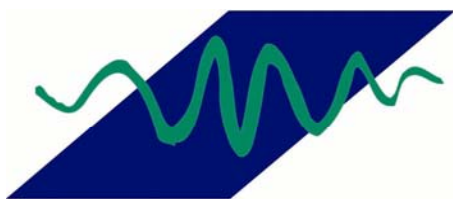


YOUTHSTAT

statistical recording for
youth information, advice
and counselling services

James Kenrick



youth
ACCESS
To Information, Advice and Counselling

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INTRODUCTION

Increasing reporting demands from funders and recent policy developments, such as the Community Legal Service and Connexions, have highlighted the need for agencies to have comprehensive statistical recording systems in place. Yet there has never been a standard or universal system for the youth information, advice and counselling sector. Many of our members have told us about their dissatisfaction with their existing, often “home-made” systems. Often these systems are computerised and have required a significant investment of time and money to develop in-house, but still fail to meet the needs of the organisations concerned.

In 2000 London Advice Services Alliance (Lasa) met with Youth Access to discuss a new statistics and case management database called AIMS they were developing with funding from the National Lottery Charities Board. The obvious potential of their software for revolutionising the standard of statistical recording in the advice sector prompted us to work on a stats system that would both complement the AIMS database and meet the unique needs of our members.

The first version of **youthSTAT**, then just a working title for our own system, was issued to Youth Access’ membership in May 2001 for consultation. At that point it consisted of little more than a long list of subject categories, representing the types of enquiry from young people we believed our members might wish to monitor. We received an unexpectedly enthusiastic response to the consultation and some valuable feedback, which informed a revision of the system and the commencement of work to expand it into something more ambitious. Version 2 of **youthSTAT** was piloted with five of our member agencies in July and August 2001 and underwent continuous refinement and development between then and its eventual release in February 2002.

This publication provides copies of the **youthSTAT** classification schedules in an easy-to-view paper format, together with basic guidance on establishing effective statistical monitoring procedures in your agency. We have also included some sample stats recording and collation forms to assist you in designing your system. Finally, we have provided a feedback form at the back of the publication on which you can tell us about any problems you experience whilst using **youthSTAT** in your agency.

Happy statting!

BASIC GENERAL PRINCIPLES OF STATS RECORDING

- TM Decide on what information you need to monitor and why.
- TM Only record information you will make use of – keep it simple.
- TM Strike a balance between the need to gather accurate stats, workers' time and maintaining the trust and confidentiality of your clients.
- TM Assess what kind of stats system will best meet your needs, e.g. manual or computerised; off-the-shelf or tailored.
- TM Design your stats recording and collation sheets in a way that captures all the information you require in a clear and concise way.
- TM Ensure all relevant staff have a shared understanding of your stats system and procedures – provide training where necessary and agree interpretation of key terms, such as 'contact' and 'enquiry'.
- TM Make individual workers' responsibilities clear – you may wish to nominate a worker with overall responsibility for collation.
- TM Take time to explain to clients what data you are recording and why.
- TM Never view stats recording as an alternative to case recording.
- TM Always keep stats records separate from case records.

youthSTAT & AIMS: AN OVERVIEW

youthSTAT is a comprehensive statistical classification system for youth information, advice, counselling and support (YIACS) services that will assist agencies in the recording, monitoring and evaluation of their work. It comprises comprehensive schedules of:

- information and advice enquiry categories (see pp. Xxxxx- xxxxx);
- counselling presenting issue categories (see pp. Xxxxx- xxxxx);
- user profile monitoring categories (see pp. Xxxxx- xxxxx);
- work profile monitoring categories (see pp. Xxxxx- xxxxx);

Altogether there are around 500 categories, including Level 1 main heading categories, Level 2 sub-categories and, in some instances, Level 3 and 4 sub-sub-categories where recording in greater detail may be required by some agencies. Whilst this may sound a more complex system than most agencies require, youthSTAT has been designed to enable agencies to tailor the schedules to meet their precise and unique needs. Thus, agencies are free to choose as many or as few categories as they need to monitor and can even add their own categories where required.

AIMS

AIMS (Advice and Information Management System) has been designed by Lasa with a wide variety of service providers in mind, from the smaller advice and information providers to those operating Legal Services Commission franchises. However, it appears to have equal applicability to counselling services and has the potential to be used even more widely, e.g. by youth services and Connexions Personal Advisers.

The AIMS Core module is essentially a computerised statistical system that will provide agencies with the ability to report on the work of the agency to a high level of detail. The information available will provide key data for social policy analysis as well as helping agencies provide facts and figures to funders. The following are the key features:

- capture of individual client details
- contact and problem counts
- user information and person profiling
- work details and outcome monitoring
- suite of standard and ad-hoc reports

AIMS Extra is a more complex case management system and contains a number of additional features to enable agencies to comply with Legal Services Commission contract standards. However, we expect some of the additional features, such as the integrated adviser and room-booking Diary system, to prove useful to many of our members.

For further information about AIMS, contact Youth Access or visit Lasa's website (www.lasa.org.uk/aims).

Key Benefits of youthSTAT & AIMS

- ✓ Provides YIACS with a sophisticated and comprehensive off-the-shelf statistical recording, monitoring and evaluation tool at a vastly subsidised and, therefore, affordable price.
- ✓ Enables YIACS to make use of the latest technology when monitoring their services.
- ✓ Likely to save agencies huge amounts of money and time currently spent on developing in-house stats systems, data inputting, stats collation and stats reporting.
- ✓ Represents agreed best practice in the YIACS and legal advice sectors.
- ✓ Helps agencies meet monitoring and evaluation standards required by the CLS Quality Mark, Youth Access' Quality Standards, Connexions and Ofsted.
- ✓ Will enable Youth Access to gather useful, comparable data from our members.
- ✓ Strengthens the ability of our network to influence social policy through presenting a more coherent, unified voice to Government.

