

10. YIC STATISTICS

PURPOSE OF YIC STATISTICS

&

GUIDELINES FOR COMPLETION OF FORMS

Please Note:

- *A copy of the YIC Statistics spreadsheet can be downloaded from the Youth Information Website www.youthinformation.ie. See section IRELAND ... (Useful Downloads);*
- *Annual Totals (including Outreach) for the period January – December are to be returned to the Youth Information Resource Unit by 31 March of the following year;*
- *Some Centres may wish to also keep more detailed records for their own use e.g. gender/age breakdown, more detailed query descriptions, time spent in dealing with queries.*

YIC STATISTICS

Purpose

1. To monitor use of service;
2. To provide feedback on issues concerning young people and those who work with them;

Feedback on e.g.	For attention of	Note
Needs; Interests; Problems; Emerging Needs.	YIC; Youth Service; Community; Statutory/Voluntary bodies; Legislators.	Can back up with statistics (numbers & percentages). May highlight need for other new services.

3. To help identify gaps in service provision e.g.
 - subjects not covered
 - information materials not held
 - need for special training
4. To use as basis for developing service or initiating new projects;

e.g. if large number of queries received on certain subjects, could organise presentations, workshops or exhibitions, or produce special publications;
5. To help provide profile of user group – number/age/gender etc;
6. To help identify non-users;
7. For use in staff training;
8. Indicates if need for service;
9. Helps support case for funding.

YIC QUERY/SERVICE CATEGORIES

QUERY CATEGORIES

- 1. ACCOMMODATION**
- 2. CAREERS**
- 3. EDUCATION**
- 4. EMPLOYMENT & TRAINING**
- 5. ENVIRONMENT**
- 6. EUROPE**
- 7. FINANCE**
- 8. HEALTH/PERSONAL SOCIAL SERVICES**
- 9. LAW & JUSTICE**
- 10. LEISURE**
- 11. LOCAL**
- 12. ORGANISATIONS/MISCELLANEOUS**
- 13. SOCIAL/POLITICAL ISSUES**
- 14. SOCIAL WELFARE**
- 15. SPORT**
- 16. TOURISM: IRELAND**
- 17. TRAVEL & MIGRATION**
- 18. YOUTH WORK**

SPECIAL SERVICES

- A. CVs**
- B. ID/Membership Cards**
- C. Newspapers**
- D. Passport Photos**
- E. Secretarial Services**
- F. Small Ads**
- G. Internet Access**

YIC STATISTICS: GUIDELINES FOR COMPLETION OF FORMS

FORM A: QUERIES – DAILY RECORD

This form is to be used for the recording of data relating to Queries only (*and not for Special Services or Browsers for which the separate Form B is to be used*).

It is strongly recommended that each query be recorded on the Daily Record form as soon as you are finished dealing with the client.

How to Complete (*copy of Form A at end of Section*)

1. **“Name of Centre”**: Enter name of your Centre.
2. **“Date”**: Enter date for which queries are being recorded.
3. **“Query Description”**: Enter a short description of the query in this section e.g. *Education Grants, Emigration – Australia; Employment Rights*. If the client has a query about more than one subject (e.g. Education and Sport) list each one, and number as (a), (b) etc. in the same Query Description section.

(Box in corner of Query Description): Enter number of clients seeking information relating to the particular query in this box. Usually this will be 1. **N.B.** Remember, however, that if more than one person jointly seek information about the same subject, the total number of clients seeking this information should be included in the box. **For instance, if 4 young people arrive in the Centre together, all seeking information on Summer Work Abroad, the Query Description section of the form should read Summer Jobs Abroad, with 4 entered in the corner box.*

4. **“Sex”**: Enter F or M, as appropriate.
5. **“Age”**: Guess age; do not ask client.
6. **“P”** = In Person; **“T”** = Telephone; **“L”** = Letter; **“E”** = Email. Indicate how the query was received by ticking the appropriate column.
7. **“Referral”**: Make an entry under this heading if the client is referred to another agency or specialist for further assistance or help e.g. *Local Employment Service, Citizens Information Centre, Social Worker, Drug Treatment Centre*.

8. “Follow Up”: Make note of further action to be taken e.g. need to get back to client with further information, following research.

9. “Cat. X Amt.” (=Category No. X Amount): Assign category number to the query, as per the YIC Classification system; then enter the number of queries in that category. Please note the following three examples to reflect the variations which can arise in this section:

- A query by an individual about an *Education* matter should read *3 X 1*.
- An individual seeking information about two different subjects e.g. *Education* and *Sport* should have both queries recorded in the same section, as follows:
 - (a) *3 X 1*
 - (b) *15 X 1*
- When e.g. four people jointly seek information about the same query e.g. *Summer Work Abroad*, this should read *17 X 4* (**not** *17 X 1*).

