

Information Standard Policy

Different Strokes is committed to the Information Standard to maintain and improve its information production system and the quality of its information.

The Information Standard is a quality marker that was developed by the Department of Health to help the public identify trustworthy health and social care information easily.

- a) **Different Strokes is committed to producing good quality information.**
 - *A checklist for information production is available for reference purposes in the blue folder on each workstation. The Communications Team (currently Debbie, Eileen, Jodie, Jerry, Genise) holds overall responsibility for information production.*
- b) **Different Strokes is committed to ensuring that all the information covered by the scope of the information production system meets the requirements of this standard.**
 - *Requirements of the standard are that information should be accurate, impartial, balanced, evidence-based, accessible, well-written.*
- c) **Different Strokes is committed to reviewing all information materials for continuing suitability and updating them as necessary.**
 - *We have recruited volunteers for a focus group to provide feedback on our existing and new information. We will also accept ongoing feedback via a questionnaire on our new website and Facebook page and from all service users in their preferred format.*
- d) **Different Strokes is committed to ensuring that the Communications Team involved in producing the information is aware of, and complies with the policy statement and the requirements of the Standard.**
 - *The Information Standard was discussed at the meeting of the Communications Team on 12/10/10. The team will meet 4 times a year or more often as required to analyse feedback from the focus group and service users. Improvements to existing and new information will be discussed, implemented and monitored to ensure compliance with the Standard.*

e) **Different Strokes is committed to maintaining records to show acknowledgement of the policy statement and its implications by all involved in information production.**

- *We will keep records of all feedback received re our information production. Older versions of information will be archived for reference purposes. Minutes from meetings of the Communications Team will be available in the Communications Team lever arch file. A copy of the Information Standard policy has been circulated to all staff and volunteers and will additionally be made available on our new website.*