

NORTH YORKSHIRE COUNTY COUNCIL
YOUNG PEOPLE OVERVIEW AND SCRUTINY COMMITTEE

22 February 2008

Work Programme Report

1.0 Purpose of Report

This report asks the Committee to:

- (a) note the information in this report
- (b) confirm, amend or add to the list of matters shown on the work programme (attached at Annex A)

2.0 Next in-depth Scrutiny Review – Domestic Violence and Young people

Young People experiencing domestic violence are likely to suffer long term emotional harm, unless the appropriate interventions are available to support them. The Committee agreed as their next scrutiny review to look into the interventions and support provided in North Yorkshire to this group of vulnerable young people who are witness to domestic violence.

The first stage is to organise a briefing seminar with appropriate officers and representatives from other organisations as soon as possible. Several members of the committee have expressed an interest in this particular review and their names have been added to the Task Group.

3.0 Scrutiny Review on the School Meals Service

At the last meeting of the Young People's Overview & Scrutiny Committee the Draft Report on the findings of the Task Group were presented for the committee's approval.

The committee were advised that the Children & Young Peoples Service was about to embark on a consultation exercise on the future of the Catering Service as recommended by the report. Task Group Members were advised of these Consultation meetings and invitations to attend were extended to all members of the Task Group. Consultations were held in the following areas:

31 January 2008 County Hall
4 February 2008 Cairn Hotel Harrogate
5 February 2008 Parsonage, Escrick
6 February 2008 Rendezvous, Skipton
7 February 2008 Downe Arms, Wykeham

The consultation outcomes will be summarised in a report and shared with the Committee in due course.

Consultations with children and parents are still in the planning stage but the Committee will be advised as this process develops.

4.0 Triumvirate Group Meeting – 8th February 2008

This was the third meeting to take place between the Director of CYPS, Executive Members and the Scrutiny Chair/vice-chair/group spokesperson.

This meeting was convened to update Scrutiny on the challenges and issues facing the Children & Young Peoples Service so that the O&SC work programme can be refreshed accordingly.

Outcomes from the meeting include:

Budget:

The challenge to the service is to meet the required 3% cashable efficiency savings whilst maintaining a full service.

YPOSC asked for more information regarding the C&YP Service Efficiency Savings Plan and to be able to compare last years figures with this years financial settlement to see where efficiencies might be made.

It was agreed that a Workshop would provide an ideal opportunity for members to explore this topic in depth and would help members to better understand the Directorate's budgetary process – arrangements for a workshop will be circulated shortly to Committee Members.

Efficiency savings are required to be made year on year and the Chairman requested that the Budget arrangements for next year's efficiency savings is added to the work programme for Nov/Dec 2008.

Primary Capital Programme:

Consultation on the Government's long-term strategic capital investment programme for Primary Schools is already listed on the committee's work programme and will be presented at the 2nd May meeting.

School Organisation Issues:

Surplus capacity in towns/rural catchment area's requires improved collaborative working between schools and the C&YPS.

Questions were raised regarding catchment areas and whether there are any plans to review these? Currently there are not but the Committee has asked to be kept informed and would welcome a briefing on this particular matter.

14-19

Schools, colleges, employers, the Directorate and Learning & Skills Council have been working together to improve 14-19 opportunities for some years. Worthwhile progress has been made and the challenge for the delivery of all 17 Diplomas in North Yorkshire by 2013 will be challenging for the Service.

The Chairman has had an initial meeting with the Quality and Improvement team to request a briefing for Members of the committee and an opportunity to consider the 14-19 Strategic Plan.

Members will note that this item has already been incorporated into the work programme.

Integrated Services:

Members heard that the Integrated Youth Support Service has been outsourced to IGEN Leeds with effect from 1st April 2008. This organisation provides information, careers advice and guidance in schools.

The Chairman suggested that Members of the Committee would like to hear more about this service and how it will involve young people from across the County. With the approval of the committee this topic will be added to the work programme. (Business Review and the GEN magazine are attached at Annex B)

Extended Schools Agenda – The core extended schools agenda offer is being met across the County. However, no evaluation has been undertaken to investigate whether the extended schools agenda is making a difference.

This could be a useful topic area for the committee to consider as their next in-depth scrutiny review.

Corporate Parenting: A Children in Care Council

Developments so far include the setting up of Area Looked After Children & Young People Groups with elected nominations from each area sitting on the 'Young People's Council' (the title they have chosen).

There are still several corporate parenting issues to be monitored. These include educational attainment, inspection of children's homes, number of placements and out of area placements. Further clarification will be sought on how these matters will be overviewed in the future.

Involvement of Overview and Scrutiny in Policy development

The Chairman raised the matter of overview & scrutiny in policy development and the importance this had had with the CPA. Concerns were highlighted with regard to the SEN Policy which had not been considered by the YPOSC prior to being presented to Executive. The Chairman requested that a process is found which incorporates overview and scrutiny in any future policy developments.

Recommendation

5.0 The Committee is recommended to:

- note the information in this report
- confirm, amend, or add to the list of matters shown on the work programme (attached at Annex A)

HUGH WILLIAMSON
Head of Scrutiny and Corporate Performance
County Hall
NORTHALLERTON

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Date: 14th February 2008

Annexes: Annex A Work Programme
Annex B IGEN Business Review & the GEN Magazine

Outstanding Committee Dates 2008

May	02 - Committee now 10.30
June	06 – Reserve Committee 10.30
July	11 – Committee now 10.30
September	26 – Committee now 10.30
October	31 – Reserve Committee 10.30
November	28 – Committee now 10.30

YOUNG PEOPLE OVERVIEW & SCRUTINY COMMITTEE
WORK PROGRAMME – 2008 (updated January 2008)

Every Child Matters Outcomes

1 Be Healthy

2 Stay Safe

3 Enjoy & Achieve

4 Make a positive contribution

5 Achieve Economic Well-Being

In-depth Scrutiny Projects

SUBJECT	AIMS/TERMS OF REFERENCE	ACTION/BY WHOM	TIMESCALES
School Meals	Following the job evaluation review and the increase in pay rates for Cooks the Committee agreed to work with the Catering Board and consider the alternative options available.	First meeting of the Task Group Draft Report to committee	November 07 January 2008
Children witnesses of Domestic Violence	Proposed that the next in-depth scrutiny review looks into the support offered and provided to children & young people as witnesses to domestic violence. Included in this review will be the role of Children's Centre's and partnership working.	Briefing Seminar and Scoping Exercise <i>(to be confirmed)</i> Draft Report to Committee	Feb 2008 May 2008
OVERVIEW REPORTS			
Monitoring Pupil Numbers	Members of the committee requested an Overview report , on a purely theoretical and no commitment basis, which explores the options of the local formula for schools funding in the light of falling rolls	Corporate Director of Children & Young Peoples Service	January 08
Youth Offending Team	Progress report and briefing on the development of an Education Training and Employment Strategy	Lesley Ingleson, Manager Youth Offending Team Service	February 2008

