

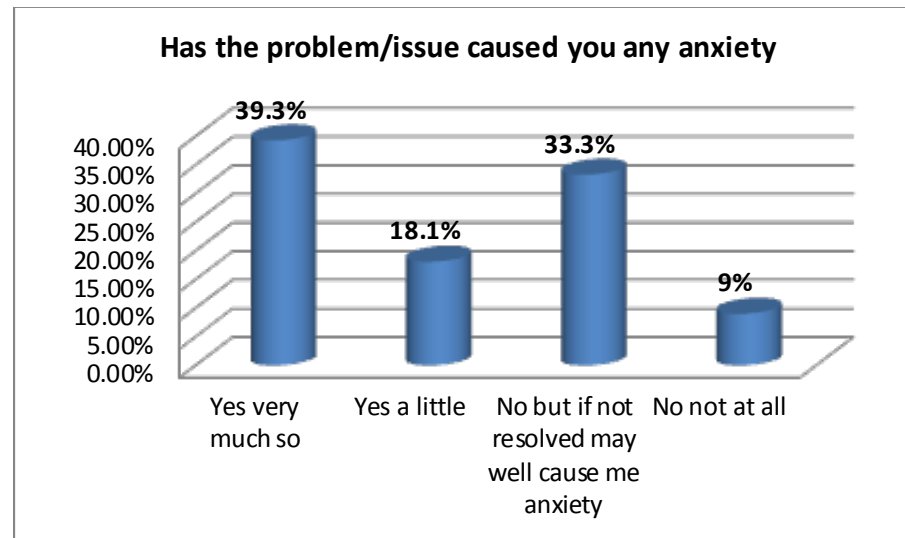
### Matrix January 2013 Feedback

In January 2013 a total of 45 clients accessed the Advice surgeries and from this number 33 (73.3%) clients completed the feedback evaluation form. Out of the 12 clients who did not complete the evaluation form 7 were telephone support therefore were not physically present to complete form and 5 clients there were unknown reasons for not completing the form.

Though the numbers of completed (& signed forms) were high at 73.3% of seen clients the team agreed that to ensure that we are able to monitor the standard of telephone support offered to clients we still needed to capture feedback from these clients. Therefore it was agreed that the advisor would ask clients for feedback over the phone and sign the form with the following 'Telephone feedback – date-time-advisor signature'

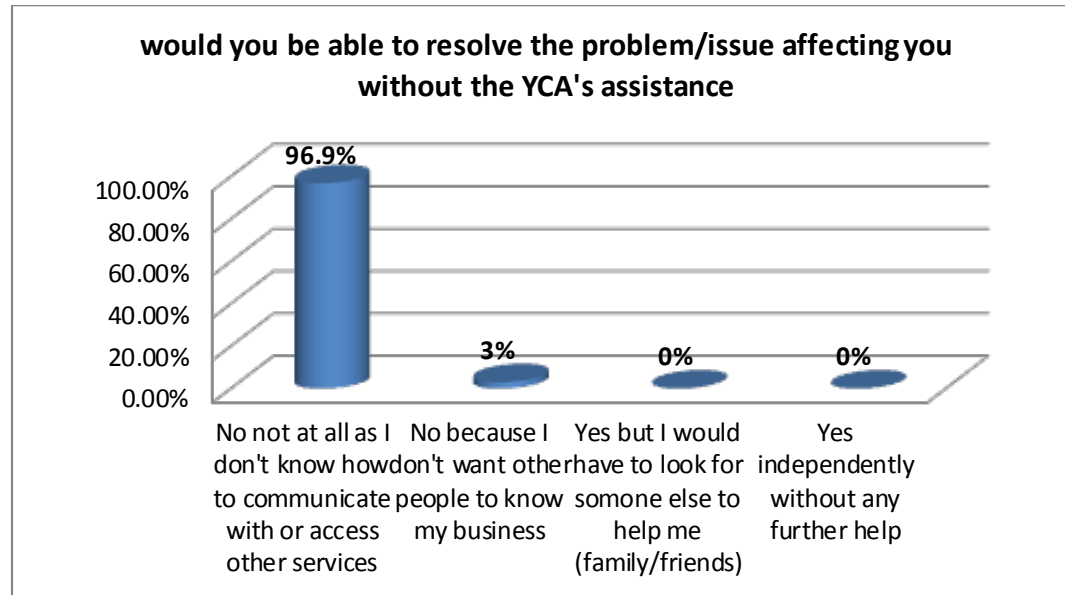
Clients accessed the AIG services for a wide range of reasons which ranged from wanting letters being interpreted to accessing welfare rights information and services:

