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# Making Safeguarding Personal Toolkit

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## Practice Tool 2:

Information and advice -  
Working, not working



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**The aim of this tool is to support you to review what is working and not working for a person you are working with in terms of the safeguarding information and advice that they receive.**

Evidence from service users and carers indicates what works for them in terms of how information and advice is provided, and what doesn't (Nosowska, 2013).

This tool is based on a person-centred tool called *Working, not working* (for more information on person-centred tools visit [www.helensandersonassociates.co.uk](http://www.helensandersonassociates.co.uk)).

This tool provides a picture of how things are right now. It shows the situation from the person's point of view and identifies simple ways of improving things.

Below is a mini example of the tool.

You can use the blank tool to gather views from someone about what is working and not working for them.

When might you use the tool:

- > Give the tool to a person you are working with to use
- > Share the tool with advocates or organisations that support service users and carers
- > Use the tool with people at assessment or review

|  <b>What's working</b>  |  <b>What's not working</b>                        |
|--|--|
| Being told what is happening and what to expect<br>Knowing who will support me<br>Being reliable and honest<br>Understanding what's happening<br>Knowing what will happen next | Jargon<br>Not being listened to<br>Not getting back to me when you say you will<br>No interpreter<br>Changes that I'm not told about |

## Practice Tool 2: Information and advice - Working, not working

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|  What's working |  What's not working |
|--|--|
|  |  |
| What needs to happen to build on what's working?   | What needs to happen to change what's not working?   |
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