

National Care Service: Easy read approach

September 2024



Easy read Version

Prepared by The Scottish Government

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Overview



We have decided to change how we publish some of our longer reports and documents in easy read for the National Care Service.



From now on, we will publish summary versions of longer documents in easy read.

Our easy read service



We want everybody to be able to find out about the National Care Service.



We want them to feel able to stay up-to-date with what is happening with the co-design of the National Care Service.



We try to make sure any written documents or reports we produce are available in easy read.



Things we publish include:

- co-design reports
- newsletters
- materials to support co-design, like agendas, information sheets and privacy notices
- public-facing policy documents.



We try to make sure our easy read documents have the same detail and information as the plain English versions.

How people use our easy read material



We have had good feedback from people about our easy read documents.



People have told us they are helpful. They help people to take part in co-design.



But some of the documents we create in easy read are very long and detailed.



Some of them are about 100 pages. This means it takes a long time to create them.



We have noticed that some of these easy read documents are not as well used as others.



We looked at **web analytics** to see how many people were reading our long reports in easy read.



Web analytics is a count of how many people visit a website page.



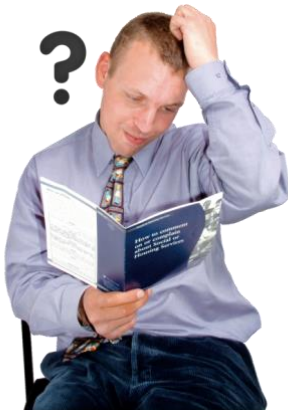
We found that a lot of people are interested in reading our long reports in easy read.



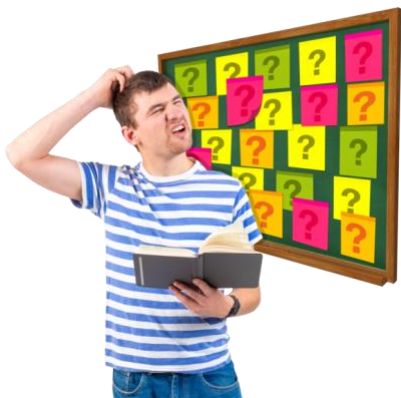
For most of our reports, about 200 people start to read them in easy read.



However, by about page 4 or 5, almost all of these people have stopped reading.



We think this means that the long easy read documents are not very user friendly.



We think people are finding them too difficult to use.

What we will change



We want to make our longer reports easier to use for people who need easy read.



We are going to change how much detail we put in to our easy read reports.



We will now create a summary version of our longer reports and use this to make the easy read.



The summaries will have the most important parts of the report in them.



We hope this will make it easier for people to use them and get information about the National Care Service.

What we will keep the same



We will still provide these things in full in easy read:

- materials to support co-design, like agendas, information sheets and privacy notices
- newsletters
- materials and reports from our national forum.

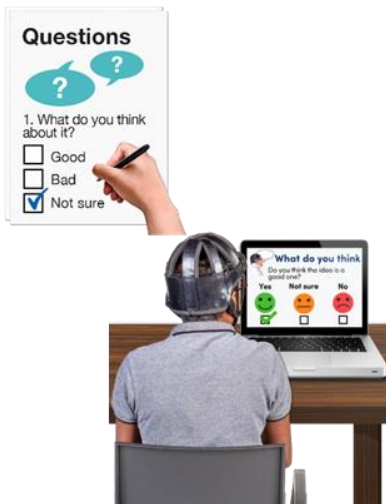


For some of these things we might ask people first if they need easy read.



This will mean we do not spend time on creating easy read when it is not needed.

Improving our easy read



We plan to test our easy read materials with people who use easy read.



We hope to get feedback we can use to improve the easy read we produce.



We plan to do this testing at the end of 2024.

Getting involved in designing the National Care Service



We want to hear from as many voices as possible as we develop the new National Care Service



If you'd like to share your experience or views, you can join our [Lived Experience Expert Panel](#). You will be able to help us come up with ideas for the National Care Service.



For more information about the National Care Service, visit gov.scot/ncs.



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