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

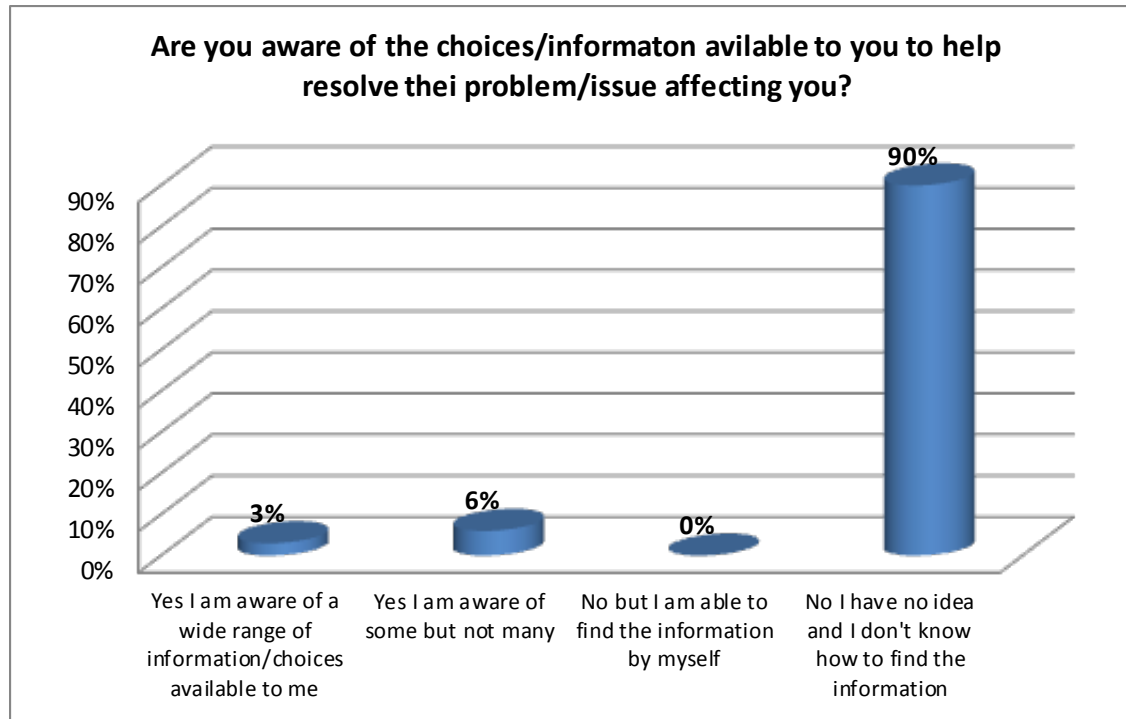


Clients expected a wide range of support from the YCA's AIG services and having assessed feedback none of the expectations could be deemed unreasonable and in most cases requesting support to access information or services.

A high proportion (96.9%) 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. Clients reported the reason for this to be communication barriers and as the YCA offers a specialist Arabic speaking services were felt able to access its AIG support.

