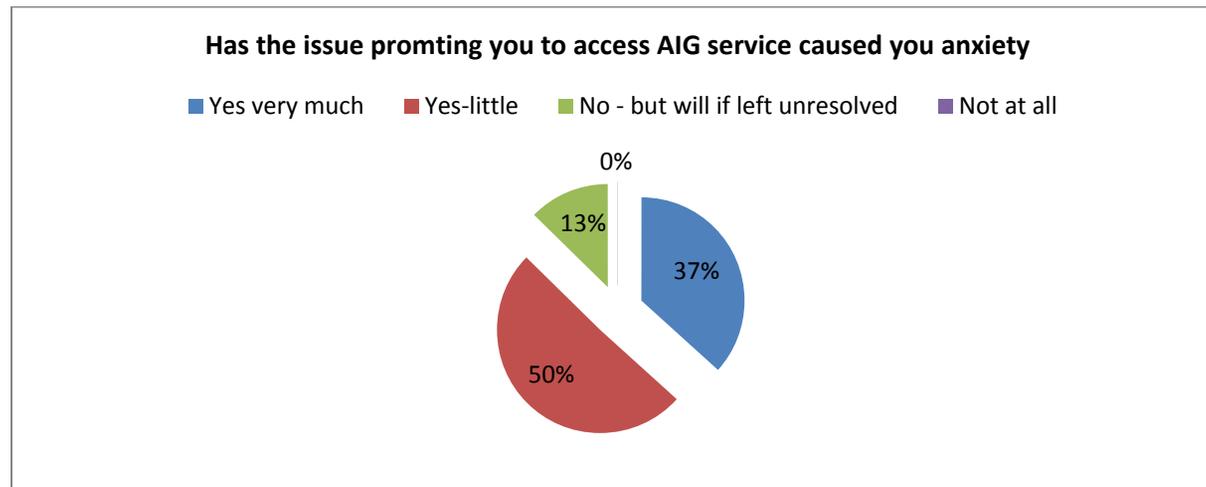


Matrix 1st February – 31st March 2013 feedback

In February and March 2013 a total of 79 clients accessed the Advice surgeries and from this number 78 (98.7%) clients completed the feedback evaluation form.

Clients accessed the AIG services for a wide range of reasons but the majority focused on assisting clients to translate letters, accessing training as well as accessing information and services relating to welfare rights and health.

The majority of clients reported that the problem/issue prompting them to access the YCA's AIG services caused them anxiety:

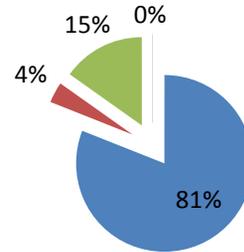


Clients accessing the AIG service expected to access a wide range of support from the YCA, which ranged from simple translation of letters to making hospital appointments on their behalf.

A high proportion (85%) of clients reported that without the support of the YCA AIG service they would not be able to resolve the problem or issue that prompted them to access the AIG service in the first place. The majority of these clients (81%) reported the reason for this to be to communication barriers and as the YCA offers a specialist Arabic speaking services were felt able to access its AIG support.

Would you be able to resolve issue without the assistance of the YCA AIG service

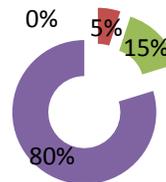
- No not at all due to language barriers
- No as I don't want others to know my business
- Yes but would still need assistance from others
- Yes independently



The majority of clients (80%) who accessed the YCA's AIG services reported not to be aware of the range of choices/information available to them to assist them to resolve the problem or issue affecting them prior to accessing the AIG service

