



Feedback

**What makes information
easier to understand**

Who did we speak to



Synergy spoke to **25** people from:

Supported Living

Floating Support

Synergy Members

Greenwood Centre

Our Group Your Group

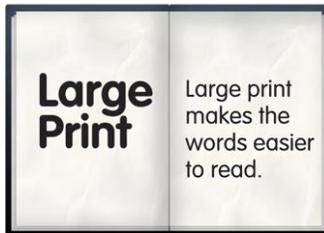
Happy, Healthy, Safe Group

Easy Read

20 people said they like Easy Read



Pictures to the left and writing to the right



Big clear writing

Housing
Make **Words**
better
easy

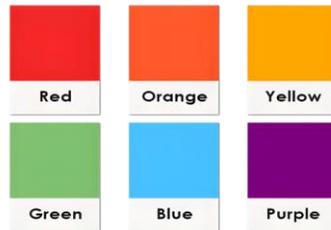
Words that are easy to understand

What makes things hard to read

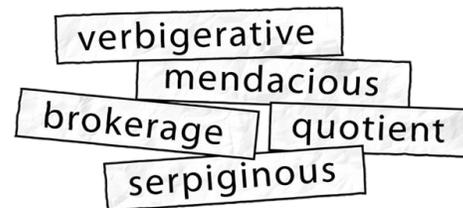
25 people said sometimes Easy Read is hard to read because of



Too many words or pictures



Too many colours



Jargon

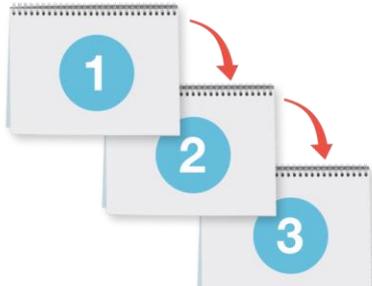
Videos



15 people said videos are helpful



It is helpful when videos have subtitles



It is helpful when videos explain something step by step

Videos



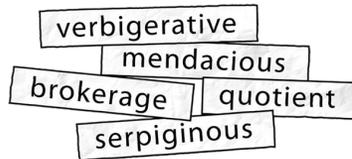
It is helpful when people talk slowly and clearly



10 people said they like when videos have other people with learning disabilities in them

What makes Videos hard to understand

11 people said videos are sometimes confusing



It is confusing when videos are too long

It is confusing when videos use jargon



It is confusing when videos show things that are not about the subject of the video

Sharing Videos



20 people told us they do not use the internet often or at all



Please show them videos in person



Or send the video by text or WhatsApp or email

Other things people have said



I like when the person I am talking to checks that I know what they mean



Pictures help even when we are talking face to face



I like when people talk to me not my support worker

How people like to get information



Mail



Phone call

How people like to get information



Text or Whatsapp



Email

How can we make our information easier?



At your tables talk about how information can be shared better in Camden



Please write down your ideas