

Children and Young People's Directorate

connexions

HEREFORDSHIRE & WORCESTERSHIRE

Herefordshire is Making Connexions April 2010

Supporting Information June 2009

Introduction

This paper accompanies the document entitled Connexions Service April 2010 – Consultation Document and provides some background information which may be useful in responding to the consultation.

The paper is divided into three sections:

1. Targets, statutory legislation and specified non-statutory requirements
2. Detail of the different functions of the Connexions service
3. How the service is currently delivered

Section 1: Targets, statutory legislation and specified non-statutory requirements

Targets

- 1) Reducing the proportion of 16-18 year olds not in Education, Employment or Training (NEET) in 2010/11 to 4.7%
- 2) In partnership with Schools, LSC and other Children's Services:
 - Increasing the proportion of 19 year olds achieving level 2;
 - Reducing the under 18 conception rates;
 - Increasing the percentage of young mothers in EET;
 - Improving levels of school attendance and attainment pre 16;
 - Reducing the use of Class A and other illicit drugs in young people under 25;
 - Reducing the numbers of 16-18 year olds unknown;
 - Increasing the % of 16-18 year olds in learning.

Statutory Legislation

- Section 8, Employment and training Act 1973, Amended under Trade Union Reform and Employment Rights 1993 (Careers Education and Guidance);
- Section 114, Learning & Skills Act 2000 (Encouraging people in education and training);
- Section 140, Learning & Skills Act 2000 (Assessment to support transition for young people with LDD);
- The Education and Skills Act 2008;
- Section 6 of the Education and Skills Act 2006;
- The Apprenticeship and Skills Children and Learning Bill 2009.

Specified non statutory requirements

- The maintenance of the Client Caseload Information System for the management and tracking of young people 13-19 and up to 25 for those with LDD;
- The provision of specific information regarding Benefits Liaison;
- The provision of information relating to financial support for young people EMA, Care to Learn and support through applications.

Section 2: Detail of the different functions of the proposed Connexions service

The Universal Careers Education and IAG Service will include support for the schools, colleges and training providers. This will range from Key Stage 3 to Key Stage 5, although the focus will remain on the transition at the end of Key Stage 4. Some work may also take place with Primary Schools as a way to prepare learners and give them the skills required to make the right choices later on. PAs will remain linked to an institution and there will continue to be negotiation around priorities. Universal PAs will be impartial, have high levels of expertise and knowledge around opportunities for education and training as well as of the changing face of the qualification system, Higher Education and the employment opportunities both locally and further afield. They will have a keen eye on ensuring that participation in post-16 education and training continues to rise.

PAs will both run group sessions and conduct one to one meetings with learners. They will complete action plans as appropriate. They will carry out Section 139a assessments for learners who require additional support.

The LLDD Support Team will support Special Schools, Pupil Referral Units as well those young people who are in mainstream schools who have complex needs. They will also support young people from other local authority areas placed into care establishments in Herefordshire and for any Herefordshire young people who are placed out of county. They will lead on the assessments for out of county residential placements. They will also be responsible for those with LDD who are NEET.

The Information Services Team will be a small team and will be responsible for the production of appropriate information materials. This will include publications for young people, parents, carers and families as well as materials for schools, colleges, training providers and employers. They will also manage the website and ensure that it is up to date, relevant and appropriate. There will be some overlap between this team and current functions in the 14-19 Team, in particular to do with the Youthzone website which houses the 14-19 Prospectus and Online Applications (the Common Application Process system). There will be an opportunity for an enhanced strategy in this area and clarification for young people of what information is found where.

The Targeted Support Services will be based within the new locality teams. These PAs will be responsible for working with those young people in schools and colleges who have additional support needs. The PAs will carry out and support CAF assessments, multi-agency working and other requirements of the Targeted Youth Support Agenda. They will work with the NEETs who have the most acute needs and who are not ready to be placed in education, employment or training. The service will be available to young people at risk of disengaging or failing to progress as part of the overall Integrated Youth Support Strategy.

