

## Xpact Accessible Information Standard Policy

### Our Commitment

Xpact is committed to ensuring that everyone we support — including young people, parents, carers, and professionals — can access information and communicate with us in ways that meet their individual needs.

We comply with the NHS Accessible Information Standard (AIS), which means we identify, record, share (with consent), and meet people's information and communication needs where they relate to a disability, impairment, or sensory loss.

### Our Approach

To meet the Accessible Information Standard, Xpact will:

1. Identify needs
  - We ask all service users, parents, and carers if they have any information or communication needs, and how we can meet those needs effectively.
2. Record needs clearly
  - We securely record any identified needs on the individual's record, using consistent and clear language.
3. Flag or highlight needs
  - We flag these needs within our system so all relevant team members are aware of how best to communicate and provide information.
4. Share information appropriately
  - With consent, we share details of communication needs with partner organisations (such as schools, local authorities, or health teams) when necessary to ensure joined-up support.
5. Meet needs
  - We provide information in accessible formats (such as large print, easy read, plain English, or electronic formats) where required.
  - We arrange or provide communication support (such as interpreters or supporters) if needed to enable full participation.

## Staff Training and Awareness

All mentors and staff are trained to:

- Communicate clearly and sensitively.
- Use plain language and visual supports when appropriate.
- Understand and respect individual communication preferences.
- Know how to escalate or request additional support where accessibility needs are identified.

## Review and Monitoring

This policy is reviewed annually or whenever new guidance is issued.

Feedback on accessibility is always welcomed and helps us to improve how we communicate and support young people and families.

Approved by: E Collins

Date: September 2025

Review Date: September 2026