



Accessible Information Standard: Self-assessment framework

A guide to help you check
you are following the rules



What is in this booklet



Page 1 About this framework



Page 2 Step 1: Understand the standards



Page 3 Step 2: Put together a team



Page 5 Step 3: Look at how things are working



Page 7 Step 4: Find out what people think



Page 8 Step 5: Work out what you need to do



Page 10 Step 6: Write a plan

What is in this booklet



Page 11 Step 7: Work on the plan



Page 12 Step 8: Keep getting better



Page 13 Showing how well you follow the standards



Page 14 Using the self-assessment tool

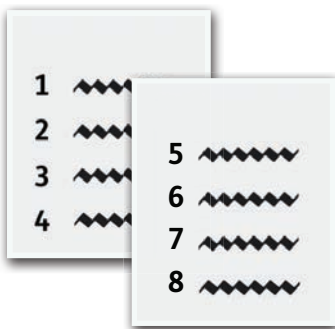
About this framework



A **framework** is like a guide that tells you how to do something.



This framework will help you check if your organisation is following the rules of the Accessible Information Standard.



It tells you the 8 steps you need to check to make sure you are following the rules.

Step 1: Understand the standards

Before they start services must understand:



- What the Accessible Information Standard is

and



- What they need to do to follow the rules.



If you want more information, you can find some booklets on our website:

XXX

Step 2: Put together a team



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

The team should include:



- A manager. This is someone who will lead the team.



The manager will make sure the service has the things it needs to follow the rules properly. Things like staff and computers.



- Staff who work with computers and keeping information safe.
These staff can check how the service uses computers to record and keep information.



- Health and care staff. Doctors, nurses and other staff understand people's information and **communication** needs.



Communication means being able to tell someone what you think and how you feel.



- Disabled people and people with a **sensory loss**. They can tell the service what problems they have with getting information.



Sensory loss is when you don't see, hear or feel the things around you in the same way as other people.

You might not be able to see or hear very well.

Step 3: Look at how things are working



Services should check how well they are meeting the rules now. They must do that in different ways.



Services must look at their policies. These are rules services must follow about how they do things.



Services need to check if they already have rules about making information easy to understand.



Services must check if staff have had training about the standards



And staff must understand what they need to do to follow the rules properly.



Services must check if their **computer systems** can record people's communication needs well.



A **computer system** is a way of putting information into a computer and getting it back out again.



Services must look at how they communicate with people.



They need to check if they can communicate with people in different ways.

Things like Braille, large print, easy read or British Sign Language.

Step 4: Find out what people think



Services need to talk to lots of different people about communication and how they give information to people.



This can help them to find out how well they are meeting people's needs.



Services need to talk to their staff. They must ask staff if they know what the rules are and how to follow them properly.



Services must speak to people who use their services. They must ask how well they are meeting people's communication needs.

Step 5: Work out what you need to do:



- Services need to work out what they need to do to meet the standards.



- Services must check if they have the right policies about making information easy to understand.



- Services must find out if staff need any training about the standards.



- Services must check if they need to update their computer systems.



- Services must check if they give people information in lots of different ways.



And they must check that they support people to understand information.

Step 6: Write a plan



Services need to write a plan about how they will meet the standards.

The plan should say things like:



- **Goals.** These are things the service wants to see happen in the future.



- What things the service needs to meet their goals. Things like money or staff members.



- What things the service needs to do to meet the standards.

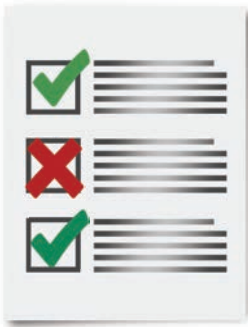


- When the service is going to do these things by and who will do it.

Step 7: Work on the plan



In this step, the service needs to make their plan happen.



If they need to, services must make any changes to how they work.



Services must keep checking their plan.



They should make sure they are doing all the things they said they would.

Step 8: Keep getting better

People's information needs can change over time.



It is really important for services to keep checking they are meeting the standards.



Services need to:

- Check their policies are up to date.
- Talk to staff and disabled people to find out if there are any new needs or problems.
- Make sure staff have up to date training. This will help them to work in the best ways.



Showing how well you follow the standards



Every year organisations need to check how well they follow the standards.



They should put this information on their website.



It should say:

- How well they are doing at following the rules.
- What they have done and where they have fixed any problems.
- What plans they have to get better at some things and how to fix any problems.



Using the 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.



You can check how well your service is meeting the standards by using the **self-assessment tool**.



You can find the self-assessment tool on NHS England's website:

XXX