

“Quality Matters in Information for Young People”

Paris, 15-18 September 2005

European Seminar, organised jointly by ERYICA, Eurodesk and EYCA

**DESCRIPTION OF QUALITY INITIATIVE OR PROJECT
CONCERNING INFORMATION FOR YOUNG PEOPLE**
included in Compendium of Quality Initiatives/Projects prepared for the European Seminar

Organisation: **YOUTH ACCESS**

European Affiliation: **Co-operates with ERYICA**

1. Name of Initiative (project, activity, service or product):

UNITED KINGDOM: Youth Access Quality Standards
for Youth Information, Advice, Counselling and Support Services (mainly in England) .

2. Description of Initiative or Project (*please give a short but complete description, including the aim of the initiative or project*):

The Quality Standards include 17 potential areas, which a youth information, advice, counselling and support agency may encounter.

They also:

- ? Provide a framework for consulting and involving all stakeholders, including young people as service users
- ? Provide an effective management tool to help manage and support staff as well as to plan the strategic development of a service
- ? Assist in the development of a clear and credible identity for youth information, advice, counselling and support services
- ? Provide agencies with added strength in negotiations with purchasers and funders.

Each area includes a statement followed by practice guidelines.

The areas are: Management, Line management, Supervision, Recruitment, Training, Publicity and Promotion, Initial Access, Premises, Information Services, Advice Services, Counselling Assessment, Counselling Services, Other Support Services, Referral, Case Records, Casework Supervision, Monitoring and Evaluation, and Partnership.

3. Aspect of Quality relating to Youth Information Addressed by This Initiative :

This is an initiative that **identifies a number of quality factors as a basis for analysing and evaluating the quality / impact** of a youth information service.

4. Name and Address of Organisation Responsible for This Initiative :

Name: Youth Access
Address: 1-2 Taylors Yard , 67 Alderbrook Road, London SW12 8AD

5. Name and E-mail Address of Person to Contact (for information about this initiative):

Name: Dianne Aimable-Lina
E-mail Address: Dianne@youthaccess.org.uk

6. Who Participated in This Initiative ?

The standards were initially issued as a consultation document, across Youth Access’s membership and other significant bodies. Further work was carried out by a Working Group composed of representatives from across the national Youth Access membership. Youth Access recognises however that the development of the standards is not a static process and will require constant review. We are committed to ensuring that any developments will be the subject of consultation across the Youth Access membership and the wider youth information, advice, counselling and support sector.

7. What Was the Scope of This Initiative?

(please click on / activate the box which corresponds to your answer)

Local Regional National European

8. When Was This Initiative Undertaken*(please state the date when the activity was started, when it finished, or if it is still continuing):*

The standards were initially developed in 1998, with the introduction of self-assessment materials in 1999. Two further standards (Counselling Assessment, and Partnership) were developed in 2005.

9. What Were the Results Obtained by This Initiative?

The standards are now widely recognised across the Youth Access membership and non-member organisations. The standards have also been compared with other quality standards, including the Legal Services Commission’s Quality Mark, the Connexions Service’s requirements and the Ofsted Inspection Framework for the Connexions Service.

10. Report – Publication – Other Product:

The following publication is available concerning this initiative:

Title: “Getting It Right: Ensuring Quality in Young People’s Information, Advice, Counselling and Support Services”

Language: English

Can downloaded at this web-site: www.youthaccess.org.uk/publications
(free of charge for Youth Access members)

Can be obtained from: Youth Access, 1-2 Taylor’s Yard, 67 Alderbrook Road,
London SW12 8AD – price: £GB.65-00, for non members of Youth Access.

11. Additional Information:

This description form has been completed by:

Name of Person: Dianne Aimable-Lina
E-mail Address: Dianne@youthaccess.org.uk
Name of Organisation: Youth Access