YOUNG PEOPLE OVERVIEW & SCRUTINY COMMITTEE
WORK PROGRAMME – 2008 (updated January 2008)

1 Be Healthy	2 Stay Safe	3 Enjoy & Achieve	4 Make a positive contribution	5 Achieve Economic Well-Being
SUBJECT	AIMS/TERMS OF REFERENCE		ACTION/BY WHOM	TIMESCALES
Young People and diversity	Briefing on what is being done to help young people in North Yorkshire to understand the value of diversity and equal opportunities for all and how barriers are overcome by effective education and training.		John Bell, Children & Young Peoples Service	February 2008
Local Area Agreement 2	Briefing and presentation on the new Local Area Agreement 2 arrangements		Lynette Dodds, Children & Young People Service	February 2008
Drug and Alcohol Treatments and services	Members to be briefed on the services, treatments and partnership arrangements available to young people with drug and alcohol problems.		Drug and Alcohol Team	May 2008
Commissioning for the Children's Health Agenda	Update from the North Yorkshire and York PCT on Childrens Services and the priorities facing young people and health related issues.		Director of Commissioning and Director of Operations NY & Y PCT	May 2008
C&YPS Partner organisations	Fire Service and Voluntary sector to be invited to explain their contribution to the Every Child Matters agenda		To be advised	?May 2008
14-19 year olds Education & Skills	Briefing on the radical reform of the system for 11-19 education and plans to transform secondary and post-secondary education so that all young people achieve and continue in learning until at least the age of 18.		Corporate Director of the Children & Young Peoples Service	June 08 <i>(extra meeting)</i>
Multi Agency Looked After Partnership (MALAP)	Progress report on the NALAP partnership and its responsibilities towards other LA's Children who live in North Yorkshire.		Paul Nixon and Nigel Ogley	July 2008

YOUNG PEOPLE OVERVIEW & SCRUTINY COMMITTEE
WORK PROGRAMME – 2008 (updated January 2008)

1 Be Healthy	2 Stay Safe	3 Enjoy & Achieve	4 Make a positive contribution	5 Achieve Economic Well-Being
SUBJECT	AIMS/TERMS OF REFERENCE		ACTION/BY WHOM	TIMESCALES
Young Carers	Overview and clarification on the support and funding arrangements for this vulnerable group of young people		Director of C&YPS and Director of Adult Social Care	July 2008
Children with Learning Difficulties and Disabilities	Transition planning for children & young people with learning difficulties and disabilities.			July 2008
Delegated Resources	Progress Report on the processes for Monitoring, Challenging and Supporting Schools who use delegated resources for children with special needs and underachieving gifted and talented children		John Bell Children & Young Peoples Service	Sept 2008
Contact Point	Progress report on the policy guidance for users of Contact Point		Andrew Whittaker and Lynette Wise, Integrated Childrens Systems	Sept 2008
Extended Schools agenda	Progress report on the development of the Extended Schools programme		Bernadette Jones and Carolyn Bird	Nov 2008
Heath Related Survey	Results of the latest survey undertaken by North Yorkshire Schools		Katharine Bruce	2008
A Sporting Chance	Post Implementation review of the recommendations set out in the in-depth scrutiny review of sports provision and participation in North Yorkshire.			2008
Learning in the Wet and Mud	Update and feedback on the suggestions/development opportunities as set out in the report of the Task Group on Outdoor Education Services			2008

This is a working document therefore topics and timeframes could alter

01

BUSINESS
REVIEW
2006/7CHIEF EXECUTIVE'S
REPORT

STEVE HIGGINBOTHAM,
CHIEF EXECUTIVE

Continued strong performance was realised against all year end core business targets and objectives. Leeds Careers met or over-achieved in all its Connexions contracts and was accorded 'good' grades for its operational performance and 'excellent' for best value. Future Pathways was the top performing e2e programme provider in West Yorkshire and continued its strong performance on its three nextstep contracts. The division also had a highly successful year winning new business, and breaking new ground, with funding from the Arts Council for a project in Leeds, for work with NEET young people in Leeds, Bradford and Wakefield funded by Connexions West Yorkshire and also gaining significant high-value contracts with LSC and Jobcentre Plus in the Tees Valley.

Unfortunately the impact of a standstill budget for our main Connexions contract for a fourth successive year and the ongoing issue of the company's pension scheme deficit more than negated the additional income generated through new contract wins.

Following on from the significant changes announced last year by government to future arrangements for young people's support services from 2008, this year it was the turn of IAG services for adults to come under the national spotlight. Throughout the year we contributed to consultations on a government review of IAG services for adults. The Leitch review of future skills needs recommended that a national universal careers service for adults should be established. This has since been supported by the government in its response to Leitch and will, if implemented by 2010 as envisaged, provide for the first time an opportunity for all adults to access support for their career development. It will also move careers information advice and guidance services into the mainstream as a nationally branded support service integral to meeting future skills and employment needs of the country.

2006/07 was the company's tenth anniversary year and to mark this milestone we engaged in a small programme of events. The highpoint of the year was an awards evening held at The Royal Armouries in Leeds, which celebrated the achievements of young people and recognised the vital contribution made by our partner

organisations. It was heartening to hear the warm accolades for the work of our employees, the moving accounts of how young people have overcome barriers to achievement, and particularly pleasing to be told by partners of their delight at being publicly recognised in this way. Numerous requests for a repeat of this event were made and this is under consideration. For the first time the company also held a staff awards event, with divisional employees and managers nominated by their peers for their contribution and support.

