



Accessible Information Standard (AIS)

Presentation May 2016

What Is it?

- The Accessible Information Standard – known officially as **SCCI1605 Accessible Information** – is a new ‘information standard’ for implementation by all organisations that provide NHS or adult social care.
- Commissioners must also ensure that contracts, frameworks and performance management arrangements with providers enable them to meet requirements.
- The Accessible Information Standard aims to ensure that **people** and their **parents/carers** who have a **disability, impairment** or **sensory loss** receive information that they can access and understand, for example in large print, braille or via email, and professional communication support if they need it, for example from a British Sign Language interpreter.

What does it requires?

The Standard requires organisations that provide NHS or adult social care to:

- Ask people if they have any information or communication needs, and find out how to meet their needs.
- Record those needs clearly and in a set (agreed) way.
- Highlight or flag the person's file or notes so it is clear that they have information or communication needs and how to meet those needs.
- Share people's information and communication needs with other providers of NHS and adult social care, when they have consent or permission to do so.
- Take steps to ensure that people receive information which they can access and understand, and receive communication support if they need it

Background

- Equalities Act 2010
- Health and Social Care Act 2012
- Came into force from 24 June 2015
- It is not new, duties to provide information and advice under the Care Act 2014 (Section 4)
- It is a legislative requirement
- Council and Health Authorities can be challenged in court
- Must be in place by 31 July 2016

AIS Implementation Timeline

Requirements	MUST comply by:
1. Ask people if they have any information or communication needs, and find out how to meet their needs in relation to sensory and physical disabilities and those with a Learning Disability and the needs of their parent/carers if applicable.	01/04/16
1. Record those needs clearly and in a set way.	01/04/16
1. Highlight or flag the person's file or notes so it is clear that they have information or communication needs and how to meet those needs.	31/07/16
1. Share information about people's information and communication needs with other providers of NHS and adult social care, when they have consent or permission to do so.	31/07/16
1. Take steps to ensure that people receive information which they can access and understand, and receive communication support if they need it.	31/07/16

Who does **AIS** Apply to?

- All Services Users and Parent/Carers who have communication needs arising from a disability, impairment or sensory loss.
- Learning Disabilities; Blind or Deaf; Deaf/Blind, not an exhaustive list.
- Some **exemption apply** i.e. mental health
- Dyslexia is not covered by the Standard but is covered through other routes,
- Language is not covered, again picked up through a different route, Equalities Act.

Why is **AIS** Being Introduced?

- A 2013 Action on Hearing Loss report, [Access all Areas?](#) included the statistic that 14% of people with hearing loss had missed an appointment due to not hearing their name being called in the waiting room.
- There are an estimated 10 million people with hearing loss across the UK, if **14%** of them have missed an appointment due to not hearing their name being called, that is **1.4 million** missed appointments.

Expected Benefits

- Improved health and wellbeing amongst Service Users (Care Act).
- Improved safety due to improved ability to understand and follow information.
- Improvement in the effectiveness of care and support due to addressing barriers to communication.
- Improvement in the Service User experience and satisfaction, and reduction in complaints and litigation associated with failure to provide accessible information and communication support.

AIS Requirements

- At the **first point of contact** or **next review**, Wandsworth staff must ask a person if they have any specific communication needs arising from a **Disability, Impairment** or **Sensory Loss**.
- Agree with the individual at **least one** method of communication.
- **Record** it.
- **Flag** it on electronic system, so it is visible on all appropriate systems.
- Use this information and agreed method of communication, when **contacting** or **meeting** with the Service User.
- **Review** and **Share** (with permission)

AIS Some possible Considerations

- Access information in alternative formats for example easy read and braille.
- Having Fact Sheets converted in advance in both Braille and Audio.
- Some services users already have I.t. equipment that enables them to access information, therefore simple email may be appropriate.
- Some Services Users may need a double appointment booked for when they have a review or assessment.
- We can try to mitigate the impact , but we can't assume, **we must ask**, what communication needs a person must have.

