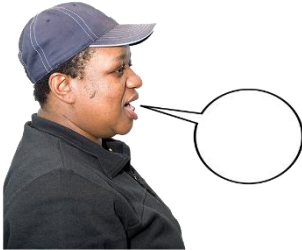


Speak Easy – Easy Read Guide



Speak Easy is a set of cards which you can use to help you to communicate.



We have made the cards to help people who find it difficult to speak.



The cards will be in easy to find places in our branches.



Each branch should have at least 2 sets of the cards.



Each set of small cards has a ring in the top left corner to keep the cards together.



The cards are different colours:

- red is 'urgent'
- amber is 'support'
- green is 'help'.



Each card explains some words we use at the branch and has a picture to show what the card means.



When you arrive at the branch, you can pick up the cards and find the card that shows what you need.



You can show the card to our staff to start the conversation.



Training Room

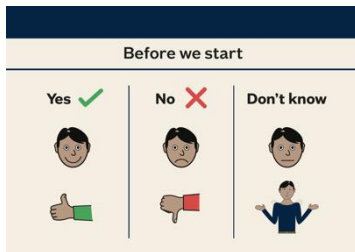
Our staff have had training on how to use the cards. They can help you to use them.



There is a card you can use at the start of the conversation to let us know if there is anything else you need. For example, you can ask for a pen and paper.



You can use the cards and speak, or just use the cards.



There is a card which has yes, no and don't know on it. If our staff ask you a question, you can point to the answer.



When you have finished your conversation, you can give the cards to our staff, or put them back where you found them.



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This document was co-produced by people with a learning disability and Mencap for Nationwide.