



# Yes Manchester CIO Delivery Handbook

## Quality Policy

February 2022

incorporating **Statement of Service**

### Introduction:

1. **Yes Manchester** delivers impartial, high quality and professional Information, Advice, and Guidance and this policy and statement apply to these services, as provided to unemployed and underemployed people in North Manchester. The general principles, however, apply to all services offered by Yes Manchester.
2. The statements, principles and policies contained herein will inform our annual self-assessment review to ensure that high standards are met and exceeded, and improvements are made regularly.

### Definitions

3. 'Information Advice and Guidance' (IAG) denotes a range of impartial guidance activities and processes that can support choices made by customers, the key elements of which are defined as follows:
  - 3.1. Information within the context of the IAG service means the provision of information on learning and work, without discussion about the relative merits of the options through:
    - printed material such as leaflets audio-visual materials such as videos
    - computer software or internet-based information; and
    - verbal information to the customer on a face-to-face (including virtual) basis or through local or national help line services
  - 3.2. Advice requires more interaction with the customer, usually on a one-to-one basis. It may require explanation of some of the information provided, how to access and use information, and a recognition of when more in-depth services may be required by the customer.
  - 3.3. Guidance is an in-depth interview or other activity conducted by a trained adviser which helps clients to explore a range of options, to relate information to their own needs and circumstances to make decisions about their career (i.e., their progression in learning and work).

### Policy Statement

4. It is the policy of Yes Manchester CIO to ensure that all our customers have access to high quality,

impartial, and professional IAG to support them to make informed decisions so that they can achieve their full potential and succeed in work and life. We will work proactively with customers, employers, partners, and all stakeholders to guide customers and we will promote an ethos of lifelong learning within our own organisation and those we work with.

5. It is Yes Manchester's policy to deliver our service in accordance with the nationally recognised [matrix quality standard](#) and we strive to adhere to these principles which include:
  - 5.1. Providing impartial, responsive, friendly, and enabling information, advice and guidance services to our customers.
  - 5.2. Being accessible and visible to our customers.
  - 5.3. Ensuring that our team are professional and knowledgeable, and able to address our customers' needs.
  - 5.4. Making our customers aware of relevant IAG services.
  - 5.5. Supporting customers to explore the implications for both learning and work in their future career plans.
6. In conjunction with these principles, our aim is to ensure that:
  - 6.1. All customers have access to information, advice and guidance.
  - 6.2. All customers receive current, accurate and quality assured information which is inclusive.
  - 6.3. We collect, use and share feedback to continually improve the service.
7. We are committed to providing a confidential service to our customers and respect that:
  - 7.1. Our customers deserve the right to confidentiality to protect their interests.
  - 7.2. By guaranteeing confidentiality, we safeguard the services of giving Advice & Guidance.
8. Yes Manchester will handle information in compliance with all current legislation relating to the management of data (e.g. GDPR) and any current or subsequent human rights legislation, which guarantees a right of privacy. Information will be shared within the organisation only, except on an aggregated / anonymised basis.
9. We acknowledge that, on rare occasions, it may be necessary to break the basic rules of confidentiality. These may broadly be defined as situations where the safety, rights and liberties of other people or the person giving information may be seriously at risk.

## **Roles & Responsibilities**

10. Our Chief Executive has overall responsibility for the delivery of services by Yes Manchester CIO to current, new and potential customers. This includes:
  - 10.1. Keeping all policies under review, under the direction of the Trustee Board
  - 10.2. Acquiring and allocating resources for all services, including IAG.
  - 10.3. Ensuring that the charity achieves (*within the FYI 2022/2023*) and sustains matrix accreditation to evidence the high quality of the services provided
  - 10.4. Lead self-assessment reviews
  - 10.5. Agree improvement plans following self-assessment reviews
11. Line Managers are required to:
  - 11.1. Monitor the IAG service delivered by those they manage

- 11.2. Ensure that colleagues are adequately inducted, and are trained in IAG
  - 11.3. Help develop better processes
  - 11.4. Help shape policy
  - 11.5. Develop improvement plans with their team
  - 11.6. Quality assure IAG procedures and documents
  - 11.7. Manage colleagues training and ensure access to CPD as agreed under performance management principles / policy
  - 11.8. Inform and advise the CEO and Trustees
12. All other colleagues are required to:
- 12.1. Deliver the service in accordance with policies and processes, and using the tools and documentation provided;
  - 12.2. Take part in training as required;
  - 12.3. Help develop better processes
  - 12.4. Help shape policy

### **Statement of Service**

13. Yes Manchester will display its [Statement of Service](#) (Appendix A) in our centres, and on the website. Copies will be made available to potential customers in each training centre and will be emailed to customers on request.
14. The Statement Of Service will provide the following details:
- 14.1. Information on the service we can provide
  - 14.2. How to contact us
  - 14.3. How to access to our services
  - 14.4. What we do to improve our service
  - 14.5. How to comment or to complain about the services received.
15. The statement of service will be reviewed annually by the CEO in line with the Quality Statement and Policy, and every 3 years by the Trustees.

