

Practice Tool 2

# Information and Advice – What’s Working, What’s Not.

The aim of this tool is to support you to review what is working and not working for a person you are working with, in terms of the safeguarding information and advice that they receive.



There is evidence from service users and carers that indicates what works for them in terms of how information and advice is provided, and what doesn't (Nosowska, 2013).



This tool is based on a person-centred tool called *Information and Advice – What’s Working, What’s Not*. This tool provides a picture of how things are at this time. It shows the situation from the person’s point of view and identifies simple ways of improving things.

**When might you use the tool?**

- Give the tool to a person you are working with to use
- Share the tool with advocates or organisations that support service users and carers
- Use the tool with people at assessment or review

Below is a mini example of the tool. You can use the blank tool to gather views from someone about what is working and not working for them.

What’s working 	What’s not 
<p>Being told what is happening and what to expect</p> <p>Knowing who will support me</p> <p>Being reliable and honest</p> <p>Understanding what’s happening</p> <p>Knowing what will happen next</p>	<p>Jargon</p> <p>Not being listened to</p> <p>Not getting back to me when you say you will</p> <p>No interpreter</p> <p>Changes that I’m not told about</p>

<b>What's working</b> 	<b>What's not</b> 
<b>What needs to happen to build on what's working?</b>	<b>What needs to happen to change what's not working?</b>

Source: This tool is adapted from Nosowska G (2013). Providing good information and advice: Practice Tool. Darlington: Research in Practice for Adults.