

Good Examples Making a website



**LISTEN
INCLUDE
RESPECT**

Background

To make sure our Listen Include Respect guidelines were useful and addressed the barriers people with intellectual disabilities face we made sure that every stage of creating the guidelines was inclusive of self-advocates.

This included:

- Being led by an international reference group of experts with intellectual disabilities.
- Collecting information through accessible surveys and inclusive consultations
- Working closely with paid consultants with intellectual disabilities.



In 2021 a first draft of the Listen Include Respect guidelines were shared with;

- our reference group,
- 10 self-advocacy organisations
- 10 other experts

They told us the guidelines were too long, not accessible and hard to use. We heard that a website would be the most useful way of sharing the guidelines information.

Our international reference group of people with intellectual disabilities gave us lots of feedback on what an inclusive website would look like.

This gave us a good idea of where to start, but we knew that to be really inclusive the work on the website should be led by a group of people with intellectual disabilities.

Recruiting a consultant group

In 2022 we brought together a group of self-advocate consultants with intellectual disabilities to lead the work and make decisions on designing the website.

To recruit the group the project team from Inclusion International, which included Harry, a staff person with an intellectual disability, wrote and shared [a plain language description of the work](#)

The description included

- a schedule of meetings with dates,
- the payment offered to self-advocates and support people,
- the expectations for self-advocates and supporters.

We invited self-advocates to send in a short video explaining why they were suitable for the group.

The project team reviewed the videos and selected a small group:

- Domi and Paola from [Fundacion Visibilia](#), Argentina
- Morgan and Dewi from [YAPESDI](#), Indonesia
- Matthew from [Sunderland People First](#), UK

Harry organised and chaired the meetings.

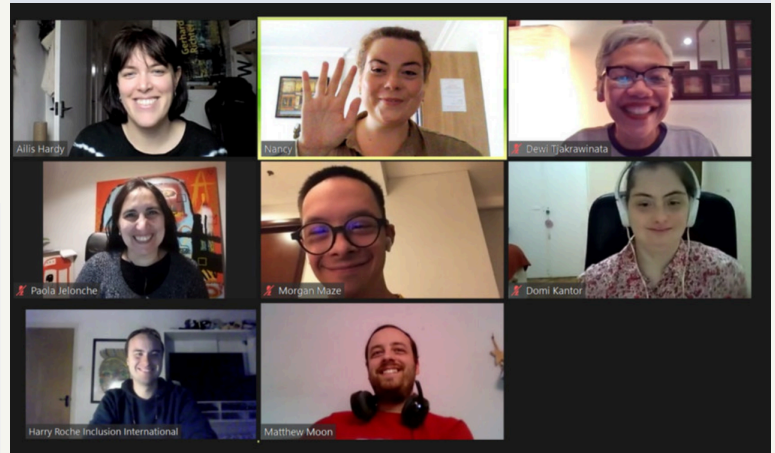
Planning the website design meetings

To start the work we planned a schedule of online meetings:

- Meeting 1 –Background information and discussion on accessibility
- Meeting 2 – Structure and menus
- Meeting 3 – Content and using the website
- Meeting 4 – Design of the website including images
- Meeting 5 – Final check

We budgeted for an extra meeting in case we needed more discussion or an extra review session.

Every person in the group attended all the meetings. Each person was prepared and gave detailed and useful feedback which helped us to build the website with confidence.



Harry says:

We were successful in speaking to people with first hand experience by having focus groups like the website design group by recruiting 3 self advocate consultants to take part developing the new Listen Include Respect website.

I am proud of the work the website group did. Coordinating the group was one of the highlights of my time working with Inclusion International.



Running inclusive meetings

We followed the [Listen Include Respect guidance on running online meetings](#). This meant:

- In the first meeting we agreed on consistent times and days.
- We agreed a regular structure for the meetings.
- We shared the agenda and information 1 week in advance to give people time to prepare.
- We had clear activities to do in advance, for example a website menu sorting activity.
- We shared preparation questions with the agenda to help people with their feedback.
- We sent reminder emails with meeting links and all meeting information the day before.
- Each meeting was chaired by Harry with support from other team members.



- Each meeting started with an icebreaker so people felt relaxed and comfortable.
- We all used easy language and did not use any jargon.
- We allowed time for translation.
- We kept agendas short and allowed time for discussion.
- We respected time and meetings did not run over.
- The chair, made sure everyone had a chance to share their ideas.
- We offered follow up meetings in case people needed extra time or wanted to speak in a smaller group.

Challenges

There were challenges due to budget constraints.

For example the group told us there should be:

- more images, videos,
- a reading aloud feature
- translations of the website into more languages would be very helpful.

We plan on making these changes and updates as soon as funding allows.

Sometimes people's point of view was different, based on what they were familiar with. For example around the design of the images, but through discussion we were able to reach decisions which everyone was happy with.

Domi says:

We faced a challenge when we realised that the guidelines as a PDF was going to be very difficult and it was better to have a web page.

There are many different websites in all countries, some with more images than others. We had to agree which one worked better because not all of us liked some images or drawings. But together we made decisions so that we were all happy.

Something very good came out of our work for everyone. I felt that my time was respected and my rhythms were understood well.



Successful Outcomes

The input and feedback we had from the group has made sure that the website is useful and accessible.

Before the final sign off from the group, we also sent the website to 8 other self-advocacy organisations. This helped us to get more feedback and feel confident that it worked well.

Our work on the website helped us to create a section on the [Listen Include Respect website about creating accessible websites.](#)

We think it is a good example to Inclusion International and Down Syndrome International members as well other organisations.

We are proud that the website was created with the expert feedback of people with intellectual disabilities at every stage.

We hope that the website role models inclusive design to organisations!

More information

Inclusion International and Down Syndrome International work together as **Listen include Respect Services** to support organisations to use the guidelines.

For more information please visit: www.listenincluderespect.com/contact-us

