

Haringey Learning Disabilities Partnership

Communication Strategy – Adults with Learning Disabilities

How to do things differently!

Guidelines for all services.

When you communicate with people with learning disabilities in writing:

- Use large print; at least point 14 for the main text and point 16 for the titles and allow plenty of spacing.
- Use typeface Century Gothic. This typeface is clear and has an easy to understand 'a'. Avoid block capitals, italics or underlining. They all make text hard to read. Highlight important points with bolding.
- Change the typeface of the fonts in your e-mail to Century Gothic and the size to point 14. The colour of your typeface needs to be in clear contrast with the background. An example is black/dark blue colour typeface and white/cream background.
- Use clear and simple text (**Plain English**) with short sentences, simple punctuation and no jargon.

Haringey Learning Disabilities Partnership

Communication Strategy –

Adults with Learning Disabilities

- Use bullet points or story boxes and fact boxes to make the main points clear.
- Use images such as photos, drawings or symbols to support your text.
- You can now use pictures to support your text. For example you can use your or your colleague's picture when you are sending a letter. Your picture is stored in the shared drive. Please contact Marina Tsakiridou for further details.
- All staff who work with people with learning disabilities have to attend training. Please see 'resources available' below and talk to your manager.
- Have a plan in place to review the leaflets-brochures of your service and make them clear and easy to understand.

Haringey Learning Disabilities Partnership

Communication Strategy –

Adults with Learning Disabilities

Resources available:

- Training – Courses available: a) Communication Awareness, b) Advance Communication, c) Making Information Clear and Easy to Understand, d) Makaton Signing.
- Photosymbols: a set of 1500 images, featuring models of people with learning disabilities in everyday life.
- Change Picturebank: a bank of drawings for everyday life.
- Writing with symbols 2000: a computer programme where you type the text and symbols pop up.
- List of web-pages that you can get free advise and see examples of good practice on how to make information clear and easy to understand.

**Haringey Learning Disabilities Partnership
Communication Strategy –
Adults with Learning Disabilities**

**If you want to find out more about our resources or
If you would like to find out how you can make your
documents Clear and Easy to Understand**

please contact:

Marina Tsakiridou
Communication Plan Project Officer
Learning Disabilities Partnership
Tel: 0208 489 1677