

**NORTH YORKSHIRE COUNTY COUNCIL**  
**YOUNG PEOPLE OVERVIEW & SCRUTINY COMMITTEE**

**20<sup>th</sup> June 2008**

**Delivering Information, Advice and Guidance to**  
**Schools and Colleges in North Yorkshire**

**Purpose of Report**

1. The purpose of this report is to ask Members to:
  - (a) note the information contained within this Report

**Background**

In February Members of the Committee were advised that the delivery of information, careers advice and guidance to schools and colleges in North Yorkshire was to be outsourced to Igen (Inspiring, **g**uiding and **e**nabling ) with effect from the 1<sup>st</sup> April 2008. Igen is a not for profit company based in Leeds which delivers a number of Government contracts including Connexions and e2e for young people and nextstep adults.

At that time your Chairman suggested that it would be valuable to learn more about the service being delivered by Igen to young people across North Yorkshire and with the approval of the committee this item was added to the work programme.

Attached at annex A is a brief report which explains the scope and aims and objectives of the contract together with key performance indicators.

**Recommendations**

2. The Committee is asked to:
  - (a) note the information within this report

Hugh Williamson  
Head of Scrutiny & Corporate Performance

Report prepared by Stephanie Bratcher  
Contact Details: Tel 01609 532049

2nd June 2008

Attachments: Annex A

## **CHILDREN AND YOUNG PEOPLES SERVICE**

### **Integrated Youth Support**

#### **Delivering Information, Advice and Guidance to Schools and Colleges in North Yorkshire.**

#### **1.0 Introduction**

- 1.1 By April 2008 Local Authorities will have taken responsibility for the current Connexions grant. By that date Local Authorities should be delivering or be ready to deliver services currently commissioned or delivered by Connexions. There will be a need to demonstrate how policy developments, particularly in relation to Information, Advice and Guidance (IAG), Positive Activities, and Integrated Services are being addressed.
- 1.2 In North Yorkshire the service currently delivered by Connexions will become a component of Integrated Youth Support (IYS). The County is establishing a mixed economy approach to the delivery of IYS. Some aspects will become directly delivered by North Yorkshire County Council and the remainder will be contracted out through a tendering and commissioning process.
- 1.3 This contract will aim to provide the outcomes as specified for the Connexions service in relation to the provision of impartial information, advice and guidance and careers guidance. (See Appendix A)

#### **2.0 Scope of the Contract**

- 2.1 The IAG provider will work with young people aged 11-19 years (up to 25 for those with disabilities) across North Yorkshire. The service provided will be predominantly, but not exclusively delivered in schools and colleges. As a minimum the provision of Personal Advisor (PA) time allocated to schools/colleges will be maintained. (See Appendix F).
- 2.2 The service will be planned and provided to meet the needs of young people, their parents and carers and the school communities in each of the 22 localities within North Yorkshire.
- 2.3 The IAG contract will be part of IYS and will contribute to the delivery of the broader integrated services' strategy.
- 2.4 The provider will actively involve young people and their parent/carers in the development of services and provisions, ensuring to the best of their ability that the services are equitable and consistent across the county.

#### **3.0 Aim and Objectives.**

- 3.1 The overall aim is to improve the outcomes for young people in North Yorkshire as set out in the North Yorkshire Children and Young People's Plan. (Copies of the plan can be obtained from the Children and Young People's Service in NYCC).
- 3.2 The objectives of the IAG contract are to:
  - 3.2.1 Contribute to the reduction in the number of young people who are not in education, employment or training (NEET).

- 3.2.2 Contribute to integrated processes and information sharing to ensure that the data held about young people remains accurate and relevant.
- 3.2.3 Provide the expertise and specialist knowledge in the field of careers, education and guidance (CEG) to schools and colleges and the wider IYS workforce.
- 3.2.4 Contribute to improving access and inclusion in schools and colleges, including increased attendance and reducing drop-out and exclusions.
- 3.2.5 Work as part of IYS in the delivery of co-ordinated services for young people.
- 3.2.6 Promote and support young people in accessing financial support and grants to enable them to re-engage or remain in education, employment or training.

#### **4.0 Developing a skilled and competent workforce.**

- 4.1 The ability of the IAG provider to employ and deploy a workforce to meet the varied demands of the contract is essential.
- 4.2 All staff working as part of the contract will be identified through the Connexions branding but the title attributed to specific posts should be something that young people, parents/carers and schools/colleges understand and recognise.
- 4.3 There will be a need to provide appropriately qualified staff to meet the statutory requirements for the provision of IAG. It may also be appropriate to create a different staff profile that reflects the requirements of IYS and the specific needs of schools/colleges.
- 4.4 All staff working on the contract will be expected to operate in a modern school/college environment. This will require that they are aware of the challenges of working in this environment and the changing legislation related to education. The provider will be expected to support schools and colleges to develop and deliver a curriculum that embraces CEG.
- 4.5 The workforce will need to be sufficiently flexible to respond to the peaks of activity and provide support where pertinent. For example when exam results are published.
- 4.6 The workforce will be expected to operate as part of a local multi-disciplinary Integrated Service for young people. This will involve, alongside other local practitioners, adopting integrated processes such as Common Assessment and Information Sharing. There will be workforce development opportunities in relation to integrated processes provided by the Children and Young People's Strategic Partnership.

