

Quality of Services and Products: Template

Illustration

	Questions to consider	How good are we now?	How good can we be?	Improvement actions
<p>Access to information •</p> <p>Location, availability, sufficiency, physical, additional support for learning</p>	<p>Is information available in a range of formats?</p>	<p>We currently provide information in text format (through leaflets, information sheets etc) and through face-to-face contact with our Youth Information Workers</p>	<p>We would like to provide free internet access and through this guide young people to safe, reliable sources of online information in a variety of formats</p>	<ul style="list-style-type: none"> • Development of two internet stations, providing free access • Staff training on online information sources • Promotion to service users of various formats of information available online

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<p>Access to information</p> <p>Location, availability, sufficiency, physical, additional support for learning</p>	<p>Is information available in a range of formats?</p> <p>How do you ensure young people with differing abilities and capabilities have the best chance to access and understand the information provided?</p> <p>Is the location of the information easily accessible for young people?</p> <p>Can young people access the information at times best suited to meet their needs?</p> <p>Have necessary measures been taken to ensure all disability legislation is being met?</p>			

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	<p>Has consideration been given to meeting the information needs of young people with additional learning support needs?</p> <p>How do you promote and advertise access to your service in a variety of settings?</p>			
<p>Environment Physical, culture, atmosphere, behaviours</p>	<p>Is the physical environment conducive to positive learning?</p> <p>Is the culture of the facility and behaviours of staff and volunteers etc positive in the way they treat and build rapport with young people?</p>			
<p>Engagement in the process Young person involvement development, delivery and evaluation</p>	<p>How have young people been involved in developing information materials and services?</p> <p>How are young people involved in the evaluation of services and products?</p>			
<p>Young person's experience Consultation, Customer satisfaction and feedback, support in terms of information literacy, support to use the information positively</p>	<p>What mechanisms are in place to regularly secure the views of young people about your services and products?</p> <p>How do you evidence that these experiences and views have been considered and have influenced the future review and development of services?</p>			

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<p>Young person's experience cont.</p>	<p>What measures are in place to feedback to young people who have expressed views?</p> <p>How do you ensure young people have opportunities to develop information literacy skills?</p>			
<p>Resources</p> <p>Sufficiency, Staff competences and expertise</p>	<p>Are you confident your staff, volunteers etc are competent in developing and delivering your services and products?</p> <p>What training, continuous professional development opportunities do you offer/ access to ensure your staff are confident, motivated and skilled?</p>			
<p>Programmes and activities</p> <p>Varied approaches, online and offline Online, written materials, helplines, social marketing</p>	<p>Do you offer young people advice and information on 'Online safety'?</p> <p>How often do you review your materials and products to ensure you are adopting the most appropriate methods of delivery?</p> <p>If providing a telephone helpline, do you adhere to the standards of The Helplines Association?</p>			

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<p>Partnership working</p>	<p>Do you link with other youth information providers?</p> <p>How do you ensure consistency of content and complementary approaches?</p> <p>How do you ensure quality of services is maintained through partnership arrangements?</p>			
<p>Service planning</p> <p>Embedding into policy drivers and resource planning</p>	<p>Is youth information specifically included in your organisation's strategic planning and policy development processes and practices?</p> <p>Are sufficient and appropriate resources allocated to the planning of youth information services and products?</p>			
<p>Leadership</p> <p>Commitment, stakeholder engagement, motivation</p>	<p>Does the ethos and values of your organisation clearly show a commitment to ensuring all young Scots have the opportunity to access high quality information?</p>			
<p>Active Citizenship</p> <p>Good neighbourliness and community cohesion</p>	<p>How does your organisation support young people to use the information gained, in terms of positive action, signposting etc?</p>			
<p>Results</p> <p>What has been achieved in terms of your organisation's performance indicators?</p>	<p>How do you assess the impact of your youth information services and products on your organisation's stated outputs and outcomes?</p>			