10. “Total Clients (with queries)”: Enter the total number of clients recorded on the form, when filled. You will get this by adding the figures in all the corner boxes in the *Query Description* column directly above.

11. “Total Queries”: Enter the total number of queries recorded on the form, when filled. You will get this by adding all the right hand figures in the *Cat. No. X Amount* sections.

Transfer of Data from Form A to YIC Statistics Spreadsheet on Computer

At the end of each day or first thing next morning, collate the data from Form(s) A i.e. count the number of queries under each subject and transfer to the relevant section of the YIC statistics spreadsheet on the computer under the relevant date. From the bottom of the form, transfer the figure for **“Total Clients (with queries)”** to the section with the same name on the spreadsheet. As you will see, the computer calculates the other totals.

YIC STATISTICS: GUIDELINES FOR COMPLETION OF FORMS

FORM B: SPECIAL SERVICES AND BROWSERS – DAILY RECORD

This form is to be used for the recording of data relating to Special Services and Browsers only.

It is strongly recommended that requests for special services be recorded on the form as soon as you are finished dealing with the client and that details of browsers be similarly recorded.

How to Complete (*copy of Form B at end of Section*)

1. **“Name of Centre”**: Enter name of your Centre.
2. **“Date”**: Enter date for which queries are being recorded.
3. **“Age”**: Guess age; do not ask client.
4. **“Sex”**: Enter F or M, as appropriate.
5. Under the Special Service headings (**Categories A-G**) or under **Browsers**, as the case may be, enter **1** (instead of a tick to facilitate computer addition) to indicate the nature of the request or visit.
6. At bottom of form, insert total under each Special Service category and under Browsers.

Transfer of Data from Form B to YIC Statistics Spreadsheet on Computer

At the end of each day or first thing next morning, transfer the Special Service category and Browser totals to the relevant sections of the YIC statistics spreadsheet on the computer under the relevant date. **Please note that this data is to be included in the sections of the spreadsheet specifically headed “Special Services” or “Browsers” only.**

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FORM C: OUTREACH ACTIVITIES FORM

You will find these forms at the end of the Excel Workbook containing the YIC statistics spreadsheets on the computer. They are marked Outreach 1, Outreach 2, Outreach 3, and Outreach 4 with one to be completed for each three monthly period.

How to Complete (*copy of Form C at end of Section*)

1. **“Name of Centre”**: Enter name of your Centre.
2. **“Date”**: Enter date on which activity took place
3. **“Description of Activity”**: Enter a short description of the activity e.g. *workshop, seminar, exhibition, publication, presentation, radio programme.*
4. **“Topic”**: Enter topic e.g. *job-hunting, Summer work abroad, leisure activities, youth services, rights & entitlements, YIC services.*
5. **“Target Group”**: Enter description of group at which the activity was aimed e.g. *all young people and those who work with them, Transition Year students, early school leavers, asylum seekers.*
6. **“Location”**: Enter name of location where activity took place e.g. *St. Mary’s Community School, Craig’s Hotel, Buy Well Shopping Centre, Now FM, Youth Information Centre.*
7. **“Numbers Attending”**: Enter the number of participants. In cases where the exact number is not known e.g. in case of number viewing exhibition, enter approximate number.

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FORM D: DETAILED QUERY RECORD

For the purposes of assessment and training, each youth information worker is requested to write up a detailed record of how s/he dealt with one query per week. As can be seen, the information is to be provided under seven headings – (a) *nature of query* (b) *need clarification* (c) *information supplied* (d) *sources & materials used* (e) *handouts provided* (f) *referrals* (g) *follow-up*. The procedure for selecting which query a worker will write up is decided by the Centre Co-ordinator.

While initially introduced for the purpose of the YIC Quality Review, when a random selection of these records is assessed by the Youth Information Resource Unit, the procedure is seen as providing a useful training tool for youth information staff at local level (e.g. when exploring query handling).

How to Complete (copy of Form D at end of Section)

(N.B. Please read in conjunction with Section 8 (Dealing with Queries) which deals in more detail with this area).

1. **“Query Presented”**: Enter query, as presented to you;
2. **“Clarification Process”**: Describe how you clarified request, what questions you asked etc;
3. **“Information Sources Used”**: Give details of the information sources used to find the required information e.g. specific file, database, Internet, personal contact etc;
4. **“Information Supplied”**: Give details of information supplied in response to request;
5. **“Handouts”**: List any handout/s given to client about the requested subject;
6. **“Referrals”**: If referral made to another agency, provide details;
7. **“Follow-Up (if required)”**: Provide details of any follow-up required e.g. need to do further research on subject, to get back to client, to alert client when something relevant is introduced etc.

Please Note: Returns from this form are for Centre use only except when a YIC is carrying out the Quality Review. At that time, a selection of detailed query records for each worker is submitted to the Youth Information Resource Unit for assessment purposes, as part of the overall review process.