

IAG Statement

All IAG given by the Trust is impartial, non-judgemental, person centred, given to enhance people's opportunities, life chances and general wellbeing.

Activities:

The **Information, Advice** and **Guidance** sessions we offer enable us to identify issues such as debt, wellbeing, isolation, unemployment, and skills. Working with the individual these barriers can be addressed at the early stage of the programme preventing escalation through a targeted approach. This enables us to refer to partner organisations for additional support where necessary which increases the chances of sustained engagement in learning, training and our employment related offers. This allows us to develop a progression model with the resident that best suits them. Four of the main positives are:

1. Prevent sanctions.
2. Improve Health and Wellbeing
3. Supporting residents with Employment activities /Job Club/Work Club
4. Supporting residents into learning and training.

The delivery is shaped by its residents, activities, events courses, and training all built around their needs and wants. From day one individuals are listened too. General interest forms are circulated within communities. Questions are asked, opinions sort and ideas are listened too on what would make it easy for them to move forward and achieve you aims/goals.

Targeted groups are encouraged to access the provision and create bespoke learning pathways that directly benefit their requirements. These pathways could be around accessing services, improving employment skills. We also develop through our existing network of partners bespoke Training and Support that they have identified a need for.

We don't build on people's strengths the model we use support and encourage the residents to build and develop on their own strengths through a programme of steady confidence building that the residents have ownership of.

Each person receives IAG and from this point a programme is created by them in partnership with the Trust that best supports them to achieve their own aims, either for employment, vocational courses, further education or personal satisfaction. Continuous support and monitoring of all beneficiaries is recorded, this helps identify if additional support/specialised services are required.

Over 900 people accessed our programmes yearly. some were short engagement periods, very specific needs.

Most of the people we work with have several barriers preventing them progressing, which could include, low skills, poor health, low income and low aspirations from a large and growing diverse population, which through targeted engagement has started to respond. Many of our beneficiaries come from the following groups.

Women Ex- offenders
Yemen Association Groups
Domestic Violence Groups
Men Ex-offenders
Lone parents
No previous qualifications
NEET Young people (Employment focussed)

We are an integral player within the city, we work with 37 other organisations to ensure the best possible pathways for our beneficiaries to engage. We are also members of the Citywide Information, Advice and Guidance Forum and have facilitated a creation of an Adult Delivery Learning Group across the City.

We refer people to our partner organisations, a network of likeminded organisations which we are always looking to enlarge in order to increase the options available to our beneficiaries. By creating a reciprocal arrangement with these partners we create an improved offer, increase choices and enhance life chances.

Quotes from beneficiaries:

"let's pat each other on the back girls"

"thank you for all your help"

"The maths is goner be hard but I'll smash it"

"oh what the hell am I doing it feel great I'm not thick"

"I feel much better and I have signed up with a Doctor first time ever I want to look after myself now"

"Because of what I've done and coming to class I am actually doing a real college course now thanks"

"I've made friends and we will do it together"