

WWW.ASKCAB.CO.UK

GRANTED QUALITY MARK FOR WEBSITES

www.askcab.co.uk the website for Norfolk's young people has been granted the Legal Services Commission's Quality Mark for websites.

The site was set up following research from across the country showing that young people in the target age group were not accessing advice services in the traditional manner and the Wymondham and Norwich CABx made a bid to the Legal Service Commission to try different methods of delivery. The methods chosen were a website carrying basic information, an email service to answer more complex questions and a resource bank to build expertise for those working with young people.

The website aimed at 13 to 25 year olds across Norfolk was launched at the Forum in Spring 2003 by Charles Clarke MP, then Secretary of State for Education, and Chris Rankin, Percy Weasley from the Harry Potter films.

The site is divided into three sections Your Life which carries information on a wide range of topics including health, employment, education and consumer affairs; Money which deals with benefits, debt, banking etc and the Resources section for teachers and others working with young people. The email service has been very well used so far answering over 500 questions from young people across the county and occasionally further a field.

The website is proving to be very popular with an ever growing number of users. Starting from a base of fewer than thirty per day it is now averaging over 500 unique users per day.

To gain the quality mark the website under went considerable scrutiny by the Legal Services Commission to ensure that the content was correct and up to date, that it was accessible by young people who visually impaired and the language was appropriate for the age range.

The granting of this quality mark puts askcab on the same level as the CAB's national website advice guide.

For more information about the website and quality mark please contact Pete Eldridge at Wymondham CAB
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