

The steps we're taking to ensure the Accessible Information Standard is properly implemented and enforced

Documentation

Our CCG has a legal and moral responsibility under the Equality Act 2010 to provide any of our documents, leaflets, electronic resources etc in an alternative format if requested.

We have a **fair access document** on each of the CCGs' websites with information about who to contact if you would like to request information in an alternative format such as braille, larger print, audio or other format or additional support is required e.g. a British Sign Language (BSL) interpreter or language support where the first spoken language is not English.

In June 2015 the Standardisation Committee for Care Information (SCCI) approved a new 'accessible information standard' (SCCI1605 Accessible Information). All organisations that provide NHS or adult social care must follow the accessible information standard by law (under Section 250 of the Health and Social Care Act 2012). NHS provider organisations must follow the standard in full by **31 July 2016**.

Training

Our CCGs attended training on Accessible Information Standards implementation in February 2016.

Reports

Reports on the Accessible Information Standard implementation standards went to the Executive Management Team in September 2015 and March 2016.

Contractual obligations

Although exempt from implementing the Accessible Information Standard as commissioners, we have ensured our actions through contracting and performance management arrangements with providers through the NHS Standard Contract. In line with national guidance we are ensuring that our commissioning and procurement processes, including contracts, tariffs, frameworks and performance management arrangements with providers of health to enable and support implementation and compliance with this standard.

In addition, commissioners are seeking assurance from provider organisations of their compliance with this standard, including evidence of identifying, recording, flagging, sharing and meeting of accessibility needs.

To help our GPs to meet the Accessible Information Standards requirement we sent out up to date information through our GP practice newsletters

- **March 2016 GP newsletters** contained information about the Accessible information standard and who to contact for support with implementing the standard locally and where to find NHS England support.
- **July 2016 GP newsletters** contained an article outlining the Accessible Information (the 'Accessible Information Standard'): Notes on the NHS e-Referral Service overview of the current situation 2016.

Website

Our CCG websites contain the NHS England Accessibility and Communications policy produced by NHS England.

November 2016