

December Evaluation

Total number of clients seen:

Total number of clients completed evaluation form:

Total number	7	Male	4	Female	3
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1. What problem/issue prompted you to access the YCA Advice service?

Benefit related query – benefit stopped & complete benefit form
Tax related issue
Translation
Council Tax summons
Benefit & housing
Help with attendance allowance form
To apply for British passport

2. Has this problem/issue caused you any anxiety?

- a. Yes – very much so (4)
- b. Yes – a little (1)
- c. No – but if not resolved may well cause me anxiety (2)
- d. No – not at all

What support are you hoping to get from the YCA?

To get my benefit money restarted & complete housing benefit form
Translating and interpreting letter
None indicated
Understanding why I have to pay council tax summons
General advice and possibly a solution
Complete form for me
To complete form

3. Would you be able to resolve the problem/issue affecting you without the YCA assistance?

- a. No – not at all as I don't know how to communicate with or access other services (7)
- b. No – because I don't want other people to know my business
- c. Yes – but I would have to look for someone else to help me (e.g. family/friends)
- d. Yes – independently without any further help

4. Are you aware of the choices/information available to you to help resolve the problem/issue affecting you?

- a. Yes – I am aware of a wide range of information/choices available to me
- b. Yes – I am aware of some but not many (2)
- c. No-but I am able to find the information by myself

- d. No – I have no idea and I don't know how to find the information (5)

Advice Service (2. POST)

1. Has the service enabled you to take more control of the problem /issue affecting you
 - a. Yes- completely (6)
 - b. Yes - somewhat (1)
 - c. No – a little
 - d. No – not at all

2. How do you now feel about the problem/issue that was affecting you?
 - a. I feel less anxious (6)
 - b. I feel a little anxious (1)
 - c. I still feel anxious

3. Did you get the support that you were hoping for as indicated in Q4 (on pre form)?
 - a. Yes – as I expected (7)
 - b. Yes – but not the full support as there was a better alternative
 - c. Yes – but not all the full range of support I expected
 - d. No –as there were better alternative support given to me
 - e. No – not at all

4. Did the YCA service support you to access information and/or other services?
 - a. Yes – helped me to access information/service that I would otherwise not have been able to access independently (5)
 - b. Yes – helped me to access information / service that I would have found harder to access independently
 - c. Yes – helped me to access information/service but I would have been able to get other support to access (e.g family/friends)
 - d. No- I didn't need to access information/service with the problem/issue affecting me (2)
 - e. No- I did not feel I was supported to access information/service though I needed it

5. If there is anything else you would like to tell us about / or make a suggestion

I am very happy the service provided and less worried then before No comment made No comment made Happy with the service provided I would like to thank the advice worker for his help completing the form No comment made
