



Yes Manchester CIO Operations Handbook

Assessment Policy

March 2021

1. Introduction:

- 1.1. Yes Manchester is *always positive, community first, and person centred*.
- 1.2. Our assessment policy reflects these values and is a statement of the way in which we will work with every customer.
- 1.3. All information collected / collated for the purposes of assessment and case management will be stored on our Case Management System in accordance with our IT Security Policy.

2. Our Assessment Commitment

2.1. We will work with our clients to:

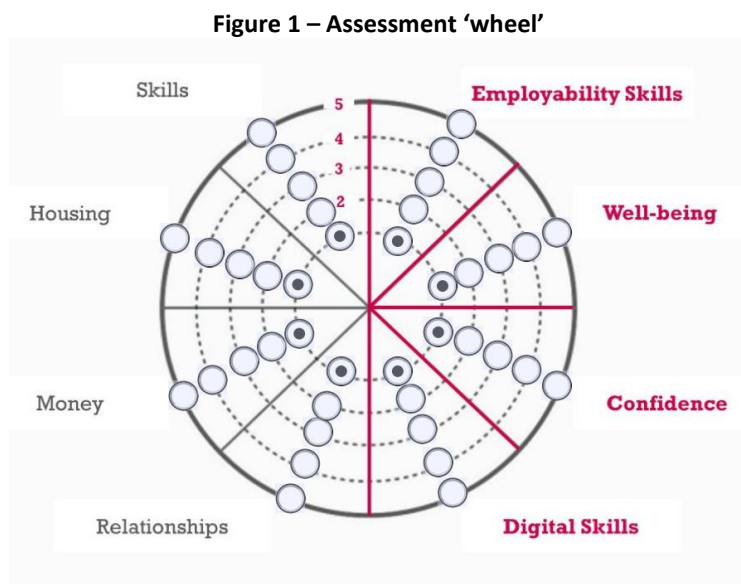
- Assess their current situation & need;
- Highlight their strengths and identify areas to build on;
- Co-create an action plan with SMART goals to give client ownership (Specific, measurable, attainable, relevant, time bound);
- Achieve goals & revise goals where necessary;
- Track their progress

2.2. We will do this to:

- fully understand each customer's needs, track measurable progress of yes clients on their journeys towards employment, and maintain records of distance travelled;
- ensure we can provide evidence of the difference we have made, for funders, stakeholders, directors and other interested parties;
- demonstrate that our service provides value-for-money.

2.3. Assessments will be carried out during client appointments. We will use our assessment tool at the predetermined intervals suggested below, or in line with contractual obligations: - Initial assessment, 1 month on, 3 months on, 6 months on, and quarterly thereafter (minimum)

2.4. This process will inform a customer action plan. The ‘Wheel’ (figure 1 – right) will help to identify which areas yes will need to focus on to help a client progress and ‘low scores’ will be built upon in the following ways:



- **Confidence:**
 - Identify, and help to address client fears/worries
 - Positive reinforcement Help client to develop self-confidence/self-esteem e.g regular visits to the centre/setting time bound achievable goals/positive feedback from advisers/digital support
 - Refer to specialist partners such as ‘The LAB’ for confidence support.
- **Employability:**
 - We will support customers via IAG – advanced questioning on their current situation, future plans and agreeing achievable goals
 - Yes to Employment
 - CV’s - Reviewing CV’s and developing where necessary
 - Interview Skills – Refresh where necessary/mock interviews
 - Job application support – giving feedback on completed job applications Work experience –
 - Identify suitable Volunteering/Work experience/Work placement opportunities
- **Well-being**
 - Active listening –try to identify root causes/offer practical solutions
 - Signposting and referrals to specialist partners e.g ‘Be Well’, Café 93

- **Relationships**
 - Referrals & Sign posting to specialist services
 - Safeguarding ACAS/Relate/Counselling/IDVA/Women’s aid
 - In Work Support
- **Money**
 - Money Advice – Referrals/sign posting - CAP, CAB, Money Matters, MCC money advice,
 - Interview travel expenses – JCP
 - Interview wear – One Manchester Working Wardrobe (Men), Dress for Success (Ladies)
- **Housing**
 - Social Housing - Sign posting/referrals to Digital champions - Manchester Move
 - Homelessness – signposting/referrals to MCC Town Hall/Shelter Other – CAB
- **Skills**
 - ESOL/Languages/Literacy – refer to Abraham Moss / Newton House
 - Digital Skills – refer to yes Digital support sessions/Learn My Way/MAES
 - Work experience – Yes to Experience, One Manchester/SSE Work Placements
 - Adult Education/Literacy Numeracy/ICT – refer to MAES/Manchester College/WEA
 - Apprenticeships – GMPN (Greater Manchester Provider Network)

**see appendix for full detail of partner services*

Document History

Accountable Officer	Sheila Sturgeon
Presented to Board	10 March 2021
Version	1
Agreed by Board	10 March 2021
Date of Next Review	March 2024

