

CONNEXIONS CONSULTATION SUMMARY

Herefordshire is reconfiguring the Children’s and Young People’s Directorate in order to address the range of existing, new and evolving challenges and demands placed upon us. The plans for the development of the Connexions service are set within that agenda and include the developing plans for the locality teams and the aims of the Herefordshire Public Services, which are:

- Improved outcomes
- Excellent Services
- More focus on customer experience
- Efficiency

Herefordshire Council is seeking to consult on:

- The future management and delivery arrangements for the range of services currently delivered by Connexions;
- The priorities for service delivery and outcomes for the new arrangements (within the constraints of the national specification and statutory duties).

This paper outlines a summary of comments relative to the consultation.

1. Do you agree with the vision of the proposed changes?

7	Strongly Agree
3	Agree
2	Disagree
0	Strongly Disagree

Comments:

CC-RP 001	A	It will more readily facilitate the integration of tier 2 (targeted services) across Children’s Services.
CC-RP 003	A	I think it is important that services that impact a young people adopt a joined up approach
CC-RP 006	SA	The ability to direct Connexions type Services from within schools and children’s services – will allow us to modify their work into our own IAG plans and visions
CC-RP 007	D	The slow speed of decisions, rigidity and lack of creativity that hinders other department will not create the responsive and flexible service that young people require.
CC-RP 008	SA	Option A in the light of the vision, is infinitely preferable, and will more easily encourage working in partnership with other organisations.
CC-RP 010	SA	The Service must encourage individual career ambitions that are realistic and achievable and for the majority relate to the local and national jobs market.
CC-RP 012	SA	OK to bring Connexions in-house but don’t lose one of their great strengths – their impartiality and client centred approach.
CC-RP 013	D	They will be reviewed differently by all stakeholders

2. Do you agree with the priorities and objectives?

2	Strongly Agree
9	Agree
0	Disagree
0	Strongly Disagree

Comments:

CC-RP 001	A	The ongoing challenges and new requirements have been correctly identified. A further key challenge is to find the resources to enable the new requirements to be fulfilled.
CC-RP 006	A	I would like to see – making employer links in the community and helping to facilitate better employer engagement in schools as a priority
CC-RP 007	A	To be more inclusive of other agencies in delivering services to NEET young people. TO place greater emphasis on useful, work-skilled having to solve NEET, not just any training with little purpose
CC-RP 008	A	Drop-out rates post-16 and effects on NEET numbers continue to be frustrating despite improved arrangements for notification by post-16 providers, and subsequent action by Connexions Service
CC-RP010	A	The prime service of our new Connexions Service must be to provide timely, impartial and accurate career advice and guidance to mainstream pupils as a priority.
CC-RP 012	SA	Make sure there is enough funding for an expansion of the service to 11-19 year olds. All young people are entitled to an equal service.
CC-RP 013	A	Extra services require extra people

3. Do you think the overall delivery model with a separate IAG service and targeted work in locality teams is appropriate?

3	Strongly Agree
5	Agree
3	Disagree
1	Strongly Disagree

Comments:

CC-RP 001	A	With regard to a separate IAG service and targeted work in locality teams
CC-RP 001	D	With PAs with LDD responsibility being placed in LDD Specialist Team
CC-RP 003	A	Would agree that is important to have a joined up approach
CC-RP 003	D	Am unclear about distinction between LDD Specialists team and IAG Team as one
CC-RP 004	SA	Knowledge of local areas is crucial
CC-RP 007	D	There is already a lot of suspicion around council run services amongst young people. This will not be perceived as impartial and will put off a number of young people from accessing the service.
CC-RP 008	A	Could be conflict of interest between assessment of needs, and the financial decisions related to levels and funding of support.
CC-RP 010	SA	IAG Advisors must have strong links with specialist training providers who can provide occupational careers advice.
CC-RP 012	SA	Connexions is an established brand with young people and the name should be retained
CC-RP 013	SD	By losing the larger team structure, communication between PAs and support will be less effective

4. What do you value from the current Connexions Service?

Comments:

CC-RP 003	Impartiality of advice
CC-RP 004	Continuity of service
CC-RP 006	Their flexibility, willingness to attend CAF, PSP meetings
CC-RP 007	Advocates on behalf of young people – sometimes against LA decisions
CC-RP 008	Good performance statistics relating to NEETs and Unknowns, some of the best, I believe, in the country.
CC-RP 012	A city centre “drop in” location
CC-RP 013	It is possible to develop firm relationships with a named PA built on trust and mutual respect

5. What else would you like the Connexions Service to deliver?

Comments:

CC-RP 003	Advice at younger age
CC-RP 005	IAG from Y8 – Y9, Y10/11 and 16+ Support for potential NEETs
CC-RP 006	Meet employers / career conferences
CC-RP 007	Could contribute more to wider agendas such as accommodation issues
CC-RP 010	The remit is currently very wide and nothing more should be added which could dilute core services
CC-RP 011	Improved understanding of the barriers faced by 16-25 year olds with severe/profound Multiple Learning Difficulties
CC-RP 012	More work with employers to generate employment opportunities for young people

6. How might Connexions contribute to Key Stage 3 as part of an integrated 11-19 Strategy?

Comments:

CC-RP 001	It is important that schools have good Careers Education and Guidance in key stage 3. Develop information resources suitable for KS3 students. Provide support and IAG to those who are not in schools, excluded or in receipt of elective home education.
CC-RP 006	Provide clear data on the local "job market" which could be used in Geography or PSHE lessons
CC-RP 010	Advice and guidance Diploma options

7. Have you any other ideas or comments you would like to make about the proposals?

Comments:

CC-RP 001	It is vital that, as a minimum, current resource levels are maintained and, if the new requirements outlined on page are met that front-line resources are increased.
CC-RP 003	I hope that the amount of time that Connexions staff are able to spend in school can increase to deal with the need for IAG at a younger age
CC-RP 004	We are pleased with the service as it stands, changes are welcome if they are appropriate to our needs
CC-RP 007	No explanation of why take in-house – other than it is how others do it
CC-RP 010	It should be a high profile organisation with its own identity, not just seen as "a department of the council"
CC-RP 012	Keep it in the centre of town
CC-RP 013	It is vital that the outlying services remain in towns other than Hereford

SUMMARY FEEDBACK FROM YOUNG PEOPLE

- The Connexions Transfer needs to pay particular attention to the image of Herefordshire Council with Children and Young People and ensure that dissatisfaction with the Council does not translate to the Connexions Service once it becomes part of the Local Authority
- The Connexions logo is a brand that is trusted
- The work of this consultation clearly shows an overwhelming high regard for the Connexions PAs in Herefordshire
- The integration of Children and Young People's services has significant potential to provide a comprehensive and cohesive web of professionals to provide the very best for children and young people.