As part of our ongoing commitment to the development and profile raising of professional careers guidance we also published during the year an academic review paper in partnership with the University of Derby on the future of professional careers guidance and sponsored a national careers summit of all the key UK careers organisations. Recognition of our contribution to the careers guidance industry came in the form of an award from the Institute of Careers Guidance for research undertaken in Leeds on the career choices of young people from BME communities, the second year running that we have received a national award in this category. In another good year for awards, we also gained the Matrix Quality Standard for our nextstep services, and achieved the ISO 27001 standard for information security.

In the coming year, the company will be carrying out a strategic business review to ensure that it continues to be in a strong position to provide high quality value for money services and for it to compete effectively for business opportunities. Early indications at the start of 2007/08 are that this could well turn out to be another step change year for the company's operations as we progress our ambitions to become an established national provider of learner support and development services across the country.

02

ANNUAL REPORT 2006-7

Leeds Careers continues to be the main provider of universal information, advice and guidance services for young people aged 13-19 in Leeds, through its contracts with Connexions West Yorkshire.

Targeted work to address the needs of vulnerable young people and reduce the number of NEET (Not in Education, Employment or Training) is also undertaken. This includes work with young people with learning Difficulties and/or Disabilities, Looked After Young People, Teenage Parents and Young Offenders.

Personal Advisers operate from the Connexions Centre as well as in schools, colleges and community sites, working closely with other agencies to provide 'joined up' services to young people, parents and carers.

These activities contribute to addressing locally the five key outcomes of Every Child Matters and the objectives of the Children and Young People's Plan for Leeds, and will be central to the future delivery of services through the Leeds Integrated Youth Support Service.

In 2006-7 Leeds Careers staff achieved/undertook the following:

A significant success in 2006 was the achievement of the NEET target for Leeds, following on from similar success at the previous target date in 2004. This resulted from dedicated activity in engaging with unsettled young people and intensive advocacy and brokerage work to place them into work and learning opportunities. This included the contribution made by our 'Effective Transitions' Personal Advisers, working with Year 11 school leavers most at risk of not making a successful post-16 transition.

We also achieved/undertook:

- 2,007 young people moved from NEET to EET.
- 1,906 young people were placed into jobs and work based learning opportunities.
- Guidance interventions with 5,589 young people in Years 9-11 who are at risk of not remaining in learning.
- Guidance interventions with 1,740 'at risk' students in Post-16 education.
- 17,905 interventions with those 16-19 year olds who were NEET.
- 131 young people have been on Teenage Pregnancy and Parenthood PAs' caseloads during the year. 87 (66.4%) achieved a learning outcome or a job.
- 566 'at risk' Year 11 young people were on school-based Effective Transitions PAs' caseloads during the year. Of these, 461 (81.4%) achieved a learning outcome or a job.
- 293 'at risk' students were on college-based ETPAs' caseloads during the year. Of these 280 (95.5%) achieved a learning outcome or a job.
- 619 special needs reviews and 402 'Section 140' assessments were completed with young people with

Learning Difficulties and/or Disabilities to aid their transition to post-16 learning.

- 704 job vacancies taken, of which 617 (88%) offered training to NVQ level 2 or above.
- 15,095 young people used the Connexions Centre to obtain help with employment and training, information, advice and guidance, and support with personal issues.
- 7,640 calls were taken on the freephone Helpline.

"Yourconnexion" - feedback from young people

Yourconnexion feedback mailboxes are sited at schools and colleges, and the Connexions Centre. 890 responses were received, of which 96.85% (860) rated us as 'excellent' or 'good'. 67.5% of young people said they used us for help with 'careers', 15.4% with money, 5.6% with housing. Many young people commented on the friendly and helpful approach of the PA they had seen and said they were happy with the advice received.

Involving Young People:

The involvement of young people in the design, delivery and evaluation of services is well established in Leeds Careers. Young people are involved in governance through a Young People's Advisory Group, which meets regularly with senior managers from Leeds Careers, and has places on the Leeds Careers Advisory Group (LCAG). Activities this year included a social event for young people and adult members of the LCAG designed by the young people to foster mutual understanding and which involved a bowling competition and tapas! Young people are also involved in the recruitment and selection of Personal Adviser staff, and in recruiting and training new young people for participation and involvement.

Access to services:

In order to make services more universally accessible the www.wyzup.net website has been updated to include direct access to vacancies on-line, e-mail access to a Personal Adviser and hotlinks to range of other relevant websites. Extended opening hours at the **Connexions Centre** at 1 Eastgate will be piloted in 2007/8 following consultation with young people.

New services:

Building on the successful experience gained last year in supporting looked after young people and teenage parents through ESF funded projects, we have been successful in mainstreaming this work through additional Connexions resources. 10 new Personal Adviser posts have been created to work with such vulnerable young people, plus young offenders and 17 year old NEETs to commence delivery in 2007.

EXECUTIVE DIRECTOR'S REPORT



TERRY WALSH,
EXECUTIVE DIRECTOR

We also commenced work with Education Leeds, on behalf of the 14-19 Learning Strategy Group on the implementation of the on-line Area Prospectus of learning opportunities, to be launched in September 2007. This project will include piloting a Common Application Process, and the exploration of links to the 'e'-Individual Learning Plan.

Partnerships & Networking:

Leeds Careers continued to play a major role in supporting the Connexions network in Leeds and Children's Trust arrangements through membership and involvement in a range of bodies, including:

- School Improvement Partnership Board
- MALAP (the Multi Agency Looked After Young People Partnership).
- Children Leeds task groups.
- Joint Preventive Partnership.
- Integrated Youth Support Service Project Board.
- Leeds Connexions Local Management Committee, Operations Group and Local Delivery Planning Group.
- 14-19 Learning Strategy Group and 14-19 Co-ordination Team.
- Teenage Pregnancy and Parenthood Partnership Board.

Operational delivery is structured to provide a client-focussed service.

Personal Advisers provide impartial information, advice, guidance and transition support to young people aged 13-19 in schools, colleges and in training and employment (up to 25 for those with Learning Difficulties and/or Disabilities) and to parents/carers. Extensive capacity-building support is also provided to schools, colleges and other establishments through an in-service training (INSET) programme, libraries and information provision, and the Leeds Quality Standard for Careers Education and Guidance. Arrangements for service delivery with educational institutions (including Wetherby Young Offenders Institution) are agreed annually through individual partnership agreements, which are used to monitor and review provision.

Services for young people 16-19 who are not in learning are accessed through the Connexions Centre and community outreach. Support is provided for entry into employment and training, benefit registration and access to specialist services. We also provide a free vacancy notification and placement service for employers and training providers.

