

# ASYLUM JOURNEY – CONTENT MANAGEMENT STANDARDS

## OVERVIEW

The Asylum Journey (AJ) contains three types of information – Services , Providers and Printable Resources.

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

## STANDARDS

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 ‘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 overlap*

The Things To Do category is an exception to this rule as we have Services defined by target group (e.g. women), by local area and by type of activity e.g. sports and fitness

- 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, or may be included in the Printable Resources.
- Include links to related services

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. Printable resources have the option to select an expiry date.

The agreed style for services is that:-

- the first time the Provider is mentioned, the Provider name will be a link to the Provider's web site (note this link needs selecting after creation to select 'Open in New Window')
- all links to web sites should be named to avoid long URLs in the text - again you need to select 'Open in New Window'
- list will be bulleted, and the topic of the bullet put at the beginning of the description in bold . Example:-

Free and / or low cost sports and fitness activities include:-

- **Gym** - the Fit 4 All gym at [Burton Street](#) has a gym that is free for all asylum seekers - go to the HARP desk at the multi agency drop in on Wednesdays between 13:00 - 16:00 in Victoria Hall to arrange an induction. For non asylum seekers, there is a reasonably priced membership scheme
- **Basketball**- free basketball for asylum seekers and refugees organised by Sheffield Volunteering - see leaflet in Printable Resources for dates and times

- Bold and italic may be used in other ways to separate topics and highlight important information

## **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 - ideally include a link to a web page.

6) Add any relevant printable resources such as leaflets, with appropriate expiry dates. Printable Resources may be links to others web sites, if not they are stored in the [AJ Printable Resources](#) folder and must have permissions 'Anyone with the Link can view'.

7) Update the review and comment fields so we can track what has been updated.

## **CHECKING EXISTING INFORMATION**

### **Providers**

1) Check the details held about the Provider are still accurate (e.g. web site, address), and are not duplicated. Complete any missing details.

2) Find out what the Provider currently delivers that is relevant to asylum seekers and refugees

3) 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.

4) If the Provider is delivering support or activities that are not yet in the AJ, then add as necessary to the relevant AJ Service. If a new Service is needed, please raise at the next meeting.

5) If a provider isn't connected to any service, and there is no obvious Service to connect it to, then please flag up at the next meeting.

6) Check that the provider has not been duplicated. If this happens, then one of the provider records should be chosen and linked to all relevant services, and the duplicate provider removed.

## **Services**

- 1) Check the service scope is described adequately - that it make sense, is up to date and in the agreed style. Ideally, a domain expert should be consulted.
- 2) If further research is needed, add this to the Action Plan.
- 3) Check that the service is named sensibly and according to the agreed standards, taking into account that if there are related services then these should be named appropriately taking into account that they are displayed alphabetically.
- 4) Check that it is assigned to the correct Category and Stages.
- 4) Check that the support and activities described are still current including the Providers, Printable Resources and Courses and Events sections.
- 5) Check that all web site links still work.
- 6) Check that it follows the agreed style

## **Printable Resources**

If a Drive document is updated, then no further action is required in the AJ

If a Drive document is replaced, or removed; then the appropriate services need updating.