

## Introduction

Social Work staff were needing to create easy read information as parents were reporting that they were unable to understand traditional Social Work reports. A previous test of change had created some easy read templates and trialled their use. Parents were positive about the new style of reports and professionals felt that easy read information would improve outcomes for families.

This easy read approach needed to be developed further by:

- Developing more templates
- Placing the templates on a digital platform for all staff to access
- Developing staff knowledge and understanding as to why accessible information is required
- Develop staff skills in simplifying language
- Develop the technical skills of staff in producing an easy read document

This work is relevant with the context of:

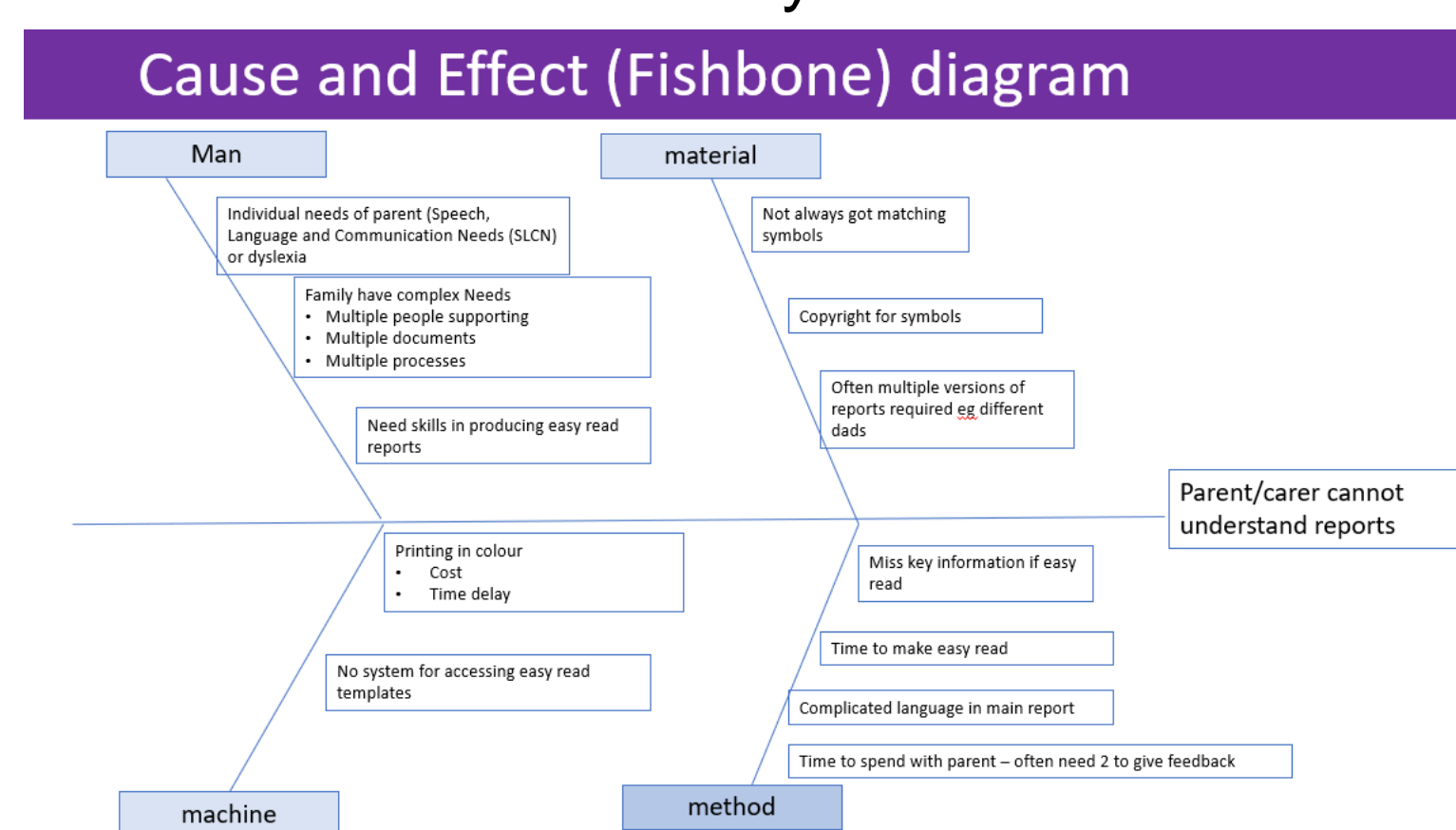
- GIRFEC - [Getting it right for every child \(GIRFEC\) - gov.scot \(www.gov.scot\)](http://www.gov.scot)
- The Promise - [Independent Care Review – The root and branch review of Scotland's care system.](http://www.gov.scot)
- UNCRC - [Children's rights legislation in Scotland: quick reference guide - gov.scot \(www.gov.scot\)](http://www.gov.scot)
- The Equalities Act - [Equality Act 2010 \(legislation.gov.uk\)](http://www.legislation.gov.uk)

