

Signposting

'Signposting' is a form of self-help in which people are given information about accessing services that are relevant to their needs. Taking steps to make it likely that people will actually access these services is an important part of this process.

An ability draw on knowledge that signposting aims to help a person access sources of support that are relevant to their circumstances and of which they may not be aware

An ability to draw on knowledge that signposting can be offered alongside other courses of action

An ability to judge when a person may need support to access services by identifying any potential barriers to uptake and helping them problem-solve and manage these obstacles

An ability to draw on knowledge of available sources of support in order to signpost vulnerable people to appropriate services, and to ensure that information about these sources of support:

is up to date

accurately characterises the level of support on offer

An ability to draw on knowledge of a range of sources of support, such as:

emergency departments

general practice clinics

local open access mental health services (such as IAPT)

local voluntary sector services offering both emotional and practical support (e.g. for issues such as debt and social isolation)

national websites and helplines (such as the Samaritans)

An ability to judge the type of service most relevant to a person's needs

An ability to identify services that are accessible to a person (e.g. taking into account disabilities that may make it difficult to travel or to make use of the service)

An ability to convey information about the service

An ability to pass on contact information in a form that makes it likely to be retained and used, for example:

written rather than verbal

using the medium most likely to be accessed by a person (e.g. electronically, via social media or an app, or 'paper and pencil')

An ability to judge the type of support that matches to a person's needs and situation (i.e. when access to self-help and/or non-professional services is suitable, and when signposting to statutory services is more appropriate), based on:

the nature and severity of their distress and current and past behaviour

their expressed preferences and willingness to access services