

The IASSN Reporting Hub

The IASSN Reporting Hub is a single website where IAS Services can input all their data relating to:

- General IAS Service information (budgets, staffing etc.)
- Quality Standards
- Service User Feedback

The data sheets on the reporting hub replace the spreadsheets, surveys and emails we used to send around to services every year to collate all this information manually. A [link to the Hub](#) can be found in the Members area of the IASS Website

Logging On

Each service has a single login – all managers should be aware of this, and it is up to them to decide which staff members access the site and when.

It is possible for services to amend **both** the email linked to their account and the password used, this can be done from the page you are taken to once you successfully login:

The screenshot shows a user profile page for 'Chris Lees'. At the top, there is a navigation bar with links: About, Our Work, Help & Resources, Our Services, Members, and News & Opinion. Below the navigation bar, there are buttons for 'My account' and 'Log out'. The user's name 'Chris Lees' is displayed, followed by buttons for 'VIEW', 'EDIT', and 'FILE BROWSER'. Below this, the 'FSM number' is listed as 'test_chris_fsm'. A 'History' section shows the user is a 'Member for 5 months 2 weeks'. On the right side, there are two main sections: 'IAS Service: Basic Information' with a refresh icon and a description 'Update general info on your IAS Service (budget, staffing etc)', and 'IASSN Quality Standards' with a list icon and a description 'Update Your service's Quality Standards data'. Two callout boxes are present: one on the left pointing to the 'EDIT' button with the text 'Click to: - Change email address - Change password', and one on the right pointing to the 'Information, Advice & Support Services Network' logo with the text 'Click for the Reporting Hub homepage'.

Click to:

- Change email address
- Change password

Click for the Reporting Hub homepage

***If passwords are lost, it is possible to reset from the login page**

How to use the IASSN Reporting Hub

The Reporting Hub has been designed to be simple and user friendly. The Hub contains reporting forms for each of the areas we report on: Basic Information, Quality Standards, and Service User Feedback; and info including FAQs and specific guidance sheets for each reporting form.

On each visit you can update as much or as little as you wish on each form, although we request you generally apply the following:

- **Basic Information** – Please update this section as regularly as possible, as this gives us an accurate picture at any time of the IAS Services nationally
- **Quality Standards** – We will report on these in a 2 year cycle, but we recommend you update these fairly regularly to avoid a large amount of work prior to any deadline
- **Service User Feedback** – There will be a specific timeline for this. Do not complete until you receive instructions from IASSN

Each time you go into any of the above forms you can submit/update as much or as little as you wish. You will see a blank page each time you open a report form – and you have the choice of either filling it all in or only completing a few questions. If you want to amend previously submitted information, please add the updated information in the correct section and it will override the previous submission in our reporting sheets.

Every time you provide any data you will be able to download this as a pdf once you submitted it – and the Quality Standard and Service User Feedback info data will also be emailed to you.

We will send out reminders if there are any specific deadlines relating to any of these reports.

If you have any queries about any of our data collection and reporting please contact us on iassn@ncb.org.uk and/or 0207 843 6024.