

Zest for Work: Information, Advice and Guidance (IAG) Policy

Version: 6.0

Date: 13 October 2024

Approved by: Zest for Work Senior Manager

Review Due: October 2025

1. Aim

To deliver a high-quality, neighbourhood-based, free and impartial Information, Advice and Guidance (IAG) service that enables individuals to make well-informed and realistic decisions on their pathway to employment, personal development, and wellbeing.

2. Objectives

- Empower customers to become more self-reliant and equipped to manage personal, health and wellbeing needs in pursuit of career goals.
- Support the development of employability skills aligned to individual goals.
- Facilitate volunteering and work placements that build skills, knowledge and experience.
- Help customers secure and sustain meaningful employment, with continued career progression support.

3. Scope and Priority Groups

The service supports 'out of work' residents across Sheffield, with a primary focus on the communities of Netherthorpe, Upperthorpe, and Langsett. Some services may be subject to funding availability or geographic eligibility.

4. What Customers Can Expect

An IAG service that:

- Is free and confidential
- Is tailored to individual needs and circumstances, with a household approach
- Uses clear, relevant and up-to-date information
- Embeds equality, diversity, and inclusion principles
- Operates in a clean, safe, welcoming and accessible environment
- Provides options for in-person and digital access where possible
- Complies with the General Data Protection Regulation (GDPR)

IAG staff who:

- Are experienced, qualified, and regularly trained
- Are respectful, friendly, and professional
- Treat all individuals equitably

5. Minimum Level of Service

- Introduce the service and set clear expectations
- Co-produce a personalised plan that defines career goal(s)
- Maintain fortnightly contact with monthly face-to-face
- Track personal progress with defined outcomes
- Offer access to tailored health and wellbeing interventions (e.g., CBT, 1-to-1 support)
- Provide support through mock interviews, volunteering, and access to digital resources
- Work with employers to match clients to vacancies and enable working interviews
- Support individuals whilst in employment to help them stay and progress
- Signpost to partner services when specialised expertise is needed

6. Commitment to Quality

- Regular service observations to confirm impartial, unbiased IAG
- Audits of customer records to check minimum service standards are met
- Maintaining key quality accreditations, such as the Matrix Standard
- Partnership working to expand progression opportunities
- Being a Disability Confident Employer
- A 'test and learn' approach to continuous improvement

7. Co-Design and Customer Feedback

- Understanding their needs and asking how best to meet them
- Welcoming suggestions and ideas for service improvement
- Gathering and analysing feedback via surveys, forums and informal conversations
- Reporting actions in response through a "You Said, We Did" approach
- Clearly stating how to raise concerns or complaints and who to contact

This service and policy is delivered in accordance with the principles of the nationally recognised matrix quality standard (www.matrixstandard.com)

Version Control

Version	Date	Changes Made	Approved By
5.0	25/06/2022	Previous version	Zest Chief Executive
6.0	14/11/2025	Language clarity, GDPR inclusion, digital access, feedback mechanisms, EDI reference, document control added	Zest Chief Executive