Using youthSTAT and AIMS

Now that you have this publication, there's nothing to stop you tailoring **youthSTAT** to your individual needs and starting to use it immediately. We have decided not to charge a license fee for using **youthSTAT** as we are keen for it to be used as widely as possible. However, we do ask agencies to register as users with Youth Access, so that we can monitor its use. If your agency is not a member of Youth Access, we would also encourage you to join our membership in order to strengthen the influence of our national network of youth information, advice and counselling services.

youthSTAT can be incorporated into most paper-based or computerised statistical systems already employed by agencies. However, Youth Access strongly recommends agencies to use **youthSTAT** in conjunction with AIMS in order to get the most out of it without spending inordinate amounts of time recording, collating and reporting the resulting statistics.

In order to use AIMS, either in conjunction with **youthSTAT** or on its own, you will need to purchase the AIMS software. Contact Youth Access for further details.

GUIDANCE ON MONITORING ENQUIRIES AND PRESENTING ISSUES

On pages xxxxx – xxxxx you will find:

- ❑ youthSTAT's information and advice enquiry classification schedule
- ❑ youthSTAT's counselling presenting issues classification schedule

We have divided enquiries and presenting issues into two sections in order to establish clear boundaries between the distinct interventions of advice and counselling. Inevitably, many of the same issues appear in each section. However, the emphasis and the nature of the work carried out under the two disciplines is very different. Usually it should be obvious to an individual worker which intervention they are providing at any one time, particularly where specialist advice workers and counsellors are employed. We hope that youthSTAT will further assist workers and agencies in setting appropriate boundaries between disciplines.

Deciding which categories to monitor

There are 4 levels of detail in the information and advice schedule and two in the counselling schedule. We hope that youthSTAT's schedules cover virtually every issue young people will bring in to your centre. However, we do not expect you to want to use all the categories included in youthSTAT. It would be far too complex and cumbersome to do so, particularly if you are using a paper-based system. What we suggest is that you work through the schedules of categories provided and pick out the 20, 30, 40 or even 200 categories you wish to or need to monitor.

Agencies should remember that they are free to adapt or rename the proposed categories to better suit their needs or even add further categories if required. youthSTAT should be viewed, then, as a fully adaptable template representing a system of classifying issues in a manner which has been agreed to be appropriate for and by the youth information, advice and counselling sector.

There is nothing to stop you recording different subjects to different levels of detail. For example, an agency with a specialist sexual health advice service may want to monitor sexual health enquiries to level 4 in the information and advice system, but may only need to record other types of enquiry to level 1 or level 2. Similarly, an agency with a specialism in post-abuse counselling may wish to add in its own level 3 or even level 4 categories to supplement the level 2 categories already provided under the level 1 heading 'Abuse' in youthSTAT's counselling system, but may not need to go beyond level 1 in most other categories.

NB: Where you decide to use some categories, but not all, at a given level, any categories you do not wish to use should be lumped together under 'Other' in order to ensure your stats reflect the full range and volume of your work. You should try to avoid a situation, however, in which the proportion of enquiries or presenting issues being classified under 'Other' amounts to more than 5 – 10% of the total.

Recording

Every worker providing information, advice or counselling should complete an entry on one of your agency's standard stats recording sheets following every contact from a user they have dealt with, whether by phone, email or in person. It is suggested that your stats recording sheets contain a column for enquiry/presenting issue codes (see example stats recording sheets, pp. xxxxx-xxxxx). Each contact entry should reflect every one of the enquiries made or issues presented in the course of the contact. Hence, if during the course of a single contact four separate enquiries are made, four enquiry codes should be recorded in the appropriate column on your stats recording form.

Until individual workers become used to the categories and codes in **youthSTAT**, significant confusion about how or where to record a given enquiry/presenting issue might arise. For example, a counsellor trying to record the issue of sexuality in an agency that has decided to record counselling presenting issues to level 1 only, may not know that sexuality is classified in **youthSTAT** as a level 2 category under the level 1 heading 'Identity'. To avoid confusion, it is suggested that each worker is issued with a hard copy of the full **youthSTAT** classification system with the categories you have chosen to monitor highlighted.

AIMS

youthSTAT's enquiry and presenting issue schedules have been incorporated into the AIMS software during its development, along with several other classification systems developed by other advice networks for other specific user groups. The AIMS User Guide, supplied with the software, will guide you through how to configure the software to enable you to use your chosen classification system. In parallel with **youthSTAT**, AIMS can be tailored to meet your precise needs, so you can adapt, rename, delete and add categories as required.