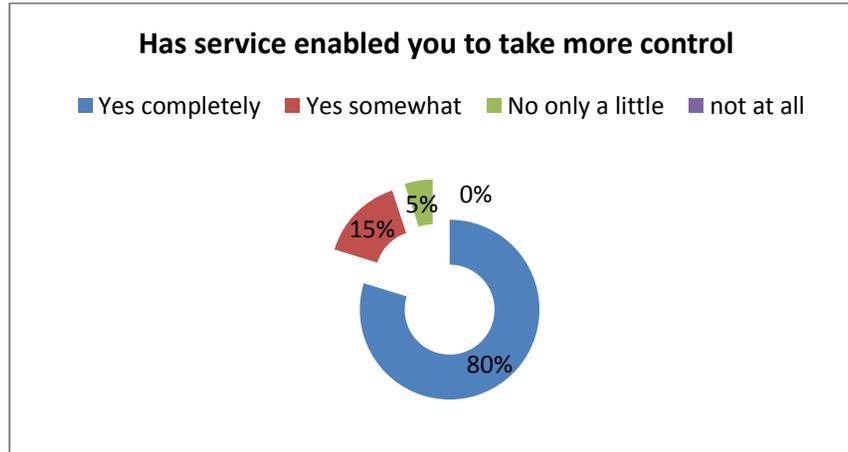
Clients aware of choice/information available to them prior to accessing service

- Yes aware of wide range
- Yes aware of some but not many
- No but able to find out myself
- No unaware

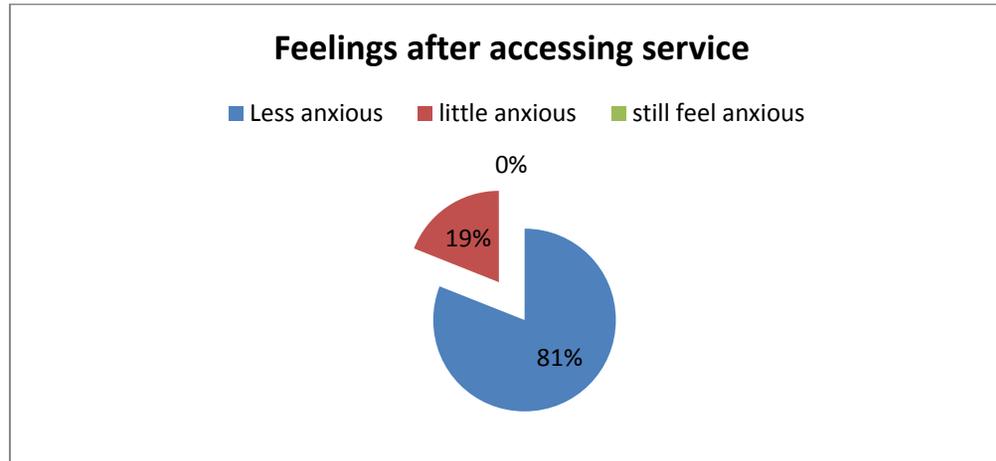


After clients accessed the YCA's AIG service they were requested to complete a post service questionnaire which captured their experience of accessing the service:

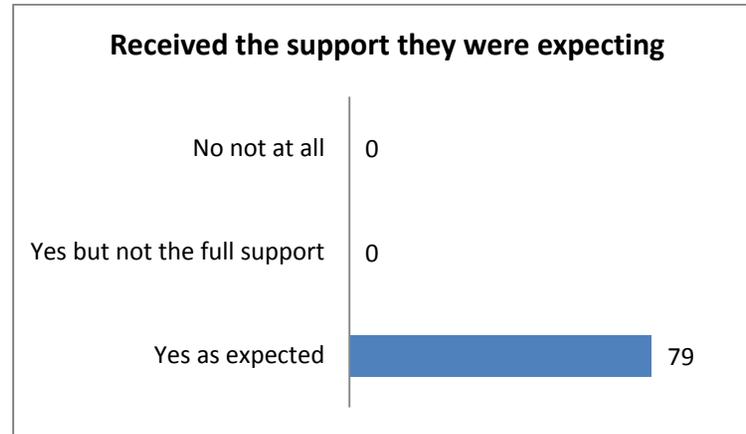
The majority of clients (95%) reported that the YCA's AIG service enabled them to take more control of the problem/issue affecting them.



