



**Advice Quality Standard (AQS)  
V2**

**Monitoring Assessment Report**

**for**

**ACCESS – Supporting Migrants in East Anglia  
(formerly Kings Lynn Area Resettlement - KLARS)**

**Presented By**

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**3<sup>rd</sup> October 2017  
Commercial in Confidence**

## **Executive Summary Comprising:**

### **Introduction & Assessment History:**

This report has been prepared in relation to a Monitoring Assessment of ACCESS – Supporting Migrants in East Anglia (ACCESS) against the Advice Service Alliance’s Advice Quality Standard (AQS).

I would like to extend my thanks to all those who took part in the assessment process for their open and honest feedback about their experience within access. Special thanks to Emma Humphrey for ensuring that the on-site discussions and telephone interviews went smoothly. It was a very enjoyable assessment to catch a glimpse of everyone’s passion for their work and dedication to supporting the organisation’s aims and objectives.

ACCESS exists to help migrants settle into their local communities. They work in partnership with stakeholders to promote community cohesion, to offer multi-lingual advice services and to provide practical support to overcome language barriers for their clients.

ACCESS has a team of Project Workers speak Lithuanian, Latvian, Russian, Polish and English who provide advice predominantly through drop-in services in Kings Lynn and Wisbech and follow up appointments for Clients with more complex needs.

ACCESS can provide help with practical support to overcome language barriers and support in a range of topics, including, but not limited to:

- UK Rights and Responsibilities
- Health e.g. registering with a doctor or dentist
- Understanding what the Police can help you with
- Education e.g. where to find English classes, registering children at a school
- Housing
- Benefits
- Assistance with completing forms
- Understanding utility bills (water/gas/electricity)
- Booking appointments

## **Assessment Summary:**

Since the previous assessment the organisation has undergone a rebranding process changing their name from KLARS (Kings Lynn Area Resettlement) to ACCESS – Supporting Migrants in East Anglia. A significant amount of research and consultation with clients, partners, trustees and staff was undertaken to ensure the new name reflected the reach and scope of services offered by the organisation. The new name says exactly what ACCESS do and is supported by a new logo, new promotional leaflets and website. The name change was communicated to all stakeholders, partners and clients through networking and communication material.

An additional change includes the introduction of the Charity Log Case Management database which has been fully embraced with all Project Workers using the facility to record client records. The Director has become an expert in monitoring and extracting statistical report information in order to inform funders and the Board on progress towards strategic priorities.

ACCESS benefits from strong leadership and the Director is supported by a committed Board of Trustees. Through the Big Lottery Building Capabilities Grant the organisation has invested in significant strategic business planning in order to develop and implement a new strategy; staff, partners and clients have been involved in strategic planning and consultation and continue to contribute through smaller focus groups and forums.

ACCESS is to be commended for their receptiveness and candour in engaging with the assessment process, which certainly facilitated the smooth and punctual flow of the assessment and the excellent outcome.

- **Areas for Corrective Action**

ACCESS performed extremely well against AQSv2 and this is testament to the strong leadership demonstrated by the Director and the committed and dedicated team of Project Workers. A very small number of corrective actions were identified and due to the diligence of the Director were closed out during the assessment. These corrective actions ranged from documentary upgrades to the need for more succinct capture of the AQS requirements within the relevant documents including the following:

- Explicit reference to the Equality Act 2010 in the Equal Opportunities & Diversity Policy and Recruitment Policy
- Signposting & Referral Policy to describe how 'incoming' referrals are monitored
- Monitoring Form to include reference to AQS Auditors and an option to 'opt out'
- Case Management Policy to include case closure and discussing cases with colleagues
- File Review Policy updated to include file review outcomes reported to the Board

- **Areas of Good Practice**

There is a number of Areas of Good Practice where ACCESS has exceeded the requirements of the AQSv2 to a significant extent. This is a most encouraging sign as ACCESS, like so many in the third sector continue to navigate its way through funding challenges on the one hand and an increase in demand for its services on the other.

**Compliance Summary:**

Area of Standard	No. of Areas of Good Practice	No. of Areas for Improvement	Instances of Corrective Action
A. Access To Service	5	0	0
B. Seamless Service	4	0	0
C. Running the Organisation	3	0	0
D. People Management	3	0	0
E. Running the Service	4	0	0
F. Meeting Clients' Needs	1	0	0
G. Commitment to Quality	2	0	0

**Assessor's Overall Recommendations**

	Yes / No
Continue Certification:	Yes
Documentary evidence of corrective action to be sent to the Assessor within 28 days of the last on-site date:	N/A
Suspend Certification for a period of 6 months:	N/A
Deadline for receiving corrective action is:	N/A