NB: Codes provided are suggested codes for agencies using AIMS

Level 1 categories	Code	Level 2 categories	Code	Level 3 categories	Code	Level 4 categories	Code
HOUSING	AHOU						
		Leaving Home	LEA	<i>Reason:</i>			
				Possession action/eviction by landlord	A		
				Family conflict/relationship breakdown	B		
				Housing conditions (e.g. overcrowding)	C		
				Leaving Care	D		
				Voluntary	E		
				Other reason	Z		
		Tenants' rights	TEN	Rent	A		
				Deposits	B		
				Repairs	C		
				Harassment	D		
				Assignment/succession	E		
				Squatters' rights	F		
				Other	Z		
		Seeking accommodation	SEE	To rent/buy privately	A		
				Applying to LA as homeless	B		
				Housing allocations	C		
				Waiting lists/housing register	D		
				Transfers/exchanges	E		
				Hostels/B&B	F		
				Other	Z		

MONEY & BENEFITS	AMON						
		Welfare Benefits	BEN	Income Support	A		
				JobSeekers' Allowance / signing on	B	Severe Hardship Payments	1
				Housing Benefit /CTB	C		
				Incapacity, disability & carers' benefits	D	Incapacity Benefit	1
						Severe Disablement Allowance	2
						Statutory Sick Pay	3
						Disabled Person's Tax Credit	4
						Disability Living Allowance & AA	5
						Invalid Care Allowance	6
				Social Fund	E		
				Family benefits	F	Child Benefit / Guardian's Allowance	1
						Working Families' Tax Credit	2
						Childcare Tax Credit	3
						Maternity Allowance	4
						Statutory Maternity Pay	5
				Asylum Support	G		
				Education grants & benefits	H		
				Other	Z		
		Council Tax	CTX				
		Debt	DEB	Credit debt	A		
				Housing debt (incl. rent arrears)	B	(NB: Council Tax has its own Level 2 category)	
				Utilities debt	C		
				Court Fine	D		
				Student loan	E		
				Child Support (owed by client)	F		

		Managing Money	MAN	Budgeting	A		
				Banking	B		
				Gambling	C		
				Fundraising	D		
		Child Support (owed to client)	CSA				
		Consumer	CON	Goods	A		
				Services	B		

EDUCATION, EMPLOYMENT & TRAINING	AEET						
		Education	EDU	Exclusion	A		
				Truancy / non-attendance	B		
				Special needs	C		
				Bullying	D		
				Financial support	E		
				Other	Z		
		Rights in work	WRK	Maternity rights	A		
				Pay	B	National Minimum Wage	1
						Calculation of deductions	2
						Unpaid wages	3
				Hours	C		
				Leave & holidays	D		
				Rights as volunteer	E		
				Health & safety	F		
		Rights on leaving work	LWK	Dismissal	A	Unfair dismissal/Constructive UD	1
						Wrongful dismissal	2
						Redundancy	3
				Notice	B		
				Payments due	C		

		Training	TNG	In work training	A		
				Basic skills	B		
				Other	Z		
		Government programmes	GOV	New Deal	A		
				Connexions	B		
				Other	Z		
		Careers	CAR	Opportunities & options	A	Education courses/options	1
						Paid employment	2
						Self-employment	3
						Voluntary work	4
						Training	5
				Applications	B	School/college	1
						Jobs	2
						Business start-up grants	3
						Voluntary work	4
						Training	5
				CV preparation	C		
				Interviews	D		
				References	E		

FAMILY & RELATIONSHIPS	AFAM						
		Family breakdown	BRK	Divorce	A		
				Separation	B		
				Conciliation	C		
		Family Law	LAW	Residence & contact	A	<i>NB: child protection, adoption & fostering are classified under Social Care</i>	
				Parental responsibility	B		
				Change of name	C		
		Abuse & assault	ABU	Domestic violence	A		

				Physical abuse	B		
				Sexual abuse	C		
				Emotional abuse/ neglect	D		
				Physical assault / violence	E		
				Sexual assault & rape	F		
				Fears about abuse or assault	G		
				Harassment	H		
		Relationships with others	REL	Partner	A		
				Parent	B		
				Step-parent	C		
				Sibling	D		
				Friend	E		
				Offspring	F	Parenting skills	1
				Staff at centre	G		
				Other professionals	H		
				Other	Z		
		Sexuality / sexual orientation	XUA				

HEALTH & CARE	AHEA						
		Sexual Health	SEX	Facts of life	A		
				Contraception	B	Contraceptives dispensed / taken away	1
				Pregnancy / conception	C	Pregnancy test	1
						Termination / abortion	2
						Childbirth	3
						Miscarriage / still birth	4
						Fertility / infertility	5
				Sexually Transmitted Infections	D		
		Physical Health	PHY	HIV / AIDS	A		
				Short-term illness / disability	B		
				Long-term illness / disability	C		

		Mental Health	MEN				
		Eating problems	EAT				
		Drugs & alcohol	DRU	Alcohol use / abuse	A		
				Drug & substance use / abuse	B	Heroin	1
						Cannabis	2
						Amphetamines	3
						Ecstasy	4
						Cocaine / crack	5
						Methadone	6
						Hallucinogens	7
						Solvents	8
						Tranquillisers	9
						Barbiturates	10
						Steroids	11
						Other	99
				Cigarettes / smoking	C		
		Health Care	NHS	Patients' rights	A		
				Access to services	B		
				NHS complaints	C		
				Treatment	D		
		Social care	SOC	Child Protection	A		
				Rights in Care	B		
				Rights on leaving Care	C		
				Social services assessments	D		
				Community Care	E		
				Adoption	F		
				Fostering / wardship	G		
				Childcare	H		