Support for the delivery teams is provided through the **Development Team**, which produces and supports a comprehensive and high-quality range of information products for individuals, organisations, staff and city-wide events (such as Careers on Show), staff training and development, in-service training for partners, and a wide range of management information and statistical analysis (such as the annual Destinations of School Leavers publication).

EXECUTIVE DIRECTOR'S
REPORTCHRISTINE MACNIVEN,
EXECUTIVE DIRECTOR

Future Pathways delivers a wide range of Learning and Skills Council (LSC) and Jobcentre Plus funded initiatives which support young people and adults into learning and employment opportunities in Leeds, Humberside, and the Tees Valley.

Major areas of activity:

e2e (Leeds)

- e2e (entry to employment) targets young people aged 16-18 who have not achieved a level 2 qualification. Using a programme of activity comprising key skills, personal and social development and employability. Young people are readied for apprenticeships and work.
- Future Pathways leads a partnership of providers from the voluntary, private and Further Education sectors in Leeds.
- 1056 learners accessed e2e in 2006-07: 69% above target. 456 learners progressed to positive destinations – progression rate 55%;
- Achievement rate 40%; the national achievement level stands at 43%.

e2v (Leeds)

- e2v (entry to vocational learning) commenced in September 2005. It targeted young people who are not ready for e2e on account of having social, emotional and commitment problems. Many have offending backgrounds, a history of substance use and chaotic lifestyles. The programme uses a range of innovative themes – music, sport, art, IT to attract young people to the programme. Thereafter, by providing intensive personal support, introducing key skills and addressing personal issues, learners progress to e2e, further education, work based learning or employment.
- 147 young people accessed e2v in 2006-07 of whom 55% progressed to a positive destination – e2e, further education, work based learning or employment.

nextstep

- Future Pathways has significant involvement in the delivery of Information, Advice and Guidance (IAG) to adults through its involvement in nextstep, delivering services in Leeds, the Tees Valley and Humberside. nextstep focuses on adults who have not yet achieved Level 2 qualifications.
- Through nextstep, advisers provided 2035 advice sessions in Leeds, achieving 104% of the contracted target. Staff from Future Pathways also delivered 273 sessions of enhanced services to adults throughout West Yorkshire.
- In Tees Valley, the nextstep partnership managed by Future Pathways now consists of organisations from a variety of sectors including the Fire Brigades Union and DISC covering the whole Tees Valley area i.e. Middlesbrough, Stockton, Redcar and Cleveland, Darlington and Hartlepool. 4498 advice sessions (100.5% of the target) were delivered by partner organisations.
- Humberside nextstep partnership, managed by Future Pathways, delivered 6752 advice sessions, 113% of the

target. The Humberside partnership now comprises 13 organisations from a wide range of specialisms including Mencap for clients with learning difficulties and Rainer for clients with drug problems. Partners are selected on geographical criteria to ensure that the target population of the whole Humberside area has access to IAG.

Taste Your Future

This is an LSC Humberside ESF co-financed project to deliver a range of learning tasters to adults in the sub-region. Using new and existing partners to deliver sessions, 2143 adults have sampled learning including amenity horticulture, hospitality trades and careers in the care sector. In total, 448 taster sessions have been delivered.

Aimhigher

This programme supports adults with level 2 or 3 qualifications who are considering higher education as an option. Support given includes access to labour market information on graduate career prospects, as well as broader careers advice. Support is given on funding for higher education, including accessing charities and educational grant making trusts. 65% of the people taking up the service were employed full or part-time.

Developments

The portfolio of activities held by Future Pathways continued to grow in 2006-07. Two projects were successfully bid for, funded by LSC Tees Valley through ESF, co-finance. Talk to the Face (T3F) involves a team of advisers working with 18 year olds not in education, employment or training (NEET), delivering support and training interventions to aid progression to mainstream activity. In Redcar and Cleveland an e2v programme, using the West Yorkshire model, is provided for pre e2e 16-18 year olds.

A Skills Coaching contract has been won in the Tees Valley to pilot the service on behalf of the North East LSC.

A Jobcentre Plus contract was gained to deliver our innovative Maxim8 (assessment and guidance) programme in Middlesbrough, Hartlepool and Stockton.

In addition we have delivered IAG for Train 2 Gain and Skills Coaching to Jobcentre Plus clients on behalf of Careers West Yorkshire.

Leeds and Tees Valley IAG services were subject to a re-accreditation inspection against the matrix standard in February 2007 and the inspector praised the quality and management of the IAG services in both areas. The award of the matrix standard allows us to continue to tender for additional work with the LSC and Jobcentre Plus and provides a useful benchmark for the organisation's continuous improvement.

COMPANY PROFILES

mentra UK

mentra UK is igen's commercial arm established to offer services and products compatible with the public services provided by igen.



SYMONE SALWAN,
MANAGING DIRECTOR,
MENTRA UK

Mentra has changed dramatically over the last year, developing both its recruitment and training businesses.

Triangle Staffing has gone from strength to strength, achieving a growth of 24% through its provision of temporary and permanent Careers and IAG workers. We are now providing a wider variety of workers to our clients in Careers Services, Connexions, nextstep, FE and HE organisations right across the country and we remain the UK's leading specialist supplier of Careers workers. Our future plans include expanding into Student Services personnel and securing additional preferred supplier contracts with national organisations.

