

Range of Advice, Information & Guidance (AIG) Service offered at the YCA: (continued)

Interpreting & translation service:

Our advisors are multilingual in both English and Arabic, therefore are able to offer a range of support from simple interpreting service to translation of larger and more complex documents, such as marriage certificates and testimonials

General Advice:

Our AIG service also offer a general service that support clients to access a variety of services that , due to language barriers, they would normally find difficult to access without support. This includes making appointments at GP practices, requesting interpreters for hospital appointments, advocating and communicating with school admissions and appeals, completion of bus pass applications, communicating with refuge collection services, support to access specialist immigration services and access to many more services

How the YCA will measure that it is achieving its aims:

The YCA will carry out Outcome Based Evaluations on the AIG services to ensure that it continues to meet the client's needs and making a difference to the lives of clients. It will do this through a variety of ways depending on the needs of the clients: evaluation forms, focus group interviews and periodic evaluation of services.

The YCA will set itself outcome based targets by which it will measure its success by. This will include aiming to achieve the following targets.

- 75% clients reporting that they gained useful information from the YCA's AIG service, that enabled them to make informed decisions on the issues or problems they were facing
- 50% clients reporting they feel more in control of their lives as a result of accessing the YCA's AIG service
- 50% of clients through accessing the YCA's AIG service will report having increased access to employment & learning opportunities
- 50% of clients reporting increased and improved access to other services as a result of being supported by the YCA's AIG service.
- 30% of clients reporting improved emotional wellbeing as a result of accessing the YCA's AIG service

The YCA staff will monitor and evaluate feedback from the client's outcomes tool utilised, for each service area every quarter and dependent on feedback create a Service Improvement Plan. The YCA team and management will review and evaluate service provision to ensure set targets have been achieved and where identified improvements have been implemented effectively. The YCA will report feedback and evaluation to clients, partners and funders via the website, newsletters and feedback display board.



The YCA's Advice, Information and Guidance Service



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Aims of the YCA's Advice, Information and Guidance service:

Our dedicated Advice, Information and Guidance Service aims to enable clients to gain information and access to various services as well as being supported to make informed choices which will enable them to appropriately address problems they face, thus enabling them to take more control of their life.

Therefore through accessing our AIG service we expect clients to:

- Feel enabled to make informed choices on issues affecting them
- Feel empowered to take more control of their life
- Have increased access to services and opportunities that will enhance their lives
- Have increased confidence in their abilities to access services and opportunities
- Feel less isolated from the wider society
- Feel less anxious about the problems they face

Range of Advice, Information & Guidance (AIG) Service offered at the YCA:

Our advisors are multi-skilled, multi-lingual and aim to provide a **one-stop service** and can deal with a range of queries (as specified below). In certain cases we will refer clients to other specialist's services.

Housing:

Our AIG service provides information about the different types of housing that are available, from social housing, shared ownership, private renting to supported housing.

We also support people with filling in the necessary housing forms and chasing up decisions as well as referral to specialised services if we are unable to help you.

Employment:

Our AIG service not only supports clients to access employment but also to provide information to help them understand their rights & responsibilities as an employee. The service supports clients to carry out job searches as well as assist clients with completion of job application either online or on paper. We also support clients to access specialist employment rights services, which will provide clients with advice on their legal position and assist them to determine the best course of action.

Skills Development

Our AIG service provides information on various skills development and adult education courses available either in-house at the Greets Green Access Centre or at other venues. We also support clients to identify areas for skills development through individual development plans and where necessary provide one to one support to access courses.

Finance management:

Our AIG service supports clients to manage their finances and debts. We support clients to 'shop around' for the best deal on various utility services such as gas, electricity, telephone and insurances etc. therefore assisting clients to maximise use of their income.

We also support clients to communicate with service providers and where necessary advocating on their behalf to assist them to elevate any concerns relating to their domestic bills which includes debt management.

Welfare Rights:

We carry out benefit review and checklist with the aim of maximising household income. We assist our clients to complete general welfare and pension applications forms, as well as ensuring clients are kept updated on the progress of their case. Where necessary we also make appeals on behalf of clients, represent and support them at tribunals.