.



We will always ask you if this is ok first. You can say **yes or no**.

There are a few times when we will have to tell someone else what you said:



- We sometimes tell our managers so they can check that we are doing a good job.
- We will write information about our meetings on our computers.

Only people we work with will see this information.



We will also have to tell someone if we are worried that someone is being hurt or might be hurt.

If this happens, then we will talk to you about it first.

On request, this information can be provided in alternative formats and languages.


📞 03000 41 3000

✉ iask@kent.gov.uk


Good practice example

- [Here is an example of an accessible form.](#)


Case ID number:

 Was the adult protection concern about you?

Yes No

 Did someone help you with this form?

Yes No

 If you filled this form in on the person's behalf can you tell us your relationship to them?

Your main point of contact is:

They can be contacted on:

Challenges and pitfalls to avoid

- It is not just about making words easier to understand:
To get this right build an advisor with an intellectual disability into the team, or use focus groups, to test the materials.
- It is not enough to just produce these materials once and walk away, you must update and advertise them regularly
- Always include examples