Mentra Training has been established during the latter half of this year and has successfully restructured all of its delivery. We have been accredited by OCR and NOCN as a Centre for training in Information, Advice and Guidance at Levels 2, 3 and 4. Our first 27 candidates through our new Centre achieved their NVQ Level 3 in July this year. We are now working with Colleges, nextstep and

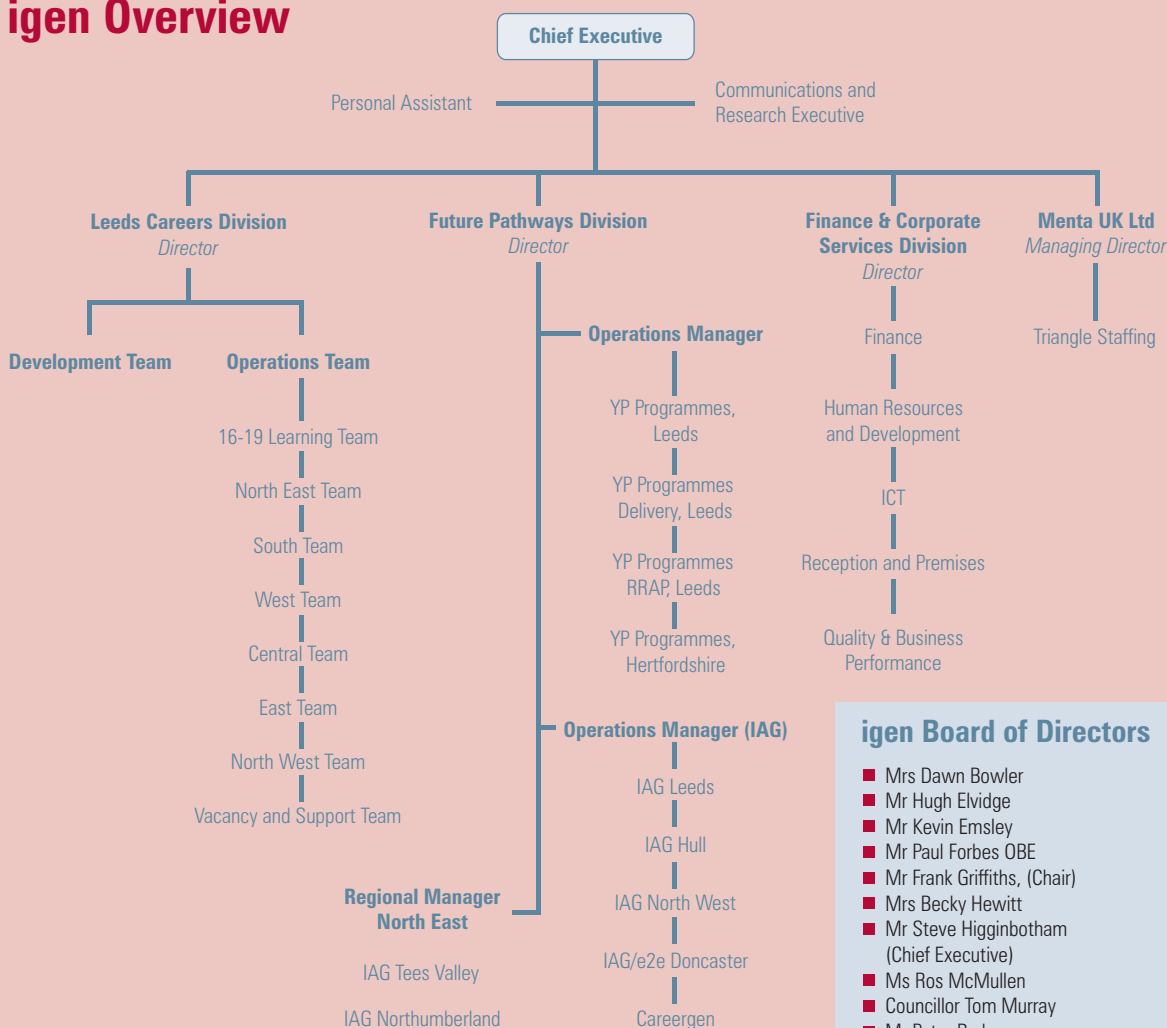
Train to Gain providers as well as continuing our services to the Voluntary and Community sector. The next year will see us build Mentra Training into a national provider of IAG training.

Towards the end of 2006, we took the decision to close Careergen as a commercial service within Mentra. The name and assets of the business were handed over to Future Pathways IAG team to run alongside their publicly funded adult guidance services and we are pleased to see them continuing to help those adults in need who are not eligible for the nextstep service.

The 2007/08 year is an exciting one for Mentra as we grow to be a truly national player and develop opportunities and services that encompass both our business areas.

