



Information, Advice and Guidance Policy

Contents

Definition of IAG

Commitment

IAG Objectives

IAG Outcomes

Measuring the Impact of Information Advice & Guidance

Access to IAG

Quality Assurance

The Service user Journey

Information, Advice and Guidance

Definition of IAG

To ensure that there is a clear understanding of the difference between the three elements of IAG – Information / Advice / Guidance – we have adopted the following definitions:

- **Information:** provision of information on learning and work without any discussion about the merits of relative options, through leaflets, internet, website and national help services etc.
- **Advice:** one to one interaction requiring some explanation of information provided on how to access and use it, and recognition of when a more in-depth service may be required by the service user.
- **Guidance:** exploring ideas and options supporting staff, service users and employers to understand their needs; setting objectives for learning and work; understanding and overcoming barriers to work and to produce the individual support plan including provision of support and access to local specialist providers for vulnerable people and for those with additional support or social needs.

Commitment

Humbercare are committed to supporting each individual service user and employee to achieve their full potential and to be the best that they can be through attaining the highest levels of education, qualification, and skills appropriate to their ability.

As an organisation providing advice, information and guidance, our aim is to support people of all ages to gain relevant and appropriate skills to improve their quality of life, maintaining their health and wellbeing and promoting aspiration.

Information, Advice & Guidance (IAG) is provided to promote the value of learning and to ensure it is accessible to people regardless of circumstance and background.

We aspire to ensure that IAG is an integral and valued part of our business to support our own staff and service users. This commences at pre-employment, pre- delivery of training/support and pre access to our services. We evaluate effectiveness and

understanding at regular and appropriate intervals including through staff supervision and development appraisals and through support planning and review.

Humbercare provides a clear and accurate specification of the IAG services available for its services including quality standards, opening hours and the basis / criteria for referrals. Humbercare maintains a formal partnership / service level agreement with key stakeholders and commissioners to support the delivery of IAG.

We ensure that our staff providing IAG have the skills, the knowledge and experience to identify service user's and apprentices needs including any signposting or referrals as appropriate where further specific IAG may be required.

Confidentiality will be maintained, in accordance with the GDPR/Data Protection Act, where referral to a third party is undertaken.

When conducting IAG, staff will ensure that the service offered is:

- Impartial, providing signposting or referral to other providers or agencies as appropriate.
- Confidential, conforming to the GDPR/Data Protection Act and the objectives of the Matrix Quality Standard for Information, Advice and Guidance Services.
- Proactive in implementing policies to promote equality and diversity, safeguarding and health and safety.
- Accessible and visible, friendly, and welcoming. Service users, employers and staff will be aware of the available opportunities for IAG within the organisation and more widely.
- Professional and knowledgeable. Staff delivering IAG will be aware of the requirements of them in doing so and will be suitably inducted and trained to be able to undertake IAG activities competently and supported and encouraged to undertake continuous professional development.
- Able to make effective connections for each service user. We will develop suitable partnerships and networks with other providers of learning, IAG and other relevant services to ensure the provision of an appropriate level of IAG in-house, with effective referral to dedicated support where required.
- Targeted at the needs of service users, staff and employers and informed by social and economic priorities at local, regional, and national levels, including any new legislation which may impact on the service provided or their own responsibilities.
- Reflective of the diversity and inclusive of customer needs and expectations, supporting them to make informed and impartial decisions.

- Responsive to the influence of staff and customers when developing, designing, and implementing programmes.

IAG Objectives

We have objectives in line with our strategic plan and Self-Assessment Report (SAR). Where there is a common goal to ensure that IAG is sufficiently effective to cover all needs. IAG objectives include:

- Supporting our service users to make the right choices at the right times in their lives.
- Empowering our service users to achieve their learning goals and to develop independence in their choices and decisions.
- Supporting the improvement of our service users' retention and success rates.
- Proactively working with and collaborating with partners and sub-contractors to ensure our service users receive an effective IAG service.
- Ensure the delivery of IAG within Humbercare is responsive to changes, including legislation and the local, regional, and national labour market.
- Invest in our people, i.e., developing staff who deliver our IAG service.
- Continuously improve our provision to meet service user, employer, stakeholder, and government demands.
- Ensure referral processes are in place for other appropriate services.

IAG Outcomes

- *Supporting the progression of service users to live independently and to improve personal outcomes.*

All service users will be supported to identify a support plan, proportionate to their needs, that will enable them to achieve their learning and wider goals. This will be evaluated at agreed intervals and discussed with the service user regularly.

- *Ensure that service users have access to the right IAG to be able to access the right support opportunities and other services.*

Develop appropriate methods of delivering of and access to IAG then establish the effectiveness, accuracy, and ease of access of this by the holding of forums, tutorials, service user reviews, events and surveys.

- *Maintain a current and accurate resource bank of information for the service users which will include appropriate IAG from local and national sources*

Identify and update information to assist the service users' needs including developing appropriate local networks to support partnership opportunities, specialist support and associated services and develop awareness of opportunities.