## Aim statement

“For 50 staff in Services for Children, Young People & Families to have access to training, support and resources, on a digital platform, to enable them to provide easy read information for the families that they work with, by the end of April 2023.”

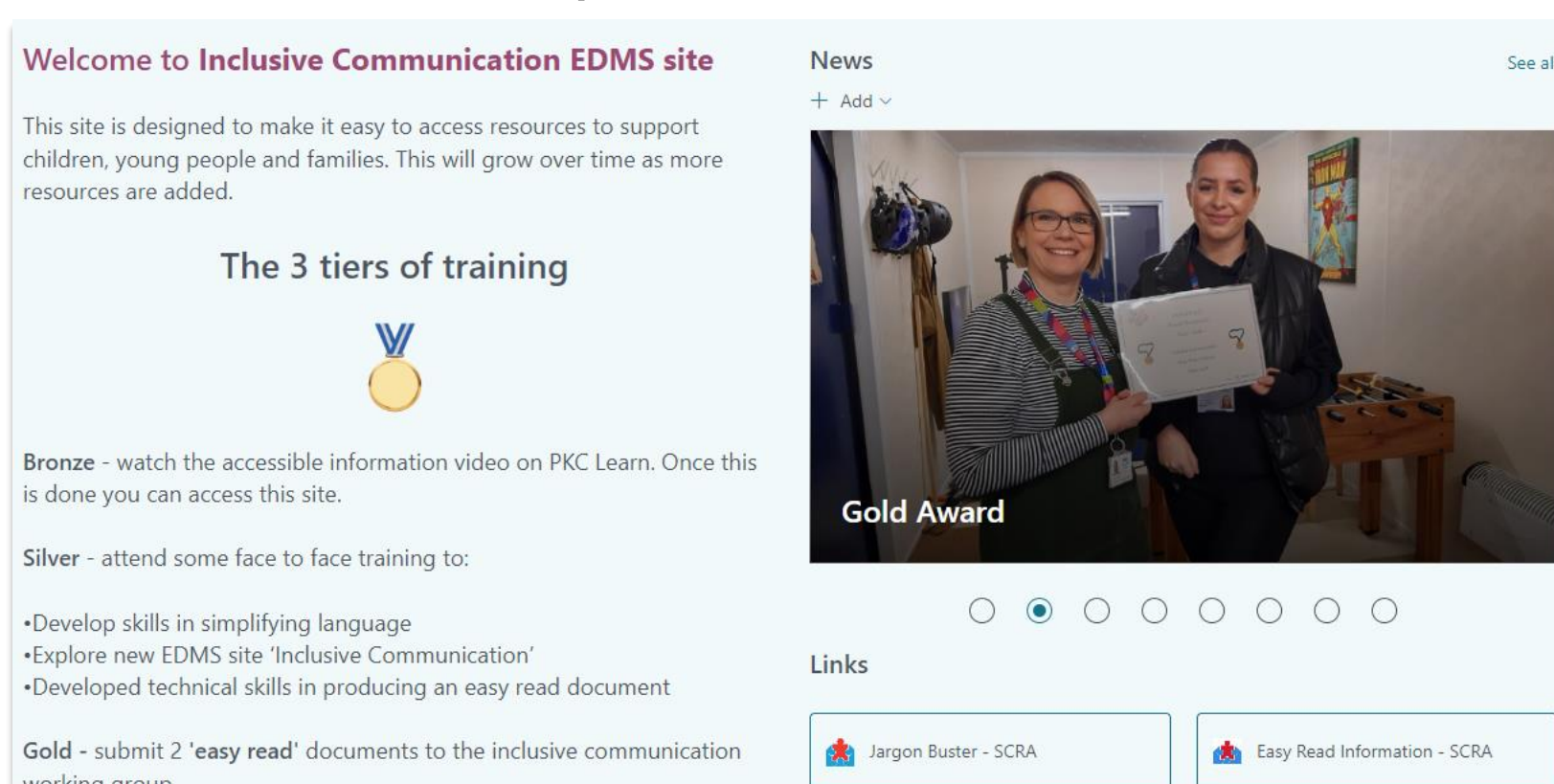
## Method

- A working group was created that included an SLT (project lead), 2 Social Workers and an Improvement Officer were core members. 2 other Social Workers and a Mental Health Nurse also gave input.
- The SLT developed and aims statement and project charter.
- The SLT met with IT to build an Electronic Document Management System (EDMS) called Inclusive Communication
- 3 tiers of training were developed; bronze silver and gold
- The training was developed using 3 PDSA cycles.
- Within the working group we used:
  - Fishbone analysis
  - Forcefield analysis



