

Co-Production Report

Easy Read Templates for Adult Social Care

Project Title: Easy Read Assessment, Support Plans and Review

Project Duration: February 2025 – November 2025

Overview

Feedback from people who use our services highlighted that many Adult Social Care documents were not accessible. They were often lengthy and difficult to understand.

To address this, in September 2024 Worcestershire County Council (WCC) re-procured symbol software to support staff in creating Easy Read documents. Staff received training on the software and began co-producing Easy Read versions of key documents to ensure accessibility for those who need it.

The documents included:

- Standard letters sent to individuals
- Needs Assessment
- Support Plan
- Review





Objectives

Co-produce Easy Read templates for the three main Adult Social Care documents:

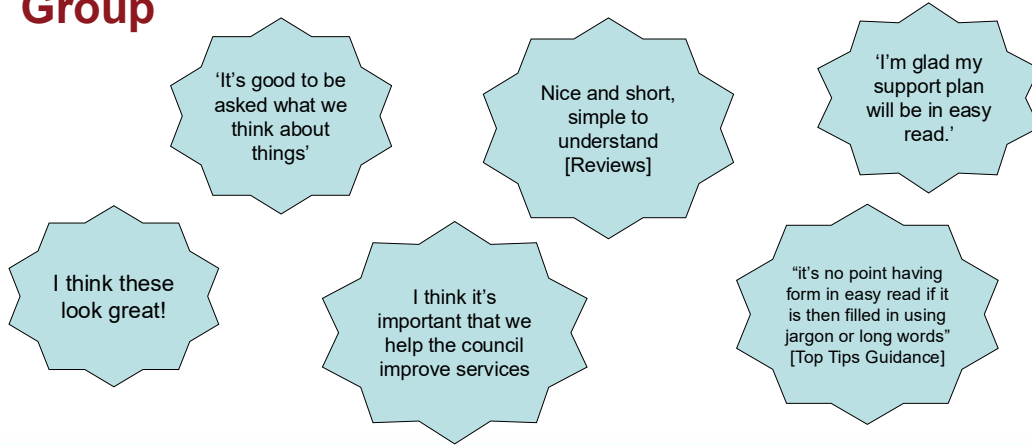
- Needs Assessment
- Support Plan
- Review
- Develop Top Tips Guidance for social workers and care staff on completing these templates effectively
- Apply principles of Plain English and use of symbols to make information easy to understand
- Remove duplication and unnecessary content to streamline documents

Outputs

In 2025, people with lived experience, social workers, and support workers collaborated through three workshops to design Easy Read templates. Key partners included local advocacy groups such as Speakeasy Now and Building Together. The group used existing LAS forms as a foundation and identified the need for practical guidance for staff. This resulted in the creation of Top Tips Guidance to ensure templates are completed in a way that works best for individuals. All participants had the opportunity to review and approve the final documents.

Feedback

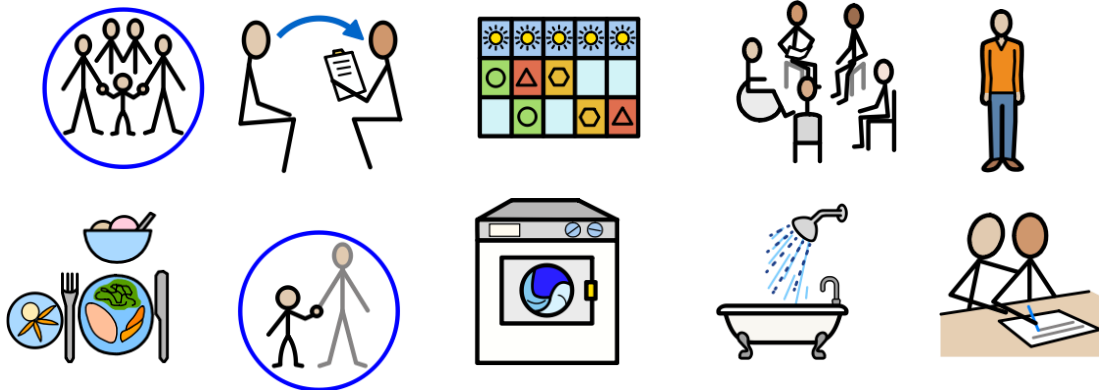
Feedback and Reflections from Co-Production Group



Outcomes

- Adults with Care Act eligible needs in Worcestershire will receive social care information in an accessible format
- Social workers will be equipped and confident in producing person-centred, accessible information

Examples of Symbols



Impact

- Demonstrates that we have listened to concerns about inaccessible information and acted on them
- Strengthens partnership working and values the contributions of people with lived experience
- Enhances social workers' skills in using software to create accessible, person-centred documents