

## **Click Start Case Study**

Ellingham Employment Services and the Rix Centre have worked together to make an easy read website called Click Start. The website gives information about services for young people with learning disabilities across the following boroughs:

- Hackney
- Tower Hamlets
- Redbridge
- Greenwich
- Newham
- Havering
- Barking and Dagenham
- City
- Bexley
- Lewisham

The aim of the website is to help young people with learning disabilities find paid employment and support so that they can live independently. The website was paid for by the Learning and Skills Council.

This case study looks at ways of working with learning disabled employees so that they can play a real role.

### **Getting Started**

An Editorial Team made up of three paid employees with learning disabilities designed the website with the support of Ellingham Employment Services. The website aimed to support young people with learning disabilities who:

- Were taking a big step into the world
- Were starting new things
- Didn't know what to expect

These young people can be said to be 'in transition.'

The team had difficulties deciding how the website should look. They were encouraged to talk about their own experiences, which helped them decide what would be useful to include on the website. Three subjects they decided to focus on were:

- Employment
- Housing
- Money

Knowing what they wanted to focus on helped the Editorial Team decide what the website should look like.

## **Practical Issues**

Ellingham Employment Agency wanted to include lots of images on the Click Start website to make it easier to understand. This meant that the Editorial Team had to be trained to use digital cameras. They quickly learnt how to use the equipment but struggled to understand the difference between good photographs and bad photographs.

Miles Leonard at Ellingham Employment Services was supporting the Editorial Team. He decided to use the poor pictures to help the team develop their photography skills. He did this by:

- Comparing poor pictures to better ones and encouraging the team to point out the differences.
- Helping the team write a list of photography do's and don'ts.
- Encouraging the team to take photographs that followed the 'do' list and the 'don't' list so that they could learn the difference.
- Supporting the team to put together an online guide to taking digital photographs so that they could pass on their knowledge to other people.

## Planning Issues

The Editorial Team had the practical skills to build a website but were less confident about planning the structure of Click Start. To build the team's confidence and encourage them to work more independently Miles ran planning sessions. The sessions followed this pattern:

- The team wrote and drew their ideas on post it notes.
- The post it notes were collected and put into groups depending on the different ideas.
- These ideas then formed the basis for different sections on the website.

The team also spoke about how other websites were structured. Miles encouraged the team to plan their site around three main sections:

- Home
- What We Do
- Contacts

Creating a website plan and deciding what information to include helped the team feel confident enough to create easy read websites for other services across London. They would visit a service for people with learning disabilities in the morning to talk to users and staff, then build a website for the service in the afternoon.