JUSTICE & EQUALITY	AJUS						
		Police & Crime	CRI	Have I broken the law?	A		

				What are my rights?	B	Stop & search	1
						On arrest	2
						In police custody	3
						In prison / on remand	4
						In Young Offenders Institution	5
				Complaints against the police	C		
				Victim of crime	D	Criminal Injuries Compensation	1
				Parental criminality	E		
		The legal system / Access to justice	LEG	Court & tribunal system	A		
				Lawyers	B	Finding a solicitor	1
						Complaining about a solicitor	2
				Legal Aid	C		
		Personal Injury	INJ				
		Human Rights	HRA	Discrimination	A	Age discrimination	1
						Race Discrimination	2
						Sex Discrimination	3
						Disability Discrimination	4
						Sexual orientation discrimination	5
						Religious Discrimination	6
				At what age can I?	B		
				Access to information / personal records	C		
				Rights to privacy & confidentiality	D		
				Freedom of expression, movement & association	E		
				<i>(see also child protection, bullying, abuse, Police & Crime etc.)</i>			
		Politics & Democracy	DEM				

		Immigration & Nationality	IMM			<i>NB: Any agency providing immigration advice (as opposed to just information) must meet requirements laid down by the Immigration Services Commissioner or face potential criminal sanctions.</i>
				Asylum	A	
				Citizenship	B	
				Entering	C	
				Leaving	D	
				Staying	E	

FREE TIME	AFRE					
		Sport & leisure	SPT			
		Culture & religion	CUL	Music & the Arts	A	
				Entertainment	B	
				Religion	C	
				Cults	D	
		Connexions Card	CXC			
		Environment	ENV			
		Transport & travel	TRA			

SERVICE INFORMATION	ASER					
		Info. about the centre	CEN	<i>(Agency to add in services offered)</i>	A etc.	
		Info. about other services	SER	<i>(Agency to add in local services)</i>	A etc.	

OTHER	AOTH					



YOUTH COUNSELLING PRESENTING ISSUE CLASSIFICATION SYSTEM

Code	Level 1 categories	Code	Level 2 Categories
CDEP	Unhappiness / depression		
		UNH	Unhappiness
		DEP	Depression

CANX	Stress / anxiety		
		STR	General stress
		PTS	Post traumatic stress
		ANX	Anxiety
		PAN	Panic attacks

CEST	Self-esteem		

CSUI	Self harm & suicide		
		SEL	Self harm
		FEE	Suicidal thoughts or feelings
		ACT	Suicidal actions

CMEN	Mental Health (other)		
		DIF	Difficulties in social functioning
		PHO	Phobias
		OBS	Obsessive compulsive behaviour
		HAL	Hallucinations/delusions
		PAR	Paranoia
		PNT	Parental mental health problems
		OTH	Other

CFAM	Family & relationships		
		COM	Communication difficulties
		BRK	Family breakdown (divorce, separation)
		DOM	Domestic violence
		GNR	Relationships (general)
		PTN	Relationship(s) with partner
		PNT	Relationship(s) with parent / carer
		SIB	Relationship(s) with siblings
		PEE	Relationship(s) with peers
		PRO	Relationship(s) with professionals
		YPP	Young parenting problems
		YCP	Young carers' problems
		INT	Sex / intimacy
		INC	Incest
		ADO	Adoption / fostering
		OTH	Other

CABU	Abuse		
		SEX	Sexual abuse
		PHY	Physical abuse
		EMO	Emotional abuse / neglect

CASS	Rape & sexual assault		
		RAP	Rape
		ASS	Sexual assault

CCRI	Crime (victim)		
		VIO	Physical assault / violence
		HAR	Harassment
		TOR	Victim of torture (eg. refugees)
		VIC	Victim of other crime

CBER	Bereavement / Loss		
		PTN	Loss of partner
		PNT	Loss of parent
		CHI	Loss of child
		REL	Loss of other relative
		FRI	Loss of friend
		OTH	Other

CIDE	Identity		
		LON	Loneliness / isolation
		XUA	Sexuality
		BOD	Body image
		RAC	Racial identity
		GEN	Gender identity
		SPI	Spirituality

CDIS	Discrimination		
		AGE	Age discrimination
		RAC	Race discrimination
		SEX	Sex discrimination
		XUA	Sexuality discrimination
		DIS	Disability discrimination
		REL	Religious discrimination

CSEX	Sexual Health & childbirth		
		PRE	Pregnancy
		CON	Conception
		ABO	Abortion / termination
		MIS	Miscarriage
		STI	STIs
		OTH	Other

CPHY	Physical Health		
		LTI	Long-term illness or disability
		STI	Short-term illness or disability
		PNT	Parental illness / disability
		HIV	HIV / AIDS
		OTH	Other

CDRU	Drugs & alcohol		
		DRU	Drug/substance abuse / misuse
		ALC	Alcohol abuse / misuse
		SMO	Smoking
		PNT	Parental substance abuse / misuse

CEAT	Eating problems		
		ANO	Anorexia
		BLM	Bulimia
		CMP	Compulsive Eating
		OTH	Other

CSLP	Sleep problems		
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CSCH	School / college		
		EXC	Exclusion / Non-attendance
		BUL	Victim of bullying
		STU	Exam / study stress
		FAI	School failure
		PHO	School-phobia
		OTH	Other

CWRK	Work		
		STR	Work-related stress
		BUL	Victim of bullying
		OTH	Other

CBEH	Behaviour		
		ANG	Anger management problems
		AGG	Aggressive or violent behaviour
		RIS	Risky behaviour
		ABU	Perpetrator of abuse
		CRI	Perpetrator of crime
		BUL	Perpetrator of bullying
		GAM	Gambling
		SHO	Compulsive shopping
		PCR	Parental criminality
		PNT	Parental behaviour (other)
		OTH	Other

CSOC	Social circumstances		
		HOU	Housing situation / homelessness
		UNE	Unemployment
		POV	Poverty / deprivation / debt

		CAR	In care / leaving care
		YOI	In YOI / prison
		PRO	Prostitution
		OTH	Other

CFEA	Fear		
		ABU	Of abuse
		CRI	Of crime
		ILL	Of illness
		BER	Of bereavement / death
		OTH	Other

COTH	Other		
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GUIDANCE ON USER PROFILE MONITORING

On pages xxxx - xxxx you will find the **youthSTAT** User Profile monitoring categories. They have been developed by Youth Access with reference to best practice in the youth information, advice and counselling field.

