

The 5 C's of information provision

1. **Consider**
Why are you doing it?
2. **Content**
What is in it?
3. **Composition**
How does it appear?
4. **Circulate**
Where should it go?
5. **Check**
Does it work?

A fuller explanation of the 5C's is available in the Handbook, which forms part of this series.

Contact details are included.

Produced on behalf of the Department of Health, Social Services and Public Safety in Northern Ireland.

This and the other publications in the series are available on:
www.dhsspsni.gov.uk/econsultation/practice.html

This leaflet is available in a range of other languages and formats.
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Guidance to crack the information barrier in Health, Social Services and Public Safety

The 5 C's of Information Provision

Information is the key

Health, Social Services and Public Safety organisations must promote equality of opportunity and good relations. It is important that service users receive information that is accessible and useful.

People also need more opportunities to be involved in making decisions. For any of this to happen we must provide:

- the information people need to know at the right time
- information in accessible formats
- information that is easily understood
- the right advice for people seeking information

Aims and objectives

Health, Social Services and Public Safety organisations in Northern Ireland are trying to improve how they provide information.

This involves:

- learning what is the best practice
- identifying what needs to change
- guidance for staff including checklists on how to achieve this

Who is this leaflet for?

Staff – to help them produce and approve more effective, timely and useful information.
The public – to explain what they can expect from Health, Social Services and Public Safety Organisations.

Here to help

This leaflet describes our commitment to produce information about:

- policies
- procedures
- services
- treatment
- facilities
- duties
- entitlements

in ways that can be easily understood.

Detailed guidance and advice for staff is contained within two other publications in this series;

- a handbook detailing the 5 C's
- a reference manual