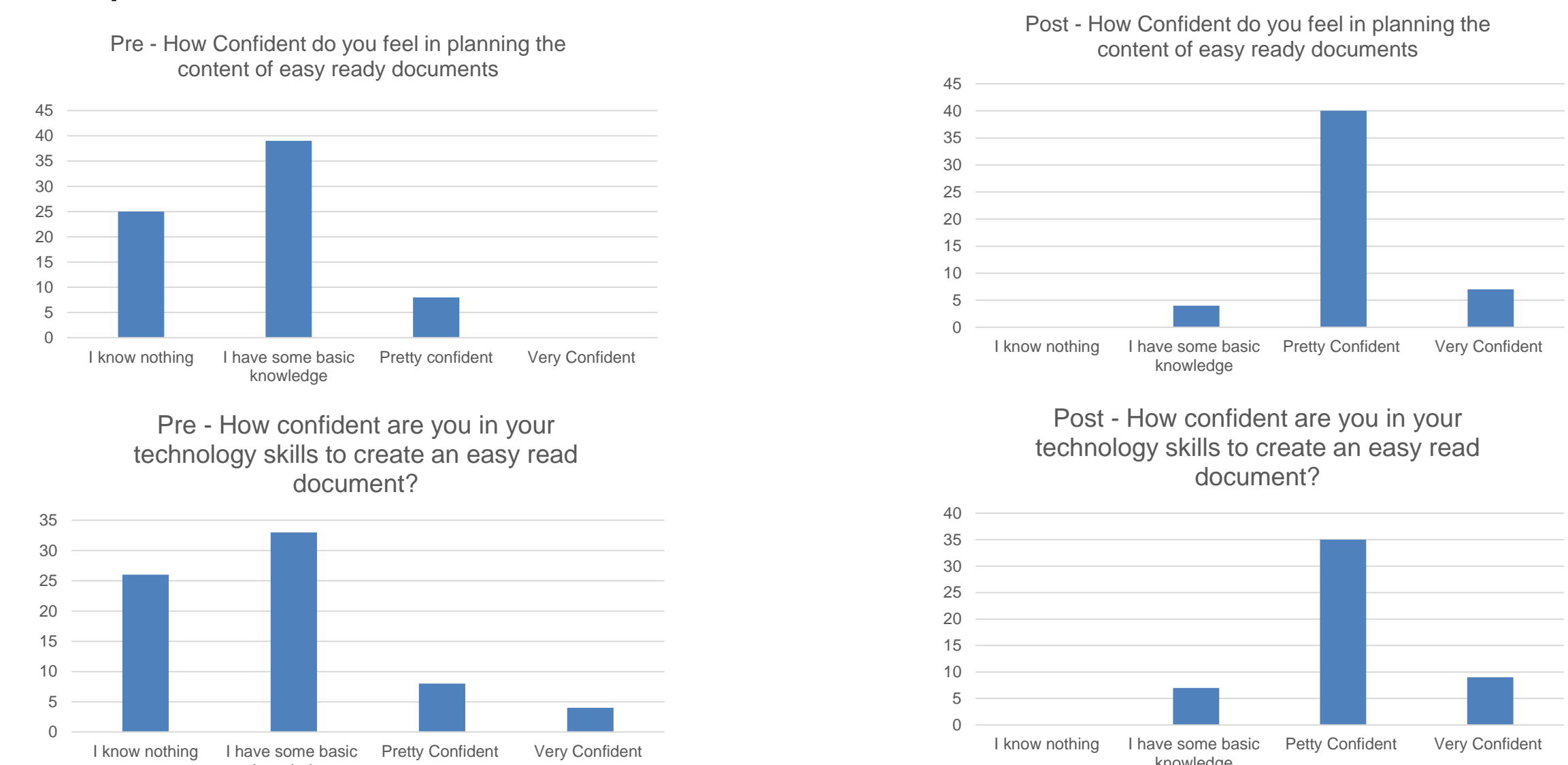
## Digital Improvement

The EDMS Inclusive Communication site stores easy read templates, examples and resources that can be access by anyone in Perth and Kinross Council that has permission.