It is suggested that agencies select a manageable number of headings, perhaps between 5 and 10, representing the user profile categories they wish to or are required to monitor. Agencies should remember that they are free to adapt the proposed categories to better suit the needs of their organisation.

Once you have decided which User Profile monitoring categories you wish to use on an ongoing basis, you will need to ensure that your selections are reflected on your stats recording sheets.

We have provided, after the user profile categories, an example of a user profile stats collation form, which may be adapted by agencies with manual paper-based stats systems.

Methods of user profile monitoring

Whether or not you wish to monitor the profile of all your users may depend on the requirements of your funders, your organisation's previous practice and the practicalities of doing so. Further, any practice involving recording personal information on young people is a potential area of difficulty and controversy. There are different schools of thought in our sector regarding the acceptability of gathering sensitive personal information through potentially intrusive direct questioning.

Where it is not absolutely necessary to carry out continuous user profile monitoring, it is acceptable practice to conduct periodic user surveys once or twice a year instead, e.g. whereby all clients using the service over a one month period are asked to provide details about themselves, e.g. age, ethnicity, housing status etc. Some agencies operate monitoring processes which rely upon workers' assessments and impressions of a young person's profile. Alternatively, you may prefer for users to self-monitor, by allowing them to complete user profile forms voluntarily. However, you will need to take steps to ensure you are capturing details of a representative sample. For further guidance on conducting user surveys, please refer to *Building User Involvement: A step-by-step guide to involving users in youth information, advice, counselling and support services* (Youth Access, 2001).

Whatever procedures you put in place for user profile monitoring, it is essential to explain them fully, and the purpose of monitoring, to the young people using your service.

AIMS

youthSTAT's User Profile monitoring categories are not included in Lasa's AIMS software. However, the existing user profile tables in AIMS, which were designed by Lasa to meet the needs of generalist advice agencies, can be adapted by the agency to better reflect your requirements, i.e. you can replace the existing categories with ones selected from **youthSTAT** if you so choose. There are also blank fields in the AIMS system which could be employed for this purpose – please refer to AIMS User Guide for details.

youthSTAT User Profile Categories

Please refer to guidance on page xxxxx.

- NB: i) The codes indicated are suggested codes for users of the AIMS software.
 ii) Where a heading is marked with an asterisk *, it is desirable for any stats system to enable the agency to indicate all that are relevant. The first version of AIMS may not be able to do this.

Heading	Level 1 Categories	Code	Level 2 categories	Code
New/repeat user				
	New	A		
	Repeat	B		
Gender & client type				
	Female young person	A		
	Male young person	B		
	Group of young people	C		
	Parent / advocate	D		
	Agency	E		
Area				
	<i>Agency to choose</i>			
Age				
	Under 13	A	Under 10	1
			10	2
			11	3
			12	4
	13-15	B	13	1
			14	2
			15	3
	16-19	C	16	1
			17	2
			18	3
			19	4
	20-24	D	20	1
			21	2
			22	3
			23	4
			24	5
	25 +	E	25-34	1
			35-44	2
			45-60	3
			60-79	4
			80+	5

	Not Known	Y		
	Not Asked	Z		
Ethnicity				
	White	W	White - British	1
			White - Irish	2
			White - other	3
	Mixed	M	White & Black Caribbean	1
			White & Black African	2
			White & Asian	3
			Any other mixed	4
	Asian	A	Asian - British	1
			Asian - Indian	2
			Asian - Pakistani	3
			Asian - Bangladeshi	4
			Asian - other	5
	Black	B	Black – British	1
			Black – Caribbean	2
			Black – African	3
			Black - Other	4
	Chinese	C		
	Other	O		
	Not known	Y		
	Not asked	Z		
Health & Disability*				
	Substance abuse problems	A		
	Mental Health problems	B		
	Learning disability	C		
	Physical disability	D		
	HIV/Aids	E		
	Other illness/health problem	O		
	None of the above	X		
	Not known	Y		
	Not asked	Z		
Caring responsibilities				
	Carer	A	Carer for parent	1
			Carer for disabled child	2
			Carer for sibling	3
			Carer for other relative	4
			Carer for friend	5
			Carer for other	6
			Professional carer	7
	Not a carer	B		

	Not known	Y		
	Not asked	Z		
Care & offending history*				
	In care	A		
	Care leaver/history	B		
	Youth Offending Order	C		
	Probation Order	D		
	Supervision Order	E		
	Bail Order	F		
	No history	X		
	Not known	Y		
	Not asked	Z		
Housing				
	Homeless	A		
			Street homeless	1
			Hostel	2
			B&B	3
			Refuge	4
			LA temp. accomm	5
			Staying with friend/relative temporarily	6
			Other	7
	Parents/relatives	B		
	Friend	C		
	Private tenant	D		
	Local Authority tenant	E		
	Housing Association tenant	F		
	University accommodation	G		
	Owner occupier	H		
	Squatter	I		
	Local authority care institution	J		
	Foster care	K		
	Young Offenders Institution	L		
	Prison	M		
	Hospital	N		
	Other	O		
	Not known	Y		
	Not asked	Z		
Personal/family status				
	Single	A		
	Couple	B		

