# Accessible Information Standard (AIS) self-assessment template A blue and white logo  AI-generated content may be incorrect.

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| **Date of completion**  |  |
| **Name of organisation** |  |
| **Name of integrated care board in which the organisation is situated (eg Birmingham and Solihull ICB)** |  |
| **Region**  |  |
| **Tier 1 local authority for the area** |  |
| **Job title of the person completing assessment**  |  |
| **Job title of senior responsible officer for accessible information standard** |  |

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| Total RAG Assessment |

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|  | **Assessment question**  | **Measuring** | **Evidence** | **Organisation response**  | **RAG** |
| 1 | How well do you identify people’s information and communication needs?  | Step 1: Identify  | * An approach has been agreed on how to identify people with communication or information needs relating to disability, impairment or sensory loss.
* Overarching implementation (identify, record, flag, share, meet and review of needs).
* To ensure that people receive information which they can access, understand and receive communication support if they need it.
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| 2 | Are you reliant on paper-based systems and if so, is the process compliant with the six steps of the AIS?  | Steps 1 to 6: Identify, record, flag, share, meet & review | * Yes/ No (if applicable)
* A clear process for recording people’s information and communication needs in line with the standard is in place.
* Paper based system process tracks six steps
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| 3 | Are people’s communication & information needs recorded and flagged in electronic systems using SNOMED or where non electronic records are being used, are you using specific definitions to record needs? | Steps 2 & 3: record & flag | * Staff are aware of how to record information and communication needs.
* IT system supports recording & flagging.
* Evidence of booking system adjustments e.g. SMS/Email/Online access.
* People’s feedback on ease of booking
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| 4 | Does your IT systems have sufficient functionality to identify, record, flag, share and review information and communication needs? | Steps 1, 2, 5 & 6: Identify, record, meet & review | * A clear process for recording people’s information and communication needs in line with the standard is in place.
* System capability; Recording, sharing, reviewing,). Logging gap, outcomes; complaints or incident logs reviewed
* Use of interim work arounds e.g. paper records
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| 5 | How well does your organisation ensure that individuals receive information in a format they can understand, and the information and communication support they need? | Step 5: Meet | * A process for sending out correspondence in alternative formats is in place
* A process for producing or obtaining information in alternative formats is in place
* A process for arranging or booking professional communication support is in place
* What data do you have on the provision of these services?
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| 6 | Do you review the recorded information and communication needs of people?  | Step 6: Review  | * Describe how this is reviewed and how often
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| 7 | Are staff appropriately trained and have an awareness of both the AIS and how to meet people’s needs, using your organisation’s systems? | Overarching implementation | * Training strategy is in place.
* Training briefings have been given to staff.
* Training is delivered and there are opportunities to share learning.
* Training evaluation forms are collected
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| 8 | Do you promote the opportunity for people, their families and their carers to receive and to request information and communication in an accessible format? | Overarching implementation | * An accessible communication policy that is in line with the AIS, has been developed.
* Public campaigns or posters
* Web updates with analytics of web use
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| 9 | How do ensure your complaints process is accessible to everyone?  | Step 5 and 6: Meet and Review  | * Consideration has been given to the accessibility of relevant websites and the availability of relevant information online
* There are alternative and accessible ways to submit a complaint
* Complaint themes are analysed.
* Accessibility checked via feedback
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| 10 | Are you able to track complaints related to failures to meet the AIS within the last 12 months? | Overarching implementation | * Complaints are themed or coded by AIS compliance
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| 11 | How does your organisation use information and communication needs data to inform service planning, quality improvement, or population health? | Overarching implementation | * Use of Population health management tools to segment populations with communication needs
* Identify individuals at risk due to unmet communication needs
* Evidence that this data is used to inform service planning, commissioning, or quality improvement
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| 12 | Have you a designated responsible lead for AIS?  |  | * Name and role of Lead
* This role is recorded in governance or accountability docs e.g. committee minutes, team structure, job description
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| 13 | To what extent does your organisation share and publish this SAF?  |  | * Evidence that the SAF is published (e.g. on organisation website or annual report)
* Date and location of publication
* Accessibility of the published docs e.g. available in alternative formats
* Internal policy confirming publication approach or frequency
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| 14 | To what extent has your organisation developed an action plan to support improvement? |  | * Evidence that the action plan is published (e.g. on organisation website or annual report)
* Quality Improvement (QI) projects
* Accessibility of the action plan e.g. available in alternative formats
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