Symone Salwan, Managing Director

igen Overview

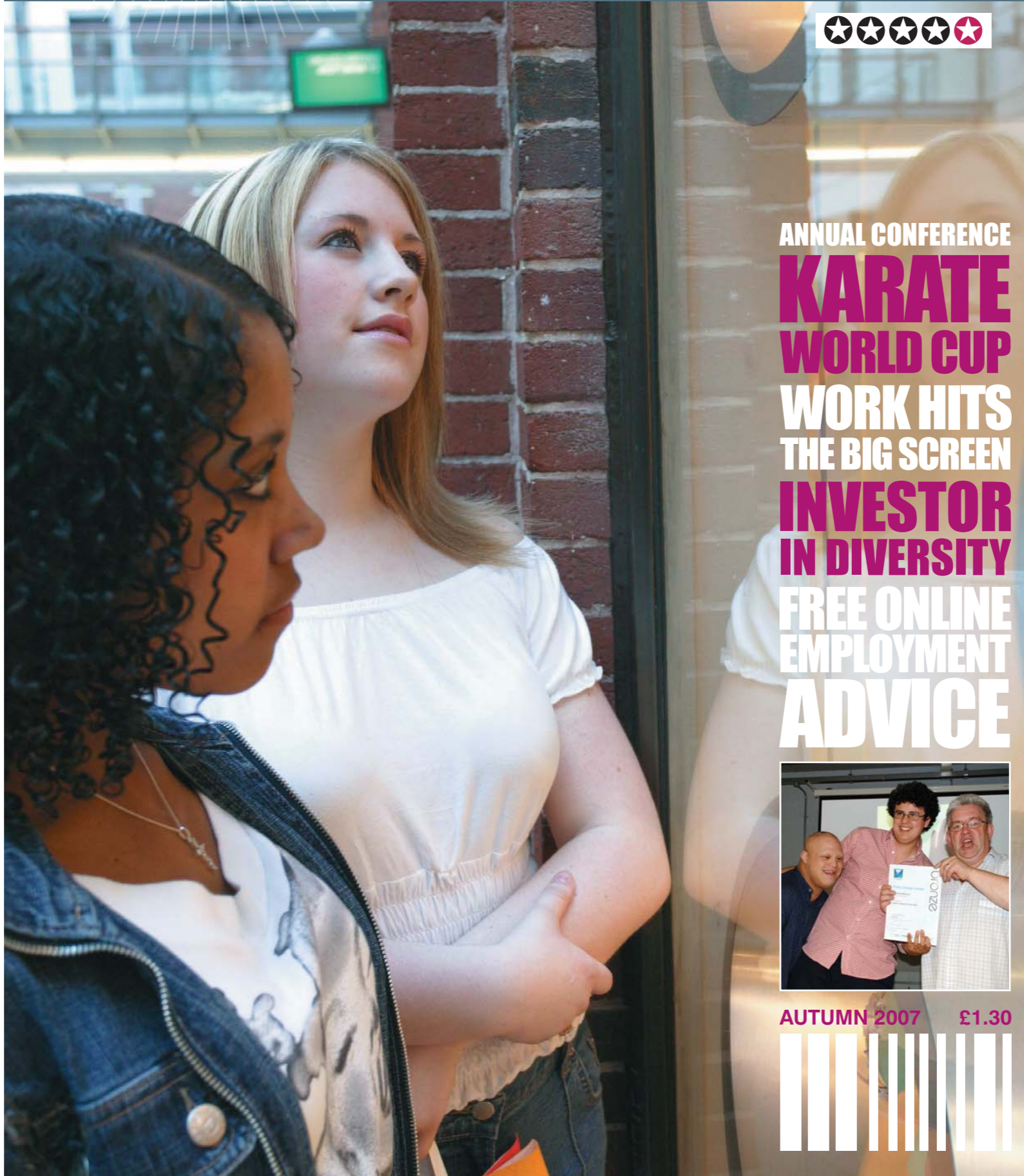


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the GEN

THE MAGAZINE OF IGEN LIMITED



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INTRODUCTION FROM KAY YATES

Welcome to the Autumn edition of "the Gen", the magazine which informs partners and stakeholders about igen's work in the world of career development. Initially our work covered just the Leeds area, but more recently igen has expanded into Humberside and Tees Valley. And in the last month, igen's Future Pathways division has even established a small office in Hatfield, Hertfordshire to provide services for e2e in that area. It doesn't end there as plans are currently under way to open offices in Leyland near Preston, Doncaster and Alnwick.

All of this seems a long way from the small organisation called 'Leeds Careers Guidance' I joined in 1999 as Secretary to two senior managers. Whilst the work of the careers professionals is of course absolutely vital to all of this success, this seems a very good opportunity to highlight the sterling work done by all the support staff in the Finance & Corporate Services Division. It's a sad fact that people in the 'back office' of companies are sometimes overlooked and the volume and diversity

of their work is perhaps not fully appreciated. However, without this constant support from the Finance, HR, premises, IT and Corporate Reception teams, igen would simply not function.

At the igen Staff Showcase in May this year I was delighted to be given a "Staff Award", voted for by colleagues. Chris Ward, igen's Financial Accountant, won the "Manager Award" and in the other Divisions, Lisa Storey and Jane Nurse won the Staff/Manager awards for Future Pathways and Angela Olbison and Chris Speedy for Leeds Careers. These awards were a new departure for igen and I for one was very glad to see them (and I'm not just saying that because I won!). It's a good opportunity for staff to recognise the work of their colleagues in contributing to the success of the organisation.

I hope you enjoy reading this edition of 'the Gen'.

KAY YATES
Premises Officer / Director's Secretary
Finance & Corporate Services Division – igen Ltd

YOUNG PEOPLES' WORK HITS THE BIG SCREEN

Learners who have recently completed an Arts Award had their film premiered on the big screen in Millennium Square, Leeds.

The film was the culmination of an Arts Champion Project funded by the Youth Justice Board, DfES and the Arts Council England and was delivered in Leeds through a partnership between igen Future Pathways and Pavilion an Arts/Media project.

The philosophy of the project was to give young offenders or those at risk of offending the opportunity to reengage in learning by providing creative opportunities leading to the Trinity College Arts Award. 11 learners achieved the Silver Award and 6 achieved the Bronze Award. All the students who have completed the programme are going on to complete further training including college courses, work based learning or employment.

The learners, all aged between 16 and 18, showcased their work at an awards presentation hosted by Barnsley poet, television and radio celebrity Ian McMillan. This was followed by the open air screening of their short film on the Big Screen in Millennium Square.

Each young person made a personal contribution to the film which gave a personal insight into the lives and feelings of those who had taken part on the course and had many poignant messages for the viewers of the film.

Christine Macniven, Director of Future Pathways said:

"This course has been extremely successful. The students have all had difficult backgrounds; many have offended or were at risk of offending and all had very few qualifications and didn't know that they wanted to do in life. The course provided an alternative outlet for these young people to express their feelings while developing new skills that they can carry forward. The award gives each of them a qualification they can be proud of and has opened to door for them to further training or future career options."



Young People want more education

Young People in Leeds are committed to improving themselves with nearly nine out of ten school leavers opting to carry on with their education. That is the key finding from the latest report published jointly by igen and Connexions West Yorkshire.

Over 88% of all school leavers (years 11, 12 and 13) continue with learning either part time or full time. This includes nearly three quarters (73%) of eighteen year olds who carry on with their education.

2005/6 also saw 3% more pupils from year 11 carry on into sixth form after taking their GCSEs.

The report also monitors the destinations of those young people who have chosen to go into employment and training. Amongst 18 year olds the chosen occupations remain largely unchanged from the previous year with Retail Sales Assistants most popular with Clerks and Customer services in second and third place. For those entering work at age 16 students were more likely to go into trades including hairdressing, construction and motor mechanics.

The figures are all contained in the report "Leeds Destinations 2006, What Next?" The report is published by Leeds Careers, a division of igen, working with Connexions West Yorkshire.

Connexions is the national support, advice and guidance organisation for young people bringing together the services that can help them in all aspects of their lives. Connexions West Yorkshire is the sub-regional service working with all young people aged 13-19 years old.

Steve Higginbotham, Chief Executive at igen Ltd said: "The results from the report show the numbers of young people remaining in learning or entering employment is consistently high and in line with the national average. Leeds Careers, though the Connexions Service provides an essential service to young people in Leeds to help guide them to training and employment opportunities that best meets their needs and aspirations".

The Leeds Destinations 2006 report provides statistical information about the destinations of year's 11, 12 and 13 school leavers in their first 6 months since the end of the school year in July 2006.

Copies of the Leeds Destination 2006 are available by emailing Andy.Wilson@leedscareers.co.uk.