#### **5.0 The IAG contract delivery model.**

- 5.1 An integrated services strategy has been established in North Yorkshire based around 22 localities and six integrated service areas. These areas are not co-terminous with the Borough/District Council boundaries which are used by the Area Learning Partnerships (ALP) to define their geographical areas.
- 5.2 As there is an established ALP structure that is recognised and used for defining secondary school/college clusters and for the planning, delivery and monitoring of 14-19 requirements it is these boundaries that are being used for the purposes of the IAG contract.
- 5.3 This will require that the IAG contract is defined by the 7 ALP areas and resources should be allocated, including the deployment of staff to reflect this division. Each ALP should know what

resources are being allocated to their respective area. Where population numbers are small it may be appropriate to locate two teams together.

- 5.4 Each ALP team of staff should have access to a fully equipped office to enable them to meet the requirements of the contract. There will be specific requirements for management information in compliance with the Client Caseload Information System (CCIS) requirements. (See Appendix B)
- 5.5 There will be six IYS hubs and in addition to delivering on their core IAG contract in schools and colleges, staff will need to relate to their local hub for networking and IYS training and development purposes.
- 5.6 The contract provider should acknowledge that the educational landscape for young people is changing. In the future it is increasingly likely that young people will receive their education in settings other than their local schools or college. The ability of the provider to recognise and be proactive in responding to these changes is vital.

## **6.0 Contributing to the Integrated Youth Support provision**

- 6.1 The contract provider will be expected to contribute to the promotion of IYS and to ensure that young people are aware of the range of support that is available through IYS.
- 6.2 IAG is only one component of IYS. The contract for the provision of IAG in schools and colleges is a part of the wider entitlement to impartial IAG for all young people in North Yorkshire. The provider will contribute to the delivery of IAG across the county that meets the national IAG standards. (See Appendix C)
- 6.3 The provider will be expected to demonstrate a commitment to the other components of IYS including Targeted Youth Support (TYS) and positive activities.
  - 6.3.1 TYS will be available to those young people experiencing complex and/or multiple barriers to progression. This part of IYS should not be seen as separate to, but part of the continuum of support provided to all young people. Whilst the staff working as part of the IAG contract will not be expected to carry a TYS caseload they should be able to contribute to the compilation of provision available to young people.
  - 6.3.2 The term 'positive activities' embraces a wealth of opportunities including educational, social and leisure, accredited and non-accredited activities and volunteering. The contract provider would be expected to promote positive activities and contribute to local programmes.

## **7.0 Supporting young people with Special Educational Needs (SEN) and Learning Difficulties/Disabilities (LDD).**

- 7.1 Services provided to young people with SEN/LDD will include:
  - 7.1.1 Application of the Learning and Skills Act Section 140 Assessment for students with statement of SEN. It is the responsibility of the Connexions Personal Adviser to ensure that a Section 140 assessment is completed.
  - 7.1.2 Attendance of a qualified Personal Adviser with experience of SEN work at all transitional reviews of young people with a statement of SEN or is a School Action Plus maintained schools.
  - 7.1.3 Conduct an assessment of need for statemented students in their final year at school intending to progress to Further Education or training.

- 7.1.4 Dedicated posts allocated to work with maintained Special Schools. These posts will also support young people resident in North Yorkshire but receiving their schooling out of county. At least three posts are to be defined to cover the county and these posts should be based in the area(s) for which they are responsible.
- 7.1.5 Contribute to the North Yorkshire SEN/LDD strategy and produce monitoring reports as appropriate.
- 7.2 All work carried out by the contractor will adhere to the Special Education Needs Code of Practice ref: DfES/581/2001

## **8.0 Raising Standards**

- 8.1 Schools and colleges will expect the contract provider to be capable of advising them on the application of quality standards in relation to IAG and CEG. This will include informing them about national and local policies, resources and on curriculum design.
- 8.2 It is expected that the provider will champion the promotion of quality standards. This might relate to the achievement of a recognised award but whether this is achieved or not, each school and college should be able to evidence high standards of IAG and CEG practice.
- 8.3 Ensuring that the IYS workforce has the relevant level and breadth of knowledge and skills to support young people will be a priority. The IAG contract provider should be able to contribute to the IYS training programme through the facilitation of training and learning for practitioners not trained in advice and guidance.
- 8.4 All secondary schools in North Yorkshire are part of an Extended Schools cluster. These clusters of schools are working with partners to offer access to Extended Services which help to drive school improvement and ensure schools make an important contribution to the Every Child Matters key outcomes. The contract provider has an important and specific role in helping schools to support young people to achieve both the economic well being outcome and enjoy and achieve outcomes through supporting young people to make informed choices about their personalised learning and career pathways.