Identify appropriate local partners through whom to build collaborative working arrangements.

Develop effective relationships to promote and educate safeguarding, Prevent and Channel throughout the business to support service users.

- *Ensure all staff have access to IAG to support their job role and to assist with their development and learning.*

Provide easy to understand publications, guidance, and reference information to facilitate compliance to known requirements and assist staff to develop their learning and skills.

Develop effective relationships to promote and educate safeguarding, Prevent and Channel throughout the business to support staff.

Identify appropriate partners and IAG sources to aid and support.

Measuring the Impact of Information Advice & Guidance

The impact of IAG will be measured through monitoring the following:

- Service user attendance, retention, feedback, and achievement.
- Staff attendance, retention, feedback, and morale.
- Service user success rates.
- Staff training and development and progression in the business (where opportunity allows).
- Service user progression and destination data.
- Feedback and complaints from employers.

Access to Information, Advice and Guidance

The provision of IAG commences before service users join the organisation. IAG in the form of publications, the website, marketing and publicity will ensure that it is

relevant to influence the choices and decisions of service users, employers and staff applying to the organisation for a job position.

Quality Assurance

The organisation believes that third party recognition to recognised quality assurance scheme is the most beneficial route and has therefore invested in attainment in the Matrix Standard. This will ensure that:

- The standard of IAG provided is monitored through sampling and audit of the effectiveness IAG associated with recruitment, induction, delivery, and progression.
- We conduct our own internal quality assurance measures through Service outcome reports, KPI monitoring
- That we continually improve our service and associated IAG to meet third party inspections including Matrix, EV visits. Also, to support service users, stakeholders and staff.
- The organisation will continue to maintain and encompass the requirements of the Matrix quality standard.
- We learn from the resultant analysis of surveys undertaken and this will be used to improve the provision of IAG.

Service user Journey

The remainder of this document is dedicated to the service user and their journey.

IAG is an integral part of the service user journey and opportunities to access IAG on an informal basis will exist throughout the period of learning and indeed will be integral to some elements of delivery, the following sets out the range of opportunities available to service users to access IAG.

APPLICATION

INFORMATION DISPLAYED PUBLICLY VIA WEBSITE, SOCIAL MEDIA, THROUGH KEY STAKEHOLDERS AND COMMISSIONERS ON THE AVAILABILITY OF OUR SERVICES AND THE OUTCOMES THEY SET TO ACHIEVE

ASSESSMENT

APPLICATION PROCESS DISCUSSED, INTERVIEW PROCESS EXPLAINED, INFORMATION GIVEN REGARDING THE SERVICES ON OFFER, FULL ASSESSMENT OF SERVICE USER NEEDS TO ENSURE MEET CRITERIA FOR ACCEPTANCE. GENERAL ADVICE GIVEN THROUGHOUT ASSESSMENT AS REQUIRED

DELIVERY OF SUPPORT

INFORMATION, ADVICE AND GUIDANCE AND SUPPORT DELIVERY TAILORED TO SERVICE USERS ASSESSED AND IDENTIFIED NEEDS. PROVISION OF INFORMATION IN APPLICABLE FORMATS SUPPORTING ANY ADDITIONAL NEEDS

SUPPORT PLANNING/OUTCOME STARS RECORD NEED, ACTION, TIMESCALES AND MONITOR PROGRESS WHICH IN TURN MONITORS APPROPRIATENESS OF IAG

SERVICE USER FEEDBACK OPPORTUNITIES

SERVICE USERS HAVE OPPORTUNITY TO PROVIDE FEEDBACK ON SERVICES RECEIVED THROUGHOUT SERVICE USER JOURNEY VIA FEEDBACK QUESTIONNAIRES, SURVEY MONKEY, SERVICE USER FORUMS AND CONSULTATION EVENTS/ACTIVITIES, THROUGH EMAIL OR SOCIAL MEDIA CHANNELS BOTH IDENTIFIED OR ANONYMOUSLY – ALL WITH AIM OF IMPROVING SERVICES

FEEDBACK ON THEIR FEEDBACK IS PROVIDED “YOU SAID, WE DID” VIA NEWSLETTERS/VERBALLY

EXIT FROM SERVICES/MOVING ON

SERVICE USERS ARE OFFERED THE OPPORTUNITY TO PROVIDE FEEDBACK AT EXIT FROM SERVICE BY WAY OF INTERVIEW, QUESTIONNAIRE OR THROUGH SURVEY MONKEY APPLICATIONS

INDIVIDUAL SERVICE USER OUTCOMES ARE REVIEWED MONTHLY BY MANAGERS AGAINST SERVICE KPI'S AND FED INTO SERVICE IMPROVEMENT PLANNING VIA THE SENIOR MANAGEMENT TEAM AND ARE USED AS A BASIS FOR ASSESSING THE PERFORMANCE/EFFECTIVENESS OF THE IAG PROVIDED