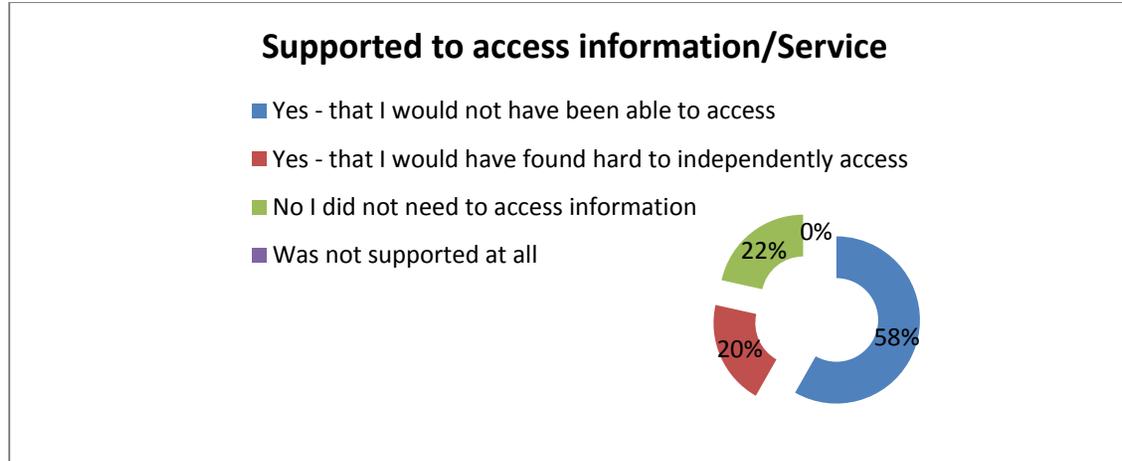
The majority of clients (81%) reported that they felt less anxious then they had prior to accessing the YCA's AIG service about the problem/issue that prompted them to access the service in the first place.



All of the clients (100%) reported that they received the support they expected from the YCA's AIG service:

