

Top Tips for information



Information should be:

- relevant
- easily accessible (including clear language and easy-to-read layout)
- widely available, for example through schools, general practitioner (GP) surgeries, libraries
- in a variety of formats such as newsletters, internet, leaflets, booklets
- regularly kept up-to-date
- provided in bite size chunks, for example information on transition given in school
- delivered face-to-face where possible
- tailored to individual family needs
- available to a diverse range of groups, for example the travelling community, black and minority ethnic (BME) communities.
- available, where possible, in community languages reflecting the local area.

Parents need:

- to know where to go to get up-to-date information, as they need it
- to be able to access information in a variety of locations
- to be able to access information in a variety of formats for example print, online
- to know who to ask for the information they may need
- to be signposted to the right information source
- to be supported in finding information
- to not assume professionals know all about the information that is out there
- to link in with parent groups/forums as they are often good sources of information.

Professionals need:

- to be proactive in providing information
- to signpost families to relevant local services/organisations
- to link closely with other professionals
- to listen to parents and also the child where appropriate
- not assume someone else is providing information.