

ASYLUM JOURNEY – CONTENT MANAGEMENT STANDARDS

OVERVIEW

The Asylum Journey (AJ) contains two types of information – Services and Providers.

Services are a way of categorising the support and activities that are available to asylum seekers and refugees.

Services should be named:

- Generically i.e. they should not be named after particular initiatives or be provider related. Generic naming means that the service titles should have longevity.

Example: MIND and SOAR are currently running Social Cafes for those in mental health recovery. The AJ will have a Service ‘Local Health and Well-being Support and Activities’ rather than a Service ‘Social cafes’.

- Be jargon free, and understandable by system users who are not familiar with the subject matter

Example: ‘Return to Home Country’ rather than ‘Assisted Voluntary Return’ (which is the name of the government scheme).

- Relate to the problems and questions that asylum seekers and refugees are likely to present with – a good test of the suitability of naming is to think of the questions likely to be asked.
- Consistently named. The agreed standard will be capitalised and nouns, although in some cases where it is hard to phrase it using nouns then a verb may be included.
- Be as short as possible whilst retaining the meaning.

The scope for each service should:

- Not overlap with other services.

Example: We would not have a service for ‘Support for Mental Health Recovery’ and ‘Support for Recovery from Depression’ because these potentially overlap

- Be appropriate to the amount of content contained within the services. For example if a service only contains one sentence, and no further information is available, then it should be considered whether this can be merged with another service. On the other hand, if a service contains so much information that it is difficult for system users to find the information they want, then this service should be broken down into smaller services.

Example: if ‘Sports and Fitness’ became too large it could be broken down into services based on the type of activity e.g. ‘Football’, ‘Walking’

The content for each AJ Service will:

- Briefly describe the scope of the service
- Include the specific support and activities that are available. Day, time and venue information will only be included in the AJ Service where this is unlikely to change (e.g. the Victoria Hall drop in) AND where this is not sensitive information. Generally it is better to include web site links where system users can check the details themselves on the providers' web sites.

AJ Services will also have:

- Relevant providers linked to the Service. Providers are statutory and voluntary organisations who deliver support and activities for asylum seekers and refugees.
- Any appropriate events and courses.
- Any relevant printable resources such as leaflets.

ADDING NEW INFORMATION

1) Identify which AJ Service or Services the information relates to. It is quite possible for information to relate to more than one Service.

Example: a Healthy Walking group has been set up particularly aimed at those who are socially isolated or suffering from depression. This activity could be linked to 'Local Health and Well-being Support and Activities' in the Health section and to 'Sports and Fitness' in the Things To Do category.

2) If there is no appropriate Service, this should be referred to the Content Management Group who will agree if a new Service is needed.

3) Check if the provider exists on the system – official names, acronyms and any other names commonly used should be checked to avoid duplication. If the provider already exists, check the details and amend as needed. If the provider doesn't exist, then it should be added.

4) Amend the content of the relevant AJ Services, and link the Provider to the Service (if not already linked).

5) Any appropriate events and courses. PLEASE NOTE: we would normally only include well-established, long running items in here because of the difficulty in maintaining this information

6) Add any relevant printable resources such as leaflets. PLEASE NOTE: we would normally only include printable resources that will not go out of date quickly

CHECKING EXISTING INFORMATION

Providers

- 1) Check the details held about the Provider are still accurate (e.g. web site, address)
- 2) Find out what the Provider currently delivers that is relevant to asylum seekers and refugees
- 2) Check which AJ Services the Provider is linked to currently, and for each AJ Service check that the content is consistent with what the Provider is delivering, and amend as needed. If the Provider is delivering support or activities that are not yet in the AJ, then add as necessary to the relevant AJ Service.

Services

- 1) Check the service scope is described adequately
- 2) Check that it is assigned to the correct Category and Stages
- 3) Check that the support and activities described are still current including the Providers, Printable Resources and Courses and Events sections.

TRACKING CHANGES

Whenever any information relating to a Service is updated, please update the Data Maintainer field with your name, the date and a brief summary of what has been changed. This will help us track what is up to date, and what is in need of checking.