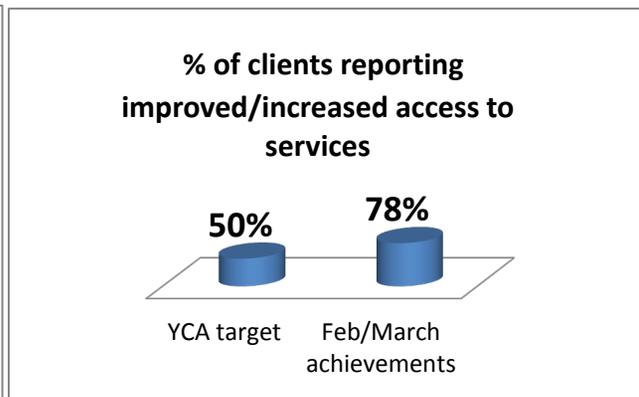
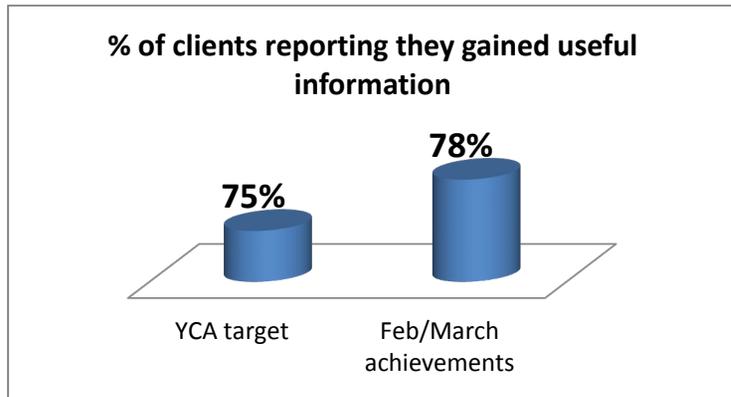
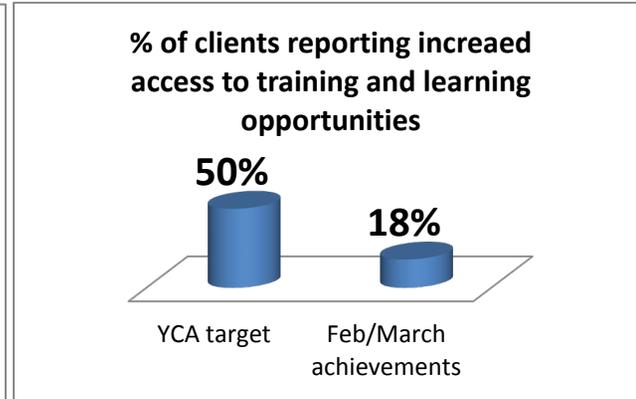
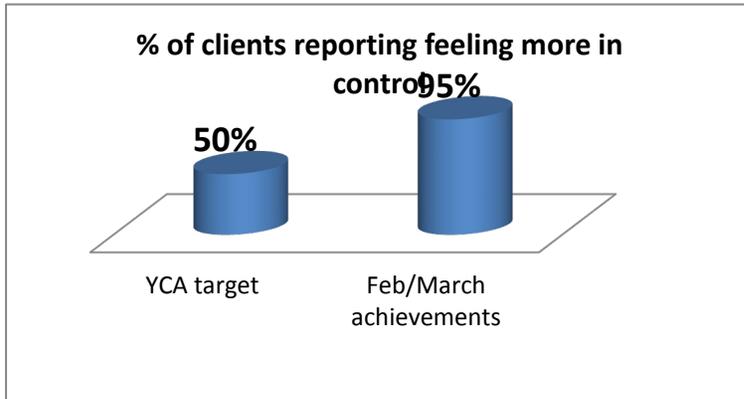


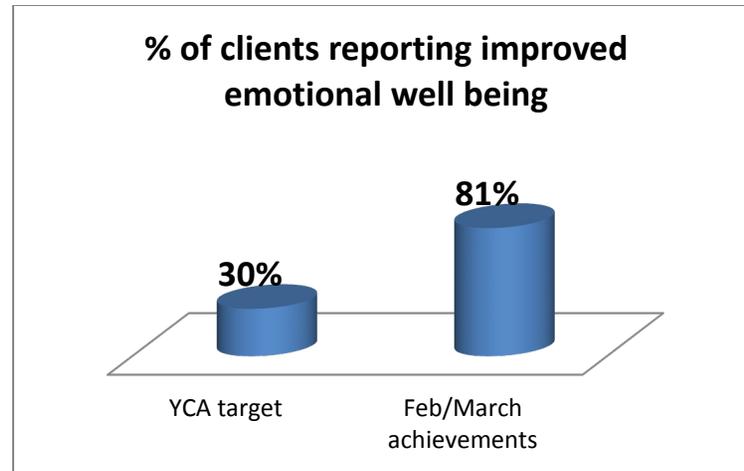
The majority of clients (78%) reported that the YCA's AIG service assisted them to access information or services that they would otherwise not have been able to access independently.



Finally clients were asked if there was anything else that they would like to tell us about or make any suggestions to improve the service. Only 20 clients completed this section and all of them indicated gratitude for the support rather than make suggestions for improvement.

The YCA has set itself ambitious targets to measure the success of its AIG service. During the period of 1st February to 31st March 2013 the YCA achieved the following targets:





Analysis of under achievements in set targets:

- **% of clients reporting increased access to training & learning opportunities:**

During 2013 the YCA has not secured funding to complete a wide range of training or employment opportunities that clients would like to see take place. The YCA are in the process of application and bid writing to address this.