

Principle 5:

Young people, parents and carers have access to the information they need

“If you can start that process early and do it in the right way with the right information it’s going to make all the difference possibly between a good life and a not so good life for your child.” (Parent)
– ‘Talking About Tomorrow’ Final Report, Contact 2019

Indicator 5a: We provide information that clearly states what young people are entitled to during transitions.

Assessing	Improving	Delivering
<ul style="list-style-type: none">→ In our organisation we are reviewing the information we provide to young people and carers about their rights, entitlements, eligibility criteria and the transitions planning process to ensure it is accurate and accessible.→ In our organisation we are consulting with young people, parents and carers about what information they need to prepare for a successful transition.	<ul style="list-style-type: none">→ In our organisation we are working with young people, parents and carers to produce information responsive to their differing information needs. We are working alongside them to find the most effective ways to disseminate information and ensure we reach everyone.	<ul style="list-style-type: none">✓ Young people, parents and carers tell us that they know what they are entitled during the transitions process.✓ Young people, parents and carers tell us they know how to complain or get help if things are not working well.

Indicator 5b: We provide information that shows what support is available.

Assessing	Improving	Delivering
<ul style="list-style-type: none">→ Working with others across our local area we are mapping the range of support options available to young people.	<ul style="list-style-type: none">→ Working with others we are trialling ways to make information accessible, this might include asset-mapping websites, social media or local transitions fairs. We are consulting with young people, carers and frontline practitioners to get their ideas and feedback.	<ul style="list-style-type: none">✓ Young people, parents and carers tell us that they have the information they need about available options and support.

Indicator 5c: We provide information that is inclusive of different communication needs.

Assessing	Improving	Delivering
<p>↻ In our organisation we are reviewing all of the information we provide; looking at the content, method of dissemination and assessing how inclusive it is of different communication support needs.</p>	<p>↻ In our organisation we are consulting with young people, parents and carers about ways to improve our inclusive communication. Formats might include British Sign Language, alternative audio and video, assistive technologies, board maker, easy read and Talking Mats.</p>	<p>✓ We use inclusive communication to provide information to young people and carers.</p> <p>✓ Professionals tell us that they are confident in using inclusive communication.</p>

Indicator 5d: We provide information that uses common and agreed language.

Assessing	Improving	Delivering
<p>↻ Working with others we are developing consistency in the language we use in the information provided to young people, parents and carers during transition.</p>	<p>↻ In our organisation we are changing the information we provide to make sure we use consistent language across services and avoid the use of professional jargon.</p> <p>↻ In our organisation we are asking young people how helpful they feel the information they are given is, and how it could be improved.</p>	<p>✓ Our information uses common and agreed language across services and is free from professional jargon.</p>

Linking with the other Principles

There are many ways in which the Principles overlap, meaning they cannot be implemented in isolation and need to be addressed holistically. Below are some prompt questions to help you to identify how this Principle relates to the others.

- Do you signpost to services that provide legal advice or advocacy services for young people and carers who are dissatisfied with their transitions planning or outcome? (see Principle 6)
- Do young people and those who care for them have information about local person centred planning opportunities? (see principle 1)
- Are young people and those who care for them aware of the different services they can access and what their eligibility criteria are? (see Principle 4)
- Do you have a joint transitions pathway and if so do young people, their parents or those who care for them know how to access this information? (see Principle 2)

Evaluation Questions (under consultation)

We ask young people:

- Do you know what should happen to help you plan for the future, and who should be involved?
- Do you know how to complain or get help if things are not working well?
- Do you know what your options are for the future, and what types of support you can get?

We ask parents and carers:

Rate the following statements using a scale of 1 – 5 (where 1 = strongly disagree and 5 = strongly agree)

- You have the information you need about the options and support available to your young person
 - How could it be better? Select from the list below
 - Person centred planning
 - Open or distance learning
 - Local directory of services
 - Financial and/or legal advice
 - Social and leisure opportunities
 - Housing and accommodation
 - Employability/skills development
 - Other (please specify)
- You know what you and your young person are entitled to during the transition process
- You are confident that you know how to complain or get help if things are not going well

We ask professionals:

Rate the following statements using a scale of 1 – 5 (where 1 = strongly disagree and 5 = strongly agree)

- You are confident in using inclusive communication.

Resources:

Talking About Tomorrow: Preparing Parents in Scotland for Transition
www.talkingabouttomorrow.org.uk

Autism Toolbox www.autismtoolbox.co.uk

Supporting disabled children, young people and their families: guidance www.gov.scot/publications/supporting-disabled-children-young-people-and-their-families/

Augmentative and Alternative Communication (AAC) Scotland
www.aacscotland.org.uk/Home/

Principles of Inclusive Communication www.gov.scot/publications/principles-inclusive-communication-information-self-assessment-tool-public-authorities/pages/1/

Inclusive Communication Resources (The Royal College of Speech and Language Therapists)
www.rcslt.org/speech-and-language-therapy/inclusive-communication-overview#section-4

Scotland's Inclusive Communication Hub <https://inclusivecommunication.scot/>

Journey Through Justice – interactive online resource (Centre for Youth and Criminal Justice)
www.cycj.org.uk/resource/journey-through-justice/