



Accessible Information Standard: Self-assessment tool

This form will help you to check
how well your organisation is
following all the rules



About this form



Services should have a team of people who help to make sure their service follows the standards.



Someone from the team should fill in this form.



You don't need to do this on your own.



You might not know the answers.
You can ask other people in your organisation for the answers.

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How to fill in this self-assessment tool



A **self-assessment tool** is something that helps an organisation check their work.

It can help you to see what works well and what you need to do better.



This tool has 13 steps. In each step there are questions for you to think about.



The questions help you to check how well the service is meeting the standards.



For each question, you need to give some proof. This is something to show that the service is meeting the rules.



Tick the box on the page if you have proof for all of the questions.



Then write in the bigger box what proof you have.



If do not have any proof, do not tick the box.

Questions about your service



Date you filled in this self-assessment tool



Name of the organisation



An **integrated care board** is in charge of planning and buying health and care services for people in an area. It is called **ICB** for short.

What is the name of the Integrated Care Board the service is in





Region



Name of the local council in your area



Job role of the person filling in this form



Job role of the person in the service who is in charge of making sure the service follows the standards

Step 1



Question 1a: How does the service find out how people like to get their information?



This could be asking if they need Braille, large print, or help from a sign language interpreter.



Question 1b: Is this way of doing things working well?



Tick this box if you have proof that you do all of the things in all of the questions.



Write what proof you have in this box.

A large, empty rectangular box with a thin black border, intended for writing a proof.

Step 2



Question 2a: Does the service give people support to book appointments?

Things like letters in easy read or help from a sign language interpreter.



Question 2b: Does the service write down how people like to communicate?

They can write it on the computer or on paper.



Question 2c: Does the service use the information they keep about people?

This will help to make sure people are supported in the right way.

☐

Tick this box if you have proof that you do all of the things in all of the questions.



Write what proof you have in this box.

Step 3



Question 3a: Does the service share information about people's communication needs with other services?



Question 3b: Is the service good at sharing information?

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Tick this box if you have proof that you do all of the things in all of the questions.



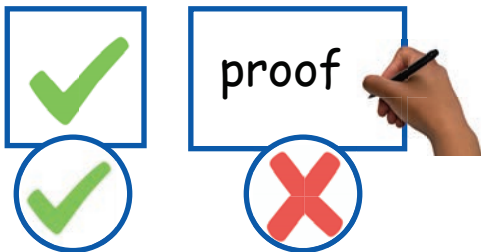
Write what proof you have in this box.

Step 4



This question is for organisations who run services out of hours.

This might be times like evenings or at weekends or bank holidays.



If you do not run out of hour services, you do not need to think about the question. You can just tick the box. You do not need to write any proof.



Question 4a: Does the service meet people's communication needs out of working hours?



Tick this box if you have proof that you do all of the things in this question.



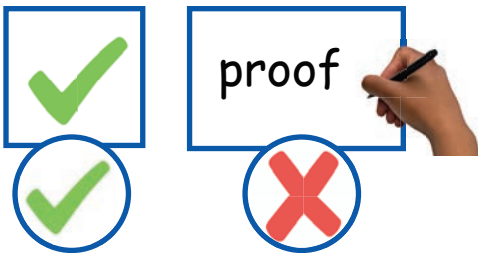
Write what proof you have in this box.

Step 5



This question is for organisations who run services in the community.

This might be at people's homes or in a day centre or community mental health service.



If you do not run services in the community, you do not need to think about the question. You can just tick the box. You do not need to write any proof.



Question 5a: How well does the service meet people's communication needs in the community?



Tick this box if you have proof that you do all of the things in this question.



Write what proof you have in this box.

Step 6



Question 6a: How do you check that when services give information in different ways, it is good quality?

Things like easy read, Braille or British Sign Language

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Tick this box if you have proof that you do all of the things in this question.

proof

Write what proof you have in this box.

Step 7



Question 7a: How does the service check if people's communication needs have changed?



Question 7b: When you have information about people's communications needs, how will you use that information to:



- Understand what people might need more of in the future?

and



- The needs of the people using your services now?



Tick this box if you have proof that you do all of the things in all of the questions.



Write what proof you have in this box.

Step 8

Question 8a: How does the service make sure staff:



- Have had training about the standards?

and



- Understand what they need to do to follow the rules properly?



Question 8b: How well does the service share things they have learned with other services?

This could be things that work well and any problems they have had.

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Tick this box if you have proof that you do all of the things in all of the questions.



Write what proof you have in this box.

Step 9



Question 9a: How does the service tell people about **reasonable adjustments**?

A **reasonable adjustment** is when services make changes to meet a person's needs.



Things like longer appointments or giving information in a way that people can understand.



Question 9b: How does the service check they are doing well at telling people about reasonable adjustments?



Tick this box if you have proof that you do all of the things in all of the questions.



Write what proof you have in this box.

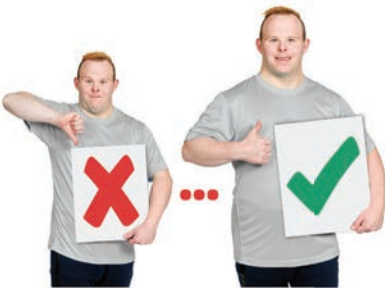
Step 10



A **complaint** is when people tell someone they are unhappy about something.



Question 10a: Are people given information about making a complaint in lots of different ways?



Question 10b: Does the service learn from people's complaints to do things better?

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Tick this box if you have proof that you do all of the things in all of the questions.



Write what proof you have in this box.

A large, empty rectangular box with a thin black border, intended for writing a proof.

Step 11



Question 11a: How many people use the service last year?



Question 11b: How many of these people have information or communication needs?



Tick this box if you have proof about all of the things in all of the questions.



Write what proof you have in this box.

Step 12



Question 12a: How many people asked for reasonable adjustments for communication or information needs in the last year?



Question 12b: How many times did the service not meet people's needs?



You should include things like:

- Why the service could not meet people's needs

and

- What the service did about it.



Tick this box if you have proof that you do all of the things in all of the questions.



Write what proof you have in this box.

Step 13



Question 13a: How many complaints has the service had in the last year?



Question 13b: How many of these complaints were about information or communication needs?



Question 13c: How many of these complaints were not solved straightaway?



Question 13d: What will the service do to solve the problems?



Tick this box if you have proof that you do all of the things in all of the questions.



Write what proof you have in this box.

Working out your score



When you have finished answering all of the questions, add up all of your ticks.



The number of ticks is called your **score**.



Your score tells you how well the service is doing at meeting people's communication needs:



The most ticks you can get is 13.



✓ **12 to 13**

If you get 12 or 13 ticks, the service is doing really well.

People's communication needs are being met.



✓ **9 to 11**

If you get 9 to 11 ticks, the service is doing ok.

They are meeting the standards in lots of ways. But there are some things they could do better.



✓ **5 to 8**

If you get 5 to 8 ticks, the service has done some things towards meeting the standards.

But there is more work they need to do.



✓ **0 to 4**

If you get 0 to 4 ticks, this means the service is not meeting the standards.