### **Quality Self-Assessment**

16. A self-assessment of the quality of the services provided will be conducted by the Yes Manchester team on an annual basis, and on the anniversary of matrix accreditation being awarded<sup>1</sup>.
17. The self-assessment will be led by the Chief Executive, and conducted by the Operations Manager in conjunction with the Employability Support Managers (ESMs) and will assess, as a minimum:
- 17.1. Customer satisfaction with IAG received;
  - 17.2. Impact of IAG received (i.e., number of customers gaining employment, entering training / learning, undertaking job trials / work experience, gaining interviews, customers journey as per the assessment 'wheel' etc);
  - 17.3. Currency of information given / maintained;

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<sup>1</sup> Yes Manchester expects to achieve Matrix accreditation in the second quarter of FY 2022 / 2023

- 17.4. Compliance with policies, procedures, and Statement of Service by colleagues;
  - 17.5. Impact of leadership and management colleagues;
  - 17.6. Engagement with customers regarding service development etc;
  - 17.7. Others issues as might be identified / requested by funders, employers, stakeholders, customers, trustees, and colleagues.
18. Following completion of the self-assessment, the Chief Executive, with the support of the Operations Manager and ESMs, will develop an Improvement Plan.
19. The Self-Assessment and Improvement Plan will be shared with Trustees (for information) and the Chief Executive will provide updates upon progress at quarterly Trustee meetings.
20. The Improvement Plan will be discussed at regular Operations Meetings (where it will be a standing agenda item), chaired by the Operations Manager (and normally attended by the Chief Executive) to ensure progress is made efficiently and effectively.

**Document History**

Accountable Officer	Sheila Sturgeon
Presented to Board	2 February 2022
Version	1
Agreed by Board	3 February 2022
Date of Next Review	April 2023



## Yes Manchester Statement of Service

1. **Yes Manchester** delivers impartial, high quality and professional Information, Advice, and Guidance.
2. People living in North Manchester that are unemployed and underemployed (i.e. working but dependent upon state benefits) can access our services by
  - 2.1. Visiting our website [www.yesmanchester.org](http://www.yesmanchester.org)
  - 2.2. Telephoning us on **01612601600**
  - 2.3. Dropping into one of our centres at **115 Briscoe Lane, Newton Heath, M40 2TP** or **35-39 Southchurch Parade, Collyhurst, M40 7GE** or by visiting one of our drop-in outreach events, normally advertised on our website and / or on our [facebook](#) page
3. Currency

All information and resources whether paper based or electronic will be checked regularly to ensure that they are up to date. Regular contact with partners will further ensure that information is updated.
4. Equality & Diversity

Yes Manchester will ensure that all resources are checked regularly and that they comply with our Equality & Diversity Policy.
5. Evaluation

Yes Manchester will:

  - 5.1. Collect written and verbal (video) feedback about the service provided from customers, employers, and other stakeholders
  - 5.2. Use the information received in feedback to improve the services available, as well as to evidence success
6. Compliments, Concerns, Suggestions and Complaints

Yes Manchester will:

  - 6.1. Treat complaints and compliments about our service in a serious and respectful way in accordance with our Complaints Procedure, which can be found on our website.
  - 6.2. Use complaints and other feedback to inform our annual self-assessment reviews.
7. Referrals
  - 7.1. Colleagues offering IAG services will ensure that the procedures they adopt when referring an individual to another organisation or agency are client centred, appropriate, and that they adhere to the principles and policies of equality of opportunity and confidentiality. Referral will occur where another provider offers information or services that better meet the customer's needs.
  - 7.2. Where it is believed that a customer would benefit from referral to another organisation the customer should be clearly informed of:
    - The reason for the referral and the specific area of expertise of the agency to which they are being referred.
    - The contact details of the agency to which they are referred
  - 7.3. Customers can either contact organisations themselves or Yes Manchester will undertake this role on their behalf, appending documentation to the Case Management System.
8. Confidentiality
  - 8.1. All colleagues will comply with the legal framework provided by latest relevant data protection and human rights legislation as well as Yes Manchester's policies and procedures.
  - 8.2. All information gathered during discussions with customers is confidential. Any limitations regarding confidentiality should be made absolutely clear to the customer at the earliest possible stage. The limitations may arise where a customer discloses information that leads colleagues to believe that the customer or others may be at risk of significant physical, sexual, or emotional harm or neglect.
  - 8.3. In other cases where colleagues consider it useful to the customer to disclose information revealed in confidence by a customer to a 3rd party, colleagues will gain informed consent from the customer to do so. Customers will be given the opportunity to provide feedback on the service they have received without identifying themselves.
9. Training

All colleagues in regular contact with our customers will be trained and qualified as follows:

  - 9.1. Minimum of IAG Level 2 qualification at the earliest opportunity (if not already qualified) if delivering information or digital support only
  - 9.2. Minimum of IAG level 3 qualification to deliver employability support and / or IAG.