FREE ON-LINE ADVICE, SUPPORT AND GUIDANCE FOR STUDENTS FOLLOWING EXAM RESULTS

Students who received their AS and A Level exam results were able to benefit from impartial careers information, advice and guidance on future employment and learning opportunities and pathways on the internet.

Personal Advisers from Leeds Careers, a division of igen, working in partnership with Connexions West Yorkshire provided the service via the Galaxy FM website.

A message board was available for two weeks from Monday 13th August at www.galaxyfm.co.uk. Qualified careers advisers were able to respond to many of the most popular queries on issues facing students and provided a valuable tool for many in deciding what to do following their results.

Terry Walsh, Director of Leeds Careers said:

“Careers advice is vital for students. There are so many options available to them and when they have just received their results it can be very useful to have someone help to guide them through all the available options.”

The message board gives us another way to help students in a format that they are comfortable with. Many students often face the same issues and the message board will give them the chance to quickly and easily see the responses to others enquiries and help them to access information at a time and in a way that best suits them.

The message board built on the popularity of the internet and digital technology with young people as one of their preferred methods of communicating. Technology will not replace the more traditional means of accessing careers services, but will provide additional avenues for students to access information and see other issues their fellow students are experiencing. Students were still able to receive face to face advice at the Connexions Centre, Eastgate, Leeds as well as by phoning the DCSF national Helpline.

Leeds Careers, under contract to Connexions West Yorkshire, provides information, advice, guidance and support throughout Leeds in schools and colleges and in the Connexions Centre. A wide range of relevant information is also provided on the successful website www.wyzup.net which has been designed with and for young people.

The message board initiative was part of a national scheme launched by popular radio station Galaxy FM which included a chat room for students with careers advisers.

TEAM CHALLENGE

Following a successful year of fundraising through supermarket bag packing, bowling nights and street collections in Leeds Town Centre, the Leeds Careers 16-19 Team raised £1500 for charity and scooped the prestigious igen Team Challenge Award.

A further £1500 was match funded by igen to give a total of £3000 raised for charity which was split between Cancer Research UK and Martin House Hospice.

The 16-19 Team were rewarded with a day off work. To celebrate, the team enjoyed a relaxing day at Bolton Abbey where they set up a base camp by the riverside, had a wonderful BBQ cooked by their very own chef, Brian Hunt, followed by games of rounders.

The day brought everyone together to celebrate what they had achieved and was a great way to have a bit of fun and to get to know one another. Team Manager Simon Hewitson said “This was a brilliant day, the whole team thoroughly enjoyed it and we really got a lot of benefit from it. Probably one of the best days at work I’ve ever had!”



CAREERS ADVISERS CHALLENGING PERCEPTIONS AT ANNUAL CONFERENCE

CAREERS advisers were asked to challenge perceptions at the 7th Annual Tees Valley IAG Conference in Middlesbrough.

Building on the success of previous conferences 100 delegates from private, public and voluntary organisations attended to hear inspirational talks from four prominent guest speakers including Solat Choudhry, Director of the National Centre for Diversity, Pat Whaley Regional organiser for NIACE, Gillian Miller, Regional Skills Director at the Learning and Skills Council and Gareth Dent Director of Adult Services at ufi learndirect

The conference, which was organised in partnership by Future Pathways, a Division of igen and nextstep, is vital to many careers advisers to network with other professionals and to hear the latest developments in the careers and training sector.

Many careers advisers often work in isolation in schools or voluntary organisations. The client groups can vary greatly and encompass young people, those looking for a change of career, offenders and those returning from long term ill health. Despite the varied client groups, all careers advisers have the same aim, to help, encourage and support people into training or work, the approaches can differ greatly to meet the needs of the clients. The conference looked at the common themes facing all careers advisers as well as addressing specific issues facing the sector.

The North East has the largest number of unemployed people in the country. Through conferences like Challenging Perceptions careers advisers are given additional knowledge to help everyone who is considering a new career or entering the job scene.

Eddie Costello, Regional Manager NE at igen Future Pathways said: “The Conference was a fantastic opportunity for advisers, managers and policy makers to get together in the Tees Valley and share experiences and ideas for the future. The annual conference strengthens and invigorates the sector by having key speakers sharing ideas and challenges and also through workshops for participants from experienced and dedicated professionals within the sector.”

Christine Mcniven, Director of igen Future Pathways said: “It can be a lonely life for information, advice and guidance advisors and these conferences provide an important opportunity for everyone in the sector to come together to network and hear about new initiatives.”



On your bike for charity

Two members of igen Leeds Careers 16 – 19 Team joined 5000 other cyclist to raise money for charity in the Manchester to Blackpool bike ride.

Mikey Duggan and Simon Hewitson managed to raise £185 for Martin House Hospice and Cancer Research UK, the two igen company supported charities, by cycling the 60 mile route in four hours.

This is the second year that Simon has completed the ride for charity and he managed a time 10 minutes quicker than last year. The bike ride is the first event in a series of fund raising activities which last year raised over £3000 for the two charities.

Simon Hewitson, igen Leeds Careers 16-19 Learning Team Manager said: “It was hard work but everyone has been extremely generous, so it was well worth the effort. Thank you to all those who sponsored us, we couldn’t have done it without you.”



JUNE

GO KAN RYU KARATE WORLD CUP, BIRMINGHAM, 2007

Earlier this year, Ann-Marie Clayton, Effective Transitions PA at Intake High School, won two bronze medals at the Go Kan Ryu Karate National Tournament. This qualified her to take part in the World Cup Tournament held at the NEC in Birmingham on 2nd and 3rd June. In her belt division, Ann-Marie found herself competing against many 1st and 2nd Dan black belts from the UK, USA, Australia and New Zealand and was over the moon to finish in 4th place, just outside the medal positions.

A big well done also to her daughter who won the gold medal in the 14 & 15 year old brown belt and above division, receiving the glorious title of World Champion.

Ann-Marie is now training hard to hopefully win a medal in the next World Cup in two years time, to be held in the USA.

JUNE

EVERY CHILD MATTERS MARKET PLACE OPEN FORUM EVENTS

The ECM Market Place Open Forum events saw children's and young people's services from across the whole of Leeds come together to highlight their services, exchange good practice and promote multi-agency working. igen was represented at these events by members of the Effective Transitions Personal Team. They held a stall at each of the six events, five in the local area wedges and one central event, to promote the ETPA project, igen Leeds Careers and the Connexions service. With photographs, leaflets, freebies and the ETPA's "Mission Transition" DVD (Created for their Team Challenge), the stall proved very popular with delegates who were all keen to know more about the project and igen's other services.