Other key areas:

Workforce Development will be a key function in the new structure. It will sit with the rest of the Workforce Strategy team within the Children's Trust. There is a requirement for all PAs to be trained to a minimum Level 4 and there is a range of appropriate qualifications – examples include Post Graduate Diploma in Careers Guidance, Qualification in Careers Guidance, LDSS, and NVQ4 Advice and Guidance. The Workforce team will ensure that all staff are qualified at the right level. All staff will need to undergo annual assessments against national standards and an ongoing programme of professional development will be put in place, including the enhanced requirements for trainee PAs

Data Coordination will be led by Performance Team. The requirements are extensive and fundamental to the smooth operation of the service. Every 13-25 year old is entered on the electronic case management system (CCIS). For each contact with a learner this must be logged and all young people are tracked at all times. There is a particular emphasis for 16-19 year olds and the system flags up all young people at intervals ranging from 3 months to 12 months and requires a further destination to be identified or confirmed. PAs are responsible for ensuring their caseload is correctly represented on the system. This system provides a wealth of detail which is submitted to the DCSF monthly electronically, and which can be used locally for analysis of trends and of need. As well as high level data analysis there will be a requirement for support for the CCIS system and for training for PAs. This function will be carried out within the Performance Team.

Marketing, Publicity and Public Relations – there will be opportunities to celebrate learner achievement and progress and to raise the profile of the Local Authority. This will take place through existing channels of sharing good news including Local Authority publications and through the press and online media. There is a national requirement to retain the Connexions brand, and locally we are happy to do so as it has a positive association for learners and is well recognised. We will ensure the branding also reflects that Connexions is part of the Local Authority.

Record Management – each young person receiving guidance will have an up to date and relevant Action Plan. In addition to this every contact is logged electronically on CCIS. For many young people this will be supplemented by other information held in a paper based record. This will be kept securely.

Other services – Connexions also provides a number of other services. These are being reviewed to determine where they will be delivered in the future.

Info Box: What is Information, Advice and Guidance?

Information, Advice and Guidance (IAG) is an important element of the Integrated Youth Support Service and young people's Personal, Social and Health and Emotional and Well Being. The term IAG is widely used, and in the context of Careers Education, Information, Advice and Guidance (CEIAG) involves:

- **Careers Education** provided by tutors, learning providers, teachers and lecturers.
- **Careers Information** provided by schools, college and work based learning staff, youth support workers and Connexions staff
- **Advice and Initial Guidance** provided by school, college and work based learning staff, youth support worker and Personal Advisers
- **In depth Impartial and Specialist guidance** provided by Connexions and specialist agency staff

CEIAG in Herefordshire schools, colleges and work based learning provision is configured in a range of ways with responsibility at a variety of levels e.g. at curriculum or deputy head level, or careers teacher or work experience coordinator level.

Section 3: How the service is currently delivered

Current delivery is based on the outcomes specified in the contract between Herefordshire Council and the Connexions service. These relate to the statutory requirements and targets detailed previously.

There are currently 31 institutions eligible for Connexions Services. Partnership agreements are in place and these outline the respective roles, responsibilities and contributions of each partner. Each institution is allocated a number of days based on a formula.

There are currently two teams of Connexions Personal Advisers (PAs) with a Team Manager and a small number of senior PAs. Teams are based on three locality areas: city, south and north. One team supports learners who are in education, employment or training (EET), and the other supports those who are NEET. In addition to this there are a number of other services provided by Connexions. The teams are:

1. EET Team

EET PAs are based in schools and colleges, special schools and Pupil Referral Units (PRUs). PAs will commonly work across 2 or 3 institutions. PAs have a mixed caseload of providing the universal service and targeted support. The nature of targeted work may differ within institutions and is dependant on the pastoral systems and processes within each school or college. PAs are expected to work with senior members of staff responsible for curriculum and pastoral welfare in addition to heads of years, SENCOs, careers teachers, tutors and work related learning coordinators.

In mainstream schools PAs will also undertake work with statemented students and those with learning difficulties and/or difficulties (LDD) and are supported by Special Needs PAs who work with complex cases in mainstream schools and young people in special schools or units within mainstream schools/colleges. Special Needs PA's undertake complex casework and support the young person and their family/carers including in the preparation of applications for out-of-county residential placements. All staff will undertake Section 139a (previously 140) Assessments.

2. NEET Team

PAs working in NEET (not in education, employment or training) teams have a varied caseload ranging from those young people ready for placing, to those requiring intensive long term support, plus young people who are on pre-vocational learning.

Each training provider has a link PA and NEET PAs provide a duty service to the main centre and to the outreach facilities in Ross, Ledbury and Leominster.

3. Other Services

Central services are currently based in Worcester at the Head Office, and as well as HR, Training and Finance include provision of data and information services including the website and other printed materials.