	Single with children	C		
	Couple with children	D		
	Not known	Y		
	Not asked	Z		
Pregnancy				
	Pregnant	A		
	Not pregnant	B		
	Not known	Y		
	Not asked	Z		
Employment				
	Employed full-time	A		
	Employed part-time	B		
	Self-employed	C		
	Training or placement	D		
	Voluntary work	E		
	Unemployed	F		
	Student	G		
	Not active in labour market	H		
	Not known	Y		
	Not asked	Z		
Education				
	In education	A	At school	1
			Full-time student	2
			Part-time student	3
	Not in education	B	Currently excluded (temp.)	1
			Currently excluded (permanent)	2
			Not attending	3
			Other	4
	Not known	Y		
	Not asked	Z		
UK / Immigration Status				
	Asylum seeker	A		
	Refugee	B		
	British/EEA citizen	C		
	Other	O		
	Not known	Y		
	Not asked	Z		
Language				
	English as another language	A		
	English as first language	B		
	Not known	Y		

	Not asked	Z		
Special needs*				
	Wheelchair user	A		
	Sign language	B		
	Hearing difficulties	C		
	Interpreter	D		
	Other	O		
	Not known	Y		
	Not asked	Z		
Sexuality				
	Gay	A		
	Lesbian	B		
	Bi-sexual	C		
	Heterosexual	D		
	Unsure	E		
	Other	O		
	Not known	Y		
	Not asked	Z		
How travelled				
	Public transport	A		
	Own private transport	B		
	Walked / Wheelchair	C		
	Taxi	D		
	Got a lift	E		
	Other	O		
	Not known	Y		
	Not asked	Z		
Travel time				
	0-15 mins.	A		
	16-30 mins.	B		
	31-45 mins.	C		
	46-60 mins.	D		
	61+ mins.	E		
	Not known	Y		
	Not asked	Z		
Parents*				
	Parent in prison	A		
	Parent substance abuser	B		
	Parent disabled / mentally ill	C		
	Other	D		
	None of above	X		
	Not known	Y		
	Not asked	Z		

Social exclusion factors*				
	Substance abuse problems	A		
	Mental health problems	B		
	Disability	C		
	HIV/Aids	D		
	Carer	E		
	In care / looked after	F		
	Care leaver / history	G		
	In YOI/prison	H		
	Involvement with Crim. Justice system	I		
	Homeless	J		
	Pregnant	K		
	Excluded from school / not attending	L		
	Unemployed	M		
	English as another language	N		
	Asylum seeker	O		
	Parent in prison	P		
	Parental substance misuse	Q		
	Parent disabled / mentally ill	R		

GUIDANCE ON WORK PROFILE MONITORING

On pages xxxx – xxxx you will find the **youthSTAT** Work Profile Monitoring categories. They have been developed by Youth Access with reference to best practice in the youth information, advice and counselling field.

Agencies should decide for themselves which of these categories they need and/or wish to monitor. Agencies should remember that they are free to adapt the proposed categories to better suit the needs of their organisation.

It is highly recommended that the following headings be monitored by your agency on an ongoing basis and relating to every contact made by users with your agency:

- Adviser
- Source of referral
- Mode of contact
- Nature of enquiry
- Intervention / assistance provided
- Referrals out
- Outcomes

Most agencies will also want to monitor how clients found out about the service. However, it is not essential for every user to be asked about this. A periodic survey of users (e.g. for one month every 6 or 12 months) may suffice, although this may depend upon the number of users of your service.

Agencies operating a casework service might also wish to monitor additional categories, such as 'Time spent' and 'Further work?'.

Once you have decided which Work Profile monitoring categories you wish to use on an ongoing basis, you will need to ensure that your selections are reflected on your stats recording sheets.

We have provided, after the Work Profile categories, examples of a work profile stats collation form and a referrals monitoring form. These may be adapted by agencies with manual paper-based stats systems.

Monitoring many types of outcome - particularly 'soft' outcomes as opposed to hard outcomes like money gained for clients - is notoriously difficult and further research is required in this area before any useful guidance can be given to agencies. Recording of outcomes can often be done most easily in a separate log, e.g. in a file or book set aside specifically for the purpose.

AIMS

youthSTAT's Work Profile monitoring categories are not included in Lasa's AIMS software. However, the existing work profile tables in AIMS, which were designed by Lasa to meet the needs of generalist advice agencies, can be adapted by the agency to better reflect your requirements, i.e. you can replace the existing categories with ones selected from **youthSTAT** if you so choose. There are also blank fields in the AIMS system which could be employed for this purpose – please refer to AIMS user guides for details.

youthSTAT Work Profile Categories

Please refer to guidance on page xxxxx.

NB: The codes indicated are suggested codes for users of the AIMS software.