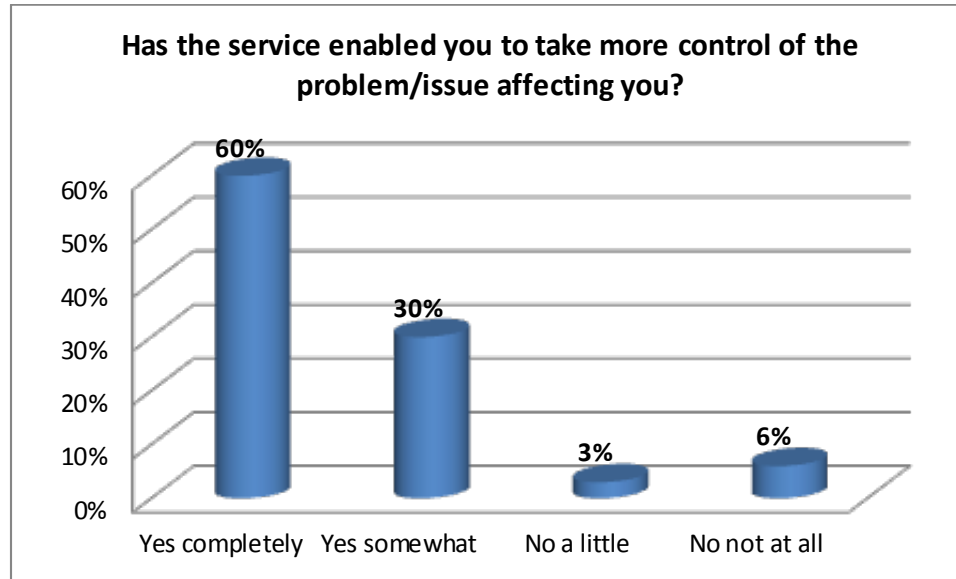


The majority of users who accessed the YCA's AIG services reported not to be aware of the range of choices/information available to them to assist them to resolve the problem or issue affecting them prior to accessing the AIG service

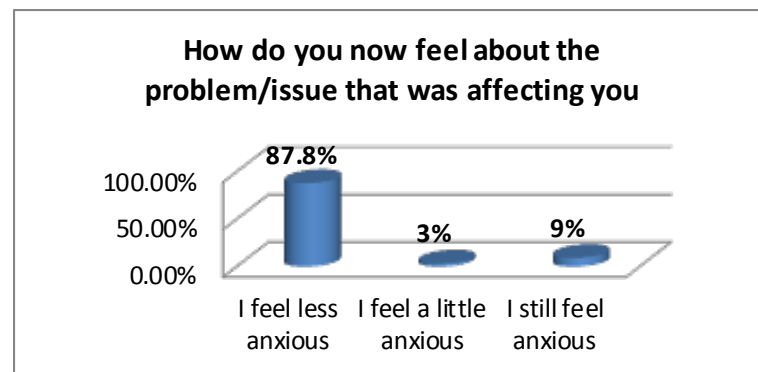


After clients accessed the YCA's AIG service they were requested to complete a post service questionnaire which captured their experience of accessing the service:

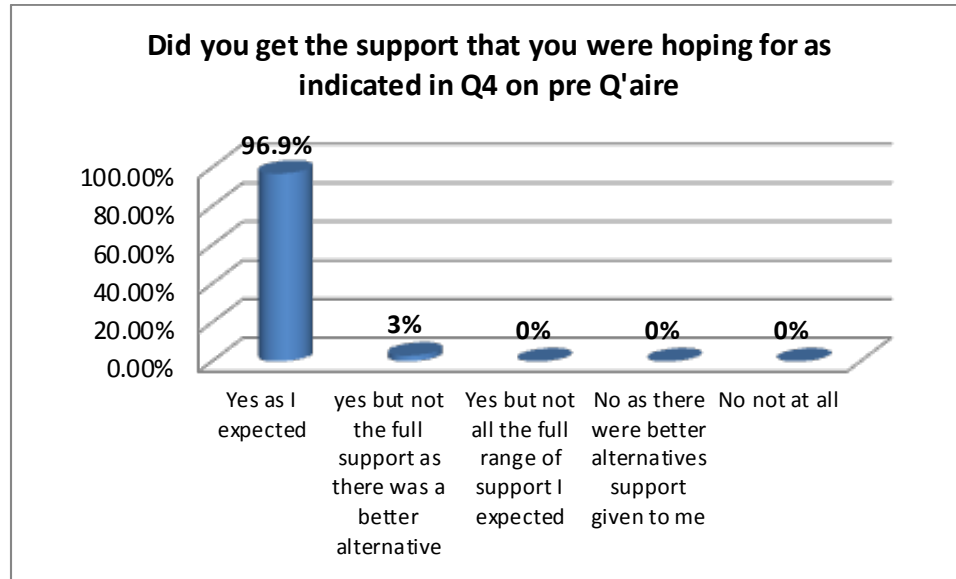
The majority of clients reported that the YCA's AIG service enabled them to take more control of the problem/issue affecting them.