## **9.0 Performance**

- 9.1 The main targets for IYS relate to NEET. North Yorkshire has included a NEET stretch target into its Local Area Agreement (LAA) requiring it to achieve a target of 3.6% by 2010. The contract provider will be expected to make a significant contribution to the achievement of these targets as part of the North Yorkshire NEET strategy. (See Appendix D).
- 9.2 North Yorkshire has been very successful at maintaining contact with its young people and has consistently achieved 'not known' figures of below 3.5%. The target is to maintain and if possible better this target each year.
- 9.3 In addition to the targets specified above, IYS is required to support the delivery of services to achieve other targets which include (but are not limited to):
- Children in care and care leavers
  - Pregnant teenagers and teenage parents
  - Young people with SEN and LDD
  - Young offenders
  - The number of 16-18 year olds in learning
  - Black and minority ethnic groups

- 9.4 The target for achieving the September Guarantee is 100%. The contract provider will be expected to make a significant contribution to the attainment of this target through accurate and timely recording of offers of learning made to Year 11 students.
- 9.5 There are 14-19 task groups in each of the ALP areas that have responsibility for contributing to the achievement of the NEET targets as part of the 14-19 key performance indicators.

## **10.0 Performance and Contract Management**

- 10.1 IYS is required to feed into the NYCC performance management structure. The supply of accurate statistics and trends on young people with whom IYS interacts is vital for strategic planning.
- 10.2 The software system used to track and monitor records on young people will be Client Caseload Information System (CCIS) compliant. A new system for operating the CCIS is being procured as part of the transition of Connexions into the Local Authority. Full details about the supplier that has been awarded the contract will be available by the end of November 2007.
- 10.3 The contract provider will need to evidence the competency of its workforce to deliver the contract and to demonstrate that staff are working to a high standard. This should include feedback and evaluation of service provision from young people.
- 10.4 Service level agreements will be established between IYS and individual schools/colleges. This agreement will outline what the school/college can expect from the IAG contract and will include what their commitment is regarding support for the contract provider and their contribution to contract and performance monitoring.
- 10.5 Quarterly review meetings will be held between the IYS co-ordinator and the contract provider representatives. The contract provider will be expected to provide quarterly monitoring reports including information on each school/college's activity.
- 10.6 An annual performance review will be held between the NYCC Children and Young People's Service performance management team and the contract provider.
- 10.7 During the review meeting the following items will be discussed:
- Performance against targets including action plans for sustainability/improvement.
  - Compliments and complaints and action taken where pertinent.
  - Budget review
  - Participation in forums and planning groups as agreed in the contract
- 10.8 If at the quarterly and/or annual review serious areas of concern are identified, both parties, having identified any reasonable factors that have influenced the outcome, will agree an improvement action plan. At the next review meeting there will be a review of performance against the action plan.
- 10.9 At this point if the situation has not improved or has deteriorated further and there are no reasonable factors identified as to having influenced the outcome the default procedure will be followed. (Refer to the terms and conditions document).
- 10.10 The management of the IAG contract sits under IYS within the Learning, Youth and Skills service area of the Children and Young People's Service in North Yorkshire County Council. The diagram below illustrates a simplified management structure.

Director of Children & Young People's Service



Assistant Director, Learning, Youth & Skills



Principal Officer (IYS)  
*Authorised officer for IAG contract*



IYS co-ordinators x3  
*Responsible for performance management and monitoring of IAG contract*