Heading	Level 1 Categories	Code	Level 2 Categories (for additional detail)	Code
Worker				
	<i>Agency to add names of workers</i>	<i>Agency to choose codes (e.g. workers' initials)</i>		
Project/service contacted				
	Reception/general	A	<i>NB: If your system allows, you may wish to amend the codes to make them easier to remember</i>	
	Information/advice service	B		
	Advocacy Project	C		
	Counselling service	D		
	Sexual Health Project	E		
	Drug/alcohol Project	F		
	Young Carers Project	G		
	Accommodation/Housing Project	H		
	Education/Training Project	I		
	Social/Personal Development Project	J		
	Alternative therapies	K		
	Use of equipment	L		
	Drop-in (incl. Café, browse, chat etc.)	M		
	Other	O		
	<i>You may wish to add further categories for other specialist services</i>			
How found out about service				
	Repeat client	A		
	Referral	B		
	Self-referral	C	Word of mouth	1
			Agency's publicity	2
			Passer by / local	3
			Other	4
	Other	O		

	Not Known	Y		
	Not asked	Z		
Source of Referral (where applicable)				
	<p><i>Agency to choose main agencies from which they receive referrals or whose referrals they wish to monitor. Level 1 Categories might include:</i></p> <ul style="list-style-type: none"> • <i>Advice agencies (Level 2 categories might include: CAB, Law Centre, Housing Advice Centre etc.)</i> • <i>Local Authority (Social Services, Youth Service, Housing Dept., local councillors etc.)</i> • <i>Family & friends (parents, friend etc.)</i> • <i>Health services (e.g. GP, GU clinic, CAMHS etc.)</i> • <i>Connexions (e.g. Cx One Stop Shop, Personal Advisers)</i> • <i>Education services (e.g. teacher, Education Welfare Officer)</i> <p><i>Etc.</i></p>			
Mode of Contact				
	Appointment	A	<i>NB: If your system allows, you may wish to amend the codes to make them easier to remember</i>	
	Telephone	B		
	Letter/fax	C		
	Drop-in/Open door	D		
	E-mail	E		
	Appointment not kept	F		
	Groupwork	G		
	Home Visit	H		
	Street Work / detached	I		
	Outreach session	J		
	Tribunal or court hearing	K		
	Other	O		
Where contact made				
	<i>Add locations of central, outreach and satellite services</i>			

Contact Duration / Time spent				
	0-15 mins	A		
	16-30 mins	B		
	31-60 mins	C		
	1-2 hours	D		
	> 2 hrs.	E		
	Not recorded	Y		
New/Repeat Enquiry				
	New	N		
	Repeat	R		
Nature of enquiry	<i>See youthSTAT information & advice enquiry classification system or youthSTAT counselling presenting issue classification system as applicable</i>			
Intervention / Assistance provided				
	Signposting	A	<i>NB: If your system allows, you may wish to amend the codes to make them easier to remember</i>	
	Information	B		
	Advice	C		
	Advice + casework	D		
	Advocacy	E		
	Representation	F		
	Counselling	G		
	Education / training	H		
	Mentoring	I		
	Mediation	J		
	Other Personal Support	K		
	Pregnancy Test	L		
	Contraceptives dispensed	M		
	STI test	N		
	Other	O		
Further Work?				
	Yes	Y		
	No	N		
Referrals out				
	<i>Agency to choose appropriate agencies to which referrals are to be monitored. Might include:</i> <ul style="list-style-type: none"> <i>• Generalist & specialist advice agencies</i> 			

	<ul style="list-style-type: none"> • <i>Solicitors</i> • <i>Social Services</i> • <i>Housing Dept.,</i> • <i>GP</i> • <i>Mental health services</i> • <i>Other projects within the agency</i> 			
Outcomes	<p><i>Agency to choose categories and methods of monitoring. Might include:</i></p> <ul style="list-style-type: none"> • <i>Money gained for clients</i> • <i>Jobs found for clients</i> • <i>Evictions/homelessness avoided</i> <p><i>(NB: This is a complex area, which is notoriously difficult to monitor, particularly re soft outcomes. Youth Access will keep its members informed of research and progress in the field.)</i></p>			

GUIDANCE ON DESIGN OF STATS RECORDING SHEETS

It is essential that whatever recording sheet you use both meets your organisation's needs and is as simple to use as possible. There is no point recording information that you are not going to make use of, so you will need to first of all decide precisely which categories you wish to monitor (see previous sections of this publication).

Once you have selected your categories, you can then design your recording sheet to incorporate those categories only. For example, a counselling agency wanting to record only Date, Gender, Age, Ethnicity and Presenting Issue Codes could design a form with only 5 columns or sections.

We have developed three model example Recording Sheets, on each of which it is possible to record a number of separate pieces of information per user. The first and third models (see p. xxxx and p. xxxxx) consist of tables, which can hold data relating to a number of different users. The second model (see p. xxxx) is rather more paper-intensive, in that a separate sheet would be needed per user. It may also prove rather more difficult to collate stats using the latter model, but we have included it as we are aware that a number of our members currently use similar forms, sometimes known as 'contact sheets' for their stats recording.

Whilst we expect most agencies to want to design their own recording sheet to meet their needs, you may use or adapt the models we have provided if you prefer.

If you decide to use periodic surveys or self-monitoring forms to monitor your users' profiles (see p. xxxxx for discussion), you may be able to simplify your standard day-to-day stats recording sheet considerably, as some user profile information could be recorded separately.