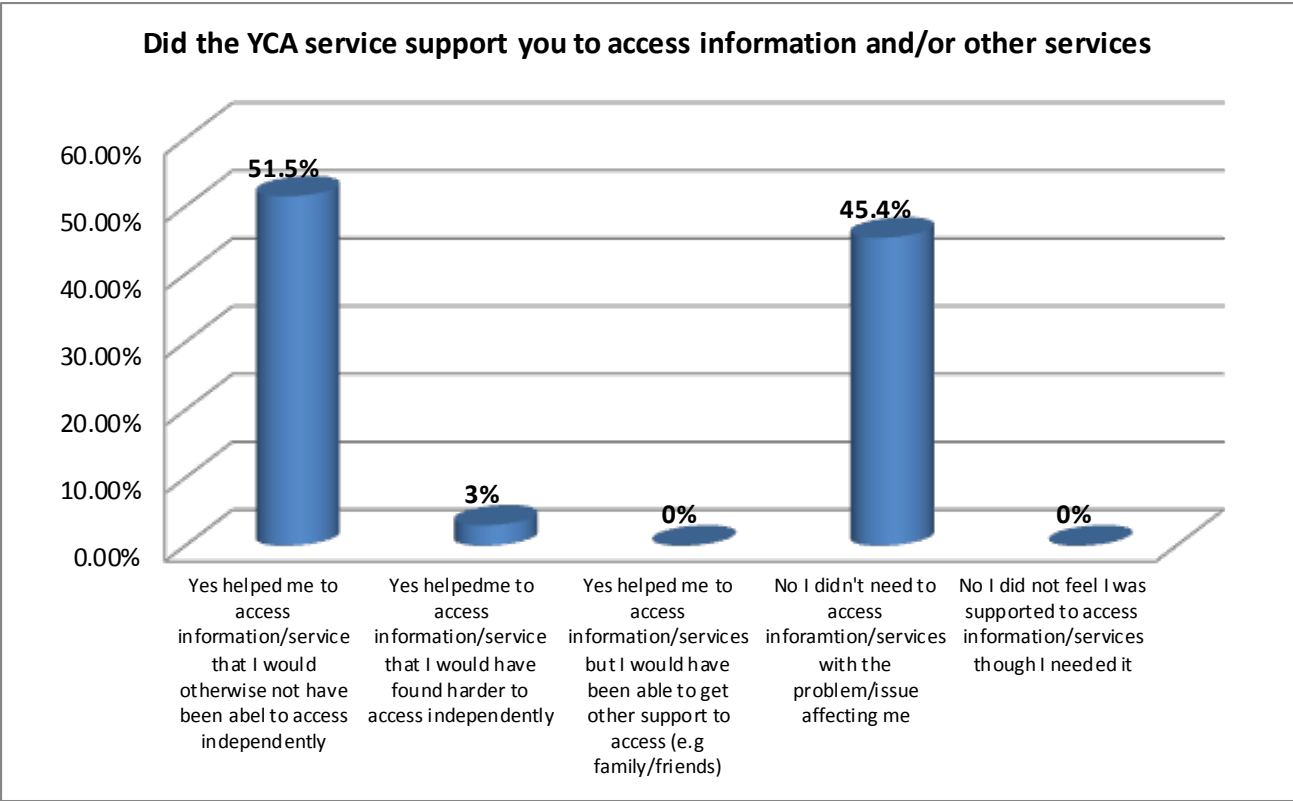
The majority of clients reported that they felt less anxious than they had prior to accessing the YCA's AIG service about the problem/issue that prompted them to access the service in the first place.



Again the majority of clients reported that they received the support they expected from the YCA's AIG service:

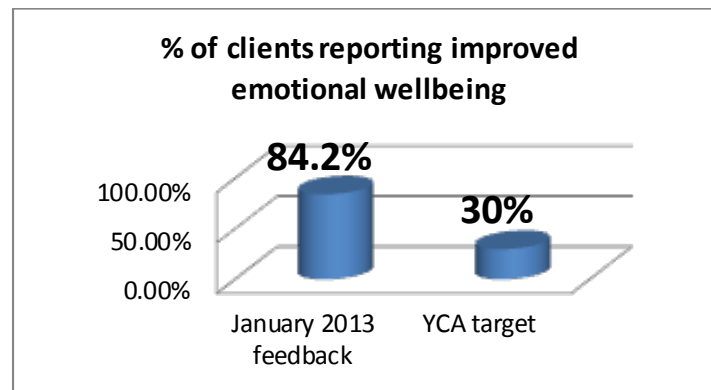
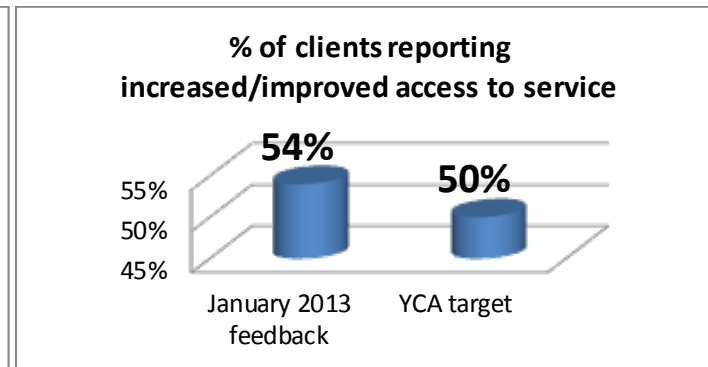
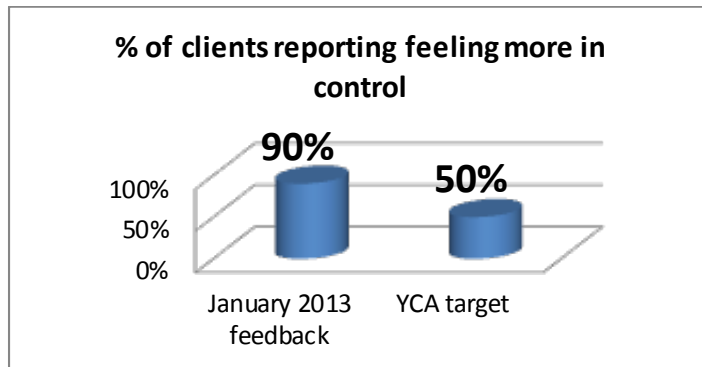
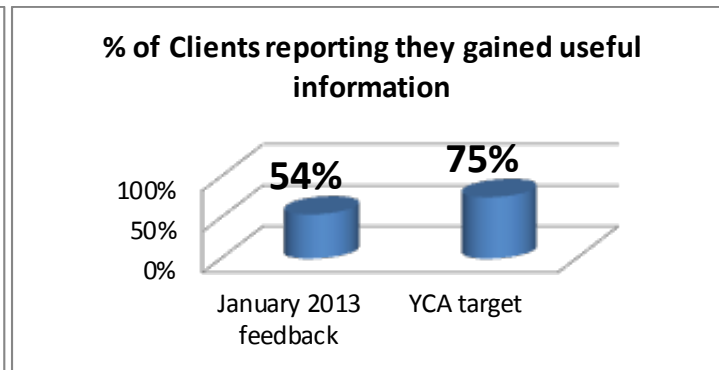
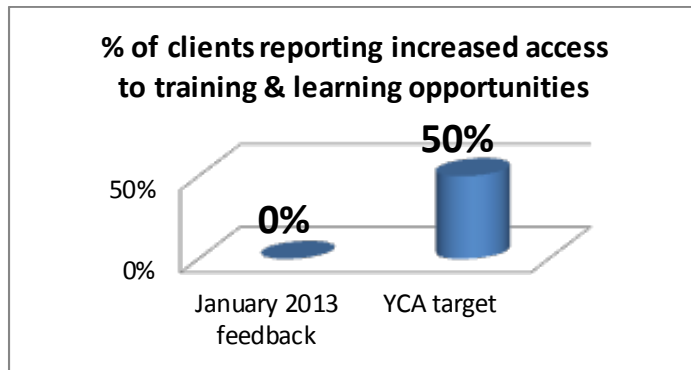


Just over half of clients (54.3%) reported that the YCA's AIG service assisted them to access information or services that they would otherwise not have been able to access independently. However 45.4% of clients reported that they did not need to access further information or other services with the issue that promoted to access the service.



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. 23 clients completed this section and all of them indicated gratitude for the support rather than make suggestions for improvement. Maybe this is an opportunity to change the questionnaire to ask specifically how the YCA could improve its AIG service.

The YCA has set itself ambitious targets to measure the success of its AIG service. In January 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 had not completed any training or employment opportunities therefore are unable to report on feedback from clients on this area. However feedback is expected in the February 2013 reporting.

- **% of Clients reporting they gained useful information:**

As previously reported in the main body of the report a high percentage of clients (45.4%) reported that they did not need to access any additional information with the issue/problem that prompted them to access the AIG service. In addition as the YCA had not yet completed any training or employment opportunities in January 2013 this also impacted on the overall % which we are hoping to see a more accurate figure for reporting in February 2013