

Practice Tool 1

Information and Advice Audit

The aim of this tool is to support you individually, as a team, or as an organisation to consider the information and advice you provide about safeguarding processes and how to improve this.

Research shows that people think information and advice is essential to help them to get the social care and support that they need. However people face barriers in accessing information and advice, particularly about safeguarding processes, and often they do not get it in a timely and appropriate way. There can be problems in the way that information is provided, where it is provided, and when it is provided.

The audit is based on principles for providing information and advice that the Think Local, Act Personal Partnership established (for more information visit www.tlap.org.uk).

These principles were developed with people who use services and with carers. They reflect what people want from information and advice, and how they think it should be provided.

Consider each principle in turn. Make a judgement about how far the information and advice that you provide meets this principle. Give a score between 5 (absolutely meets the principle) and 1 (doesn't meet it at all). Then consider what action you could take to improve the information and advice that you provide. Make a note of the action, who will do it and when, and when you will review it. Make sure that your action is SMART (specific, measurable, achievable, realistic and timely).

You can use this tool to identify your own practice goals in providing good safeguarding information and advice (which can then be discussed in supervision), or to identify team and organisational goals. It aims to support you to track progress in achieving these.

Principle	How far is this embedded (1 low-5 high)	Action	Who	When
Service Users and carers were involved in developing the information and advice about safeguarding.				
The information and advice provided supports people to achieve resolution and recovery.				
The information and advice is available when people need it.				
The information and advice is available where people are likely to find it.				
There are a range of formats and channels for people to get information and advice about safeguarding.				
Information and advice meets the needs of all individuals and groups involved in safeguarding.				
The information and advice is clear, jargon free, comprehensive and impartial.				
The information and advice is consistent, accurate and up-to-date.				
The information and advice is backed up by safeguarding support and advocacy services.				
The information and advice links to and signposts to what other agencies and organisations provide in Making Safeguarding Personal.				
Feedback provided is gathered in relation to how useful the information and advice is in enabling the person to achieve resolution and recovery, and action is taken to improve.				