Client (name or ID):

USER PROFILE MONITORING

(refer to youthSTAT for codes)

New/Repeat Age:

Gender: Area:

Ethnicity: Housing:

Employment: Education:

SOCIAL EXCLUSION FACTORS

(tick all applicable)

Alcohol problems	<input type="checkbox"/>	Drug problems	<input type="checkbox"/>
Mental Health problems	<input type="checkbox"/>	Long-term illness/disability	<input type="checkbox"/>
HIV+/Aids	<input type="checkbox"/>	Carer	<input type="checkbox"/>
In LA care	<input type="checkbox"/>	In YOI/Prison	<input type="checkbox"/>
Care Leaver	<input type="checkbox"/>	Pregnant	<input type="checkbox"/>
Currently excluded from school	<input type="checkbox"/>	Previously excluded from school	<input type="checkbox"/>
English as another language	<input type="checkbox"/>	Asylum seeker	<input type="checkbox"/>
Parent in prison	<input type="checkbox"/>	Parent substance abuser	<input type="checkbox"/>
		Parent disabled/mentally ill	<input type="checkbox"/>

HOW FOUND OUT ABOUT THE SERVICE

Referral from

Word of mouth

Publicity

Self referral

Other (specify)

Not known

MODE OF CONTACT, ENQUIRIES/PRESENTING ISSUES & INTERVENTION

Mode of Contact

Enquiries/presenting issues	youthSTAT Codes				Intervention
	Level 1	Level 2	Level 3	Level 4	

REFERRALS ON to

to

GUIDANCE ON DESIGN & COMPLETION OF MANUAL STATS COLLATION SHEETS

On pages xxxx - xxxx you will find the following example stats collation sheets for use by agencies with paper-based manual stats systems:

- Stats Collation Sheet – Information & Advice Enquiries
- Stats Collation Sheet – Counselling Presenting Issues
- User Profile Stats Collation Sheet
- Work Profile Stats Collation Sheet
- Referrals Monitoring Sheet

These forms have been designed to provide examples and guidance only on potential methods of collating the statistics you record. It is envisaged that every agency using **youthSTAT** will have unique needs with regard to the recording, collation and presentation of stats. Hence, it is recommended that you design your own collation sheets to reflect the focus of your organisation's work, your current working practices and the reporting requirements of your funders. If, however, the examples provided meet your needs, feel free to use them as they are or to adapt them as appropriate.

Your collation sheets should reflect the categories you have decided to monitor. All other categories will need to be recorded and collated under the heading 'Other' if your collated stats are to fully reflect the volume of your work.

If you have decided to monitor a large number of categories, particularly those at Levels 3 and 4 of the information & advice enquiry classification schedule, then collation by hand will be a fairly tedious process and may even become unviable. Use of a computerised stats package should vastly simplify the collation process and make the use of manual collation sheets redundant.

Collation basically involves counting up the incidence of each of the categories you are monitoring and inserting the totals in the appropriate box on the collation sheet. For example, in establishing the number of information & advice enquiries relating to 'Abuse & assault', you will need to scan down the Level 2 youthSTAT codes column on the recording sheets and count up the number of times the code "ABU" has been recorded. (NB: it should not be necessary to scan both Level 1 & Level 2 columns for "AFAM ABU" because each category has a unique code). If "ABU" has been recorded 16 times, record "16" in the "Number" column next to "Abuse" on the Information & Advice Enquiries collation sheet.

In many agencies individual workers are expected to collate the statistics they have recorded themselves on a regular, usually monthly, basis. Where your agency has the administrative capacity to do so, workers' stats recording sheets may be passed to a nominated worker for collation. All the collation sheets completed by individuals should themselves be collated by a nominated worker on a regular (e.g. monthly or quarterly) basis, in order to produce a comprehensive picture of the agency's work.

WORK PROFILE STATS COLLATION SHEET**Worker:** **PERIOD:**

GUIDANCE: This form is to be used for the collation of work profile stats recorded on the stats recording sheets. It is advised that you add up the incidences of a given category being recorded and insert the totals into the spaces provided. You may also wish to calculate percentages and insert those too on this form.

Project/service**contacted**

(Insert names of all services you wish to monitor)

Info/Advice: Counselling:

.....

How found out

Repeat cl.: Referral:

Self referral { Word of mouth: Ag. Publicity: Local: Other:

Other: Not known:

Mode of Contact

Tel.: Drop-in: Appt.:

Letter/Fax Email: Home Visit:

Outreach: Groupwork: Hearings:

Time Spent

0-15 mins: 16-30 mins: 31-60 mins:

1-2 hours: >2 hours:

Intervention / Assistance provided

Info.: Advice: Advice + casework:

Advocacy: Rep.: Counselling:

.....

NB: This is an example only. You would need to adapt this example to include or incorporate only the categories your agency wishes to monitor

REFERRALS MONITORING STATS COLLATION SHEET**Worker:** **Project:** **Period:**

SOURCE OF REFERRALS		
Names of agencies referrals received from	Number of referrals received in period	%ge of total referrals received
TOTAL		

REFERRALS OUT		
Names of agencies referrals made to	Number of referrals made in period	%ge of total referrals
TOTAL		

FEEDBACK FORM

This form is for use by information, advice and counselling practitioners working in agencies using youthSTAT. We would be grateful if you could photocopy the form, record details of any problems, queries or issues that arise in the course of using youthSTAT, together with your general comments, and return the form to Youth Access. Your assistance will help us to refine the system further for the future.

Name of agency:

Contact person:

Address:

Tel / Email:

Details of any problems
General comments on YouthSTAT

Please return the form to:
Youth Access, 1 & 2 Taylor's Yard, 67 Alderbrook Road, London SW12 8AD

Alternatively, email your feedback to james@youthaccess.org.uk



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Youth Access
1 & 2 Taylor's Yard
67 Alderbrook Road
London
SW12 8AD

Tel: 020 8772 9900
Fax: 020 8772 9746
Email: admin@youthaccess.org.uk