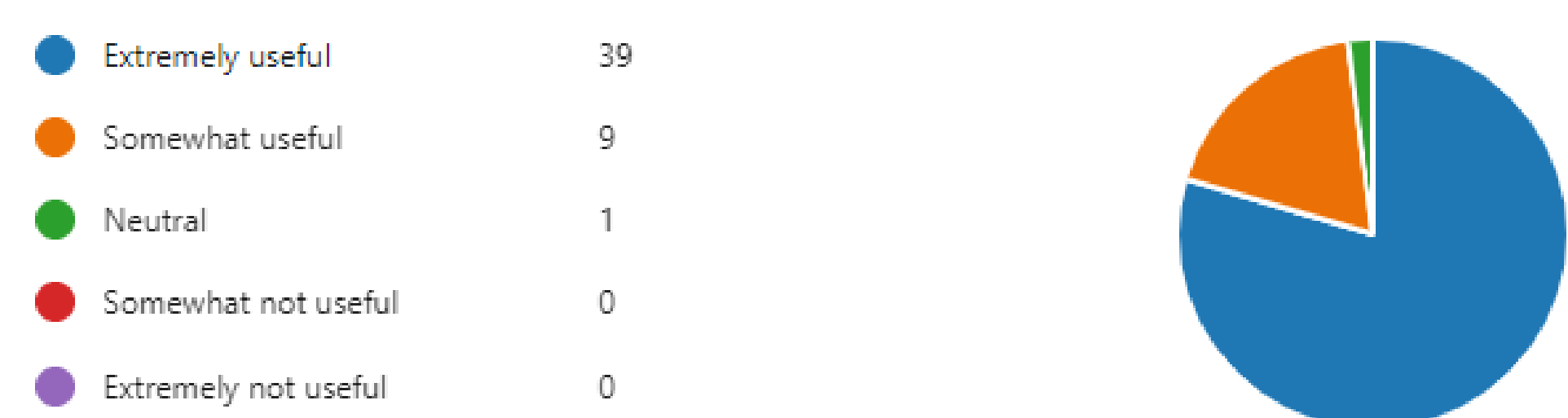


## Results

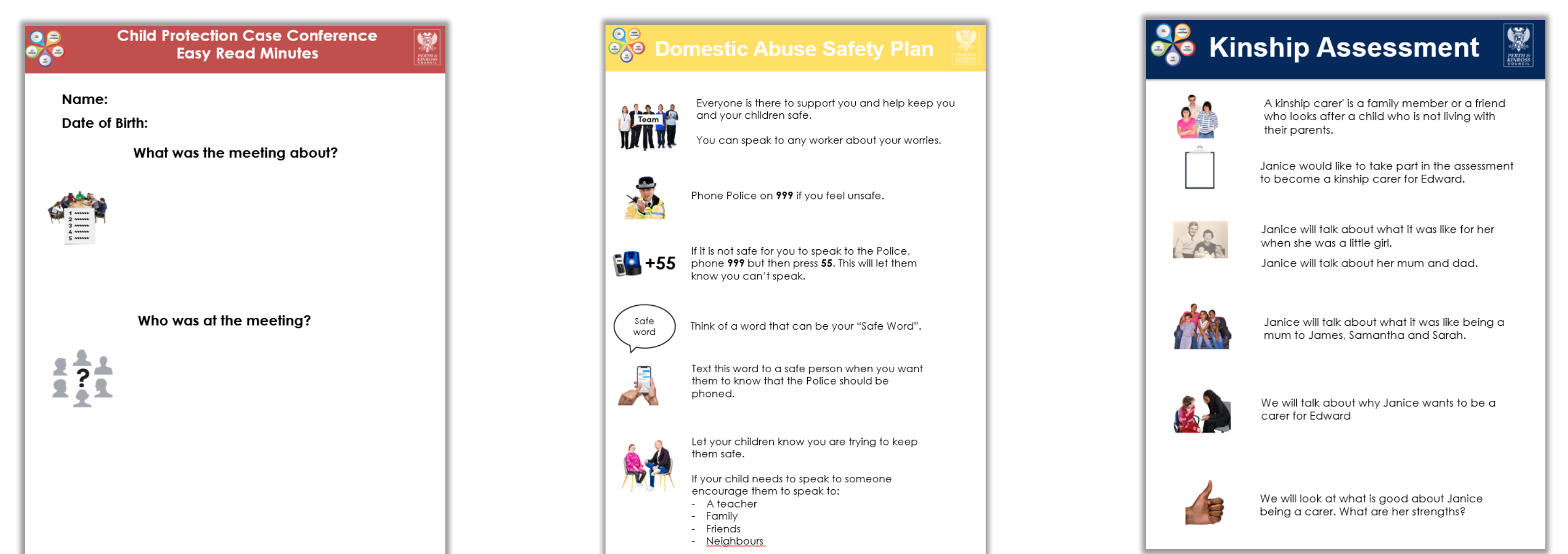
The total number of participants trained is 72 over 12 face to face sessions. This exceeded the project aim of 50 participants. The digital platform was accessed by the 72 participants.



How useful will the EDMS Inclusive Communication Site be to you in your current role?



Participants plan to use the templates to create a variety of easy read documents for their families.



“It has helped me think about how we currently do the children's reports and how we might adapt that to better support parents.”

“I work with people and families with complex care needs and learning disabilities. This will be incredibly useful for communicating the family's plan and things that social work expects.”

“The EDMS site will be the “go-to” place for ideas, templates, and advice.”

## Conclusion/ Discussion

This has been a highly successful project in meeting its outcomes. The number of participants exceeded the predicted number and more than 90 staff now have access to the EDMS Inclusive Communication site. This allows templates to be downloaded and visual resources to now be shared between teams. There was an eagerness from staff to gain knowledge and most staff rated the course highly, feeling that it is relevant to their current role. A shortage of time to prepare documents was identified as a negative factor. There have been expressions of interest in this project from services within PKC and Health. Next steps would be to consider how this could be shared beyond Services for Children, Young People & Families.

## Key references

Photosymbols – [www.photosymbols.com](http://www.photosymbols.com)

## Acknowledgements

Thank you to the working group who gave some great ideas and the confidence to develop this project. I'd like to give a special thanks to Claire Wilson (Social Worker) who has been on this journey with me from the beginning.

## Contact:

[janiescott@pkc.gov.uk](mailto:janiescott@pkc.gov.uk)  
@janieJscott77