AIS Wandsworth

- Project Group set up since March chaired by Kerry Stevens, AD Operations.
- Our assessments forms have been amended to capture communication requirements.
- There is a requirement on I.T. providers to ensure their application can **Capture, Flag** and **Report** on Communication Needs.

AIS Next Steps

- Analysis of financial implication, no new funding available.
- Staff Training, through staff briefing and awareness campaign
- Work with Commissioned services
- Writing **Communication policy**
- **Performance Data:** The Standard includes recording practices and standards with regards to individuals' information and communication support needs and four new data subsets have been defined.



Questions

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Clipboard Font Paragraph Styles

Emphasis Heading 1 Heading 2 Heading 3 Heading 4 Heading 5

Security Warning Macros have been disabled. Options...

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28

Name: []		Main ID: []		Lead professional: []	
Care & Support Plan v7.1 (Social Care)					Confidential
Your details					
Family name:	[]	Given name:	[]	Title:	[]
Preferred name:	[]	Gender:	[]	Date of birth:	[]
NHS number:	[]	Social care ID:	[]		
Your key contacts					
	Name	Relationship/Role	Address & Contact Details		
Advocate (if relevant)	[]	[]	[]		
Next of kin	[]	[]	[]		
Main carer	[]	[]	[]		
Lead professional	[]	[]	[]		
Who has been involved in your care/support planning process?		You	<input type="checkbox"/>	Your carer/advocate	<input type="checkbox"/>
		Social care professional	<input type="checkbox"/>	Other	<input type="checkbox"/>
Details: []					
Supporting you in planning your care and support					
Do you have communication difficulties?				Yes	<input type="checkbox"/>
				No	<input type="checkbox"/>
What format would be the most appropriate for you for our correspondence (e.g. leaflets, letters)?				[]	[]
Details: []					
What type of support would be the most appropriate for face to face meetings?				[]	[]
Details: []					
Do you have any difficulties with understanding and/or retaining information?				Yes	<input type="checkbox"/>
				No	<input type="checkbox"/>
Do you have any difficulties making decisions and/or understanding information?				Yes	<input type="checkbox"/>
				No	<input type="checkbox"/>
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- No support needed
- Large print
- E-mail
- Easy read with images
- Easy read without images
- Braille
- Verbal/Audio
- Other

Windows taskbar with icons for Internet Explorer, Outlook, File Explorer, PowerPoint, Word, and system clock showing 09:51 on 13/05/2016.

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Clipboard Font Paragraph Styles

Table Tools: AaBbCcDd, AaBbC, AaBbCc, AaBbCc, AaBbCcl, AaBbC, Emphasis, Heading 1, Heading 2, Heading 3, Heading 4, Heading 5

Find, Replace, Select, Editing

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1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28

Name: []		Main ID: []		Lead professional: []	
Care & Support Plan v7.1 (Social Care)					Confidential
Your details					
Family name: []		Given name: []		Title: []	
Preferred name: []		Gender: []		Date of birth: []	
NHS number: []		Social care ID: []			
Your key contacts					
	Name	Relationship/Role	Address & Contact Details		
Advocate (if relevant)	[]	[]	[]		
Next of kin	[]	[]	[]		
Main carer	[]	[]	[]		
Lead professional	[]	[]	[]		
Who has been involved in your care/support planning process?		You <input type="checkbox"/>	Your carer/advocate <input type="checkbox"/>	Social care professional <input type="checkbox"/>	Other <input type="checkbox"/>
Details: []					
Supporting you in planning your care and support					
Do you have communication difficulties?				Yes <input type="checkbox"/>	No <input type="checkbox"/>
What format would be the most appropriate for you for our correspondence (e.g. leaflets, letters)?				[]	[]
Details: []					
What type of support would be the most appropriate for face to face meeting?				[]	[]
Details: []					
Do you have any difficulties with understanding and/or retaining information?				Yes <input type="checkbox"/>	No <input type="checkbox"/>
Do you have any difficulties making decisions and/or understanding what is said to you?				Yes <input type="checkbox"/>	No <input type="checkbox"/>

- No support needed
- Support from family / friends
- Gesture
- British Sign Language
- Makaton
- Deafblind interpreter
- Speech to text
- Other