

Checklist for excellent standards of information and advice

Action	√
1. There is no wrong door in Hertfordshire. If we can't help we will signpost to an organisation that can.	
2. Our service users and other priority groups know how our service works and how they can access it.	
3. All written information and advice will be in plain English, free from jargon. Information must be understood by anyone that would benefit from it – including people with learning or communication difficulties and those who don't speak English.	
4. Staff will always check that information and advice is understood and can be acted on, which may include offering the support of an independent advocate.	
5. Staff keep up to date with their knowledge of local statutory, community and voluntary services.	
6. Staff take opportunities to promote wellbeing by signposting people to preventative and universal services – regardless of who provides it.	
7. We will work collaboratively with other voluntary, community and statutory partners to provide a seamless and consistent information and advice service.	
8. We will continually evaluate the effectiveness of our information and advice.	
9. We will make sure that those most vulnerable are kept safe from harm and that people know how to keep themselves safe or report abuse or harm if it occurs.	