JUNE

Nextstep Humberside Annual Conference



igen held the 'Annual Humber IAG Conference' at The Village Hotel on 19th June. The delegates attended from a broad cross section of *nextstep* providers and other practitioners delivering IAG services. This event was also aimed at the wider IAG network of organisations involved in the broad fields of learning and work.

The aims of the conference were to:

- Enable delegates to learn more about the range of services available
- Promote continued networking and sharing of good practice
- To continue to embed *nextstep* as the brand for IAG
- To support the delivery of good quality IAG across the wider IAG network

We were delighted to welcome Philippa Lester from Regional LSC as a guest speaker. She gave a lively presentation outlining the importance of IAG and giving an overview of the potential changes ahead for IAG in light of the Leitch report which recommends a new Adult Careers Service.

Tonya Ward and Philip Styan hosted the event which was attended by over 100 delegates. A wide range of lively workshops were on offer covering a range of topics from 'The Perfect CV' to 'Working with Drug Users' and 'Routes into the NHS'. In total there was the opportunity to access 18 different workshops.

Feedback from delegates was the best we have ever had and thank you to all those who helped the event be such a success.



AUGUST

Young People's interview panel appoint new staff for careers service

Young people have played a central role in the appointment of new recruits for the Connexions Service in Leeds by interviewing the potential candidates as part of their interview process.

The scheme which is run by, Leeds Careers under contract to Connexions West Yorkshire, is just one of the many projects which demonstrate their commitment to involving young people in the design and delivery of services.

During the interview, the young people ask a series of questions of the candidate with each answer rated by the young people in the same way that human resources and team managers score the interview.

The opinions expressed by the young people are taken very seriously. At the end of all the interviews the young people meet with human resources and the team managers to discuss the candidates at each stage and combine the feedback.

Laurisha Manahan, a young person who has been involved in the interview process five times said:

"It is a really good experience and like nothing I have ever done before. It is very different, challenging and fun. I got involved because I wanted something to do and my friends suggested it because they had been involved. It has given me a lot of confidence and although it was scary for the first few interviews I soon became relaxed and have gained some really useful skills for my CV."

Heena Mahmood, who has been involved in two interview panels, said:

"The experience is very useful as I have now seen interviews from the other side and am more aware of what people look for when they interview someone. I know whenever I go to an interview to always make sure I answer all the questions and I have gained a useful understanding of what an interviewer would be looking for."

Bandhna Misra, who has been involved in five interview panels said:

"This is the fifth time that I have been involved in an interview panel and I really enjoy it. I been involved in a few Connexions projects including developing the www.wyzup.net website and being involved in the Careers on Show event. I've gained lots of useful skills through my involvement while having fun."

Lucy Tomlin, Leeds Careers, Connexions Personal Adviser went to a young people's panel as part of her interview process before being offered the job said:

"Being interviewed by the young people is more daunting than being interviewed by adults. Young people are more open and expressive. An adult may show little or no reaction to your answers, but young people tend to show in their body language if they are impressed or not. The adults are often looking more for qualifications and experience whereas the young people are more aware of if your personality and attitude is suitable for working with other young people."

"When I was interviewed I felt more nervous for the part with the young people as they are ones who I felt I needed to impress. I had the qualifications and experience that I knew the adults would be looking for but the answers to young people's questions would be harder as they would not be impressed if I gave poor answers."



INVESTORS IN DIVERSITY

igen is working in partnership with the National Centre for Diversity (NCD) to work towards the Investors in Diversity (IiD) standards.

These standards help organisations adopt and develop a set of characteristics and behaviours which can lead to real and sustainable gains through cultural movement. It also enables organisations to measure their progress as well and be recognised for achievements.

There are 4 'strands' to the IiD Standard:

Committing - working towards creating or developing a truly inclusive organisational culture in which diversity is genuinely valued.

Learning - developing as a learning organisation which continuously and proactively self assesses and is able to plan and adapt in order to improve how diversity is managed.

Developing - becoming more proactive in developing and sustaining the diversity of the workforce.

Improving - adopting or creating a range of self assessment measures to assess development, new opportunities, the extent of culture shift and any improvement in the feeling of 'inner well being' within the organisation'

The igen Equal Opportunities Task Group, which is made up of representatives from each division, started the process by having a 'briefing meeting' in June which Stephen

Morley of the National Centre for Diversity (NCD) attended. The task group will continue to working towards Investors in Diversity and we will keep you updated on future developments.

Working Towards



Investors in Diversity

www.iiduk.org



People skills replace creative careers as the top jobs

Busy lifestyles, increased stress and the divide between rich and poor areas has seen life-style coaching and counselling become the hottest jobs around.

People in Yorkshire who are looking for a career change are getting in touch with their caring side. The hottest professions people are asking Careergen for help entering in 2007 are learning mentors, counselling, life-style coach and supporting disadvantaged groups.

The 'working with people' sector had traditionally been made up of social work careers and caring professions, but a rise in stress levels and fast paced lives has seen a dramatic rise in the number of people wanting help organising their lives and the growth of professions there to offer help.

Philip Styan, Careergen Senior Manager said:

"Our career coaches have seen a marked increase in the numbers of people wanting to enter careers where they are working with people. In the past financial services and customer services had always been some of the most popular professions, but now many people are wanting a total change and are wanting to use their caring skills to help others."

Dates for your diary 2007

Leeds on-line Area Prospectus launched: 28 Sept 2007
Contact Andy Wilson t 0113 225 9000

Publication of 'Routes Into...': Oct 2007
Contact Andy Wilson t 0113 225 9000

The Buzz Convention: 6 Nov 2007 The Royal Armouries Museum, Leeds
Contact Andrew Rowbotham t 0113 225 9000

Careers on Show: 27-28 Nov 2007 The Royal Armouries Museum, Leeds
Contact Andrew Rowbotham t 0113 225 9000

"For many years people wanted to enter new careers which would bring home large pay packets, but this has changed as many are choosing quality of life over mega-money, although it is still possible to earn a good wage in the caring professions."

"Every year we help hundreds of people to re-assess their careers and by giving an insight into themselves and potential careers that they may not have previously considered which reflect their personality and skills and may have also led to the increase in people wanting to use their caring skills to help others."

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