Corporate Director Cynthia Welbourn  
Children & Young Peoples Service

Report prepared by: Louise Dunn, Principal Officers, Integrated Youth Support

10<sup>th</sup> June 2008

## SCHEDULE 1 – KEY PERFORMANCE INDICATORS.

### Contract for the delivery of Information, Advice and Guidance to schools and colleges in North Yorkshire.

	<b>Key Performance Indicator – Transition and Year 1 only</b>
	To implement the transition plan as outlined in the tender document
	<b>Key Performance Indicator</b>
	To deliver the contract within the defined budget of £1,589,433 p.a.
	To contribute to the Children and Young People’s Plan and LAA target for reducing the numbers of young people that are NEET, in particular in relation to reducing post 16 drop-out
	To contribute to maintaining the low numbers of young people not known to IYS through effective information sharing in compliance with North Yorkshire information sharing protocol.
	<b>Staff &amp; Professional Learning</b>
	To establish and maintain a staffing structure as identified on the structure chart contained in the tender document (amended as agreed with the contract manager) and to ensure that service delivery is not adversely affected by absence of staff or delayed recruitment to posts.
	To ensure that the delivery days to schools/colleges, YOI and REOTAS is 4900 delivery days from Careers Advisers with additional support from 6.5 fte posts at level 3 to help with IAG and transition support.
	All newly appointed employees and those transferring from temporary contracts will undertake a structured induction programme and probationary period.
	All Careers Advisers will be expected to have or be working towards a Level 4 LDSS qualification (or equivalent) taking the units specified to enable them to provide careers guidance.
	All staff will have access to a professional learning programme and will be expected to undertake professional learning to maintain their competencies.
	All Careers Advisers will be subject to evaluation of professional practice through observations and assessment of their work at least every 2 years.
	All staff to receive regular supervision and an annual appraisal
	To monitor staff performance and to notify the contractor of underperformance and/or performance reviews and/or disciplinary proceeding where these reflect on the service provision
	<b>ICT and Management Information</b>
	All staff to have access to a fully equipped office and Careers Advisers to have the appropriate equipment to allow them to work flexibly.
	To quality assure the data management of staff including the inputting of data and use of the CCIS.
	To provide staff with access to technical and operational assistance via an IT helpdesk (or similar).
	Careers Advisers to be provided with the necessary ICT to enable them to deliver an efficient service and to record data effectively onto the CCIS
	To update the CCIS regarding drop-out and notify IYS hubs



	To comply with data sharing as included within the North Yorkshire information sharing protocol
	To provide data to inform the annual activity survey
	To contribute to the attainment of the September Guarantee by ensuring that all young people have received an appropriate offer of training or employment
	<b>Delivery objectives</b>
	To offer schools and colleges a service delivery plan for IAG, as part of their IYS Partnership Agreement.
	To provide all young people from the age of 11 with access to support in making learning and career choices and to contribute to their individual learning plans as appropriate.
	To ensure all students, their parents/carers and school staff are informed and aware of the full range of learning, employment and training available to young people during the 14-19 phase including financial assistance and personal development support as appropriate.
	To work with staff at KS3 and KS4 to identify students at risk of dropping out and refer them to appropriate targeted or specialist support services to raise achievement, improve behaviour and increase their opportunities.
	To provide impartial specialist advice and guidance to any young people prioritised as needing additional help to develop their career plans and achieve a learning outcome.
	To provide all young people with access to support on making learning and career choices.
	To ensure all young people and their parents/carers are informed and aware of options available to them following completion of their education and training
	To work with pastoral/social inclusion staff to identify students at risk of dropping out and target them for additional support or referral to more intensive TYS, to raise achievements, increase retention and progression and thus reduce the numbers of young people who are not in education, employment or training (NEET).
	To work with partners to establish and maintain appropriate IAG and support from IYS hubs and access points, to include contributing to information dissemination with colleagues relating to IAG / CEG resources and updates.
	To provide appropriate support mechanisms for young people identified as requiring e2e provision
	To work with employers and recruitment agencies to promote the North Yorkshire vacancy services and generate opportunities for young people.
	To provide appropriate transition support for young people moving into other areas or needing adult services
	To work with partners to ensure that young people at risk are identified and that the most appropriate advice, guidance and transitional support is provided to them and their parents/carers.
	<b>Support for young people with SEN/LDD</b>
	To ensure that pupils/students with additional special needs are given appropriate IAG and transition support.
	To identify a LDD Advisor to each area team to co-ordinate and monitor activity, provide advice and support to colleagues and to take on more challenging cases.
	To have a specialist LDD Adviser resource to support the provision of an enhanced IAG and support service to 11-25 year old young people with LDD in special schools and colleges

	To produce Section 140 assessments for all young people with LDD prior to them leaving school
	To ensure that young people with LDD aged 13-25 who are educated out of county have a named LDD adviser who will provide a personalised service to the young person and their family and monitor their progress.
	To support special schools in organising activities to promote education, training and employment opportunities for young people with SEN/LDD
	<b>Participation and positive activities</b>
	To offer at least 2 activities in each ALP area targeted at gifted and talented students per year
	To undertake an annual student survey of at least 1000 students from across the county. The theme of the survey to be agreed on an annual basis to ensure that it gathers information relevant to priorities from the Children and Young People's Plan and/or the 14-19 action plans.
	To involve young people (that have received training) in the recruitment of front line staff.
	To evidence how young people are involved by schools in the development of CEG programmes, how they can influence planning processes and how their voices are being heard
	<b>Raising standards and capacity building</b>
	To deliver an INSET programme of training for teaching and non-teaching staff with at least 12 sessions being offered across the county
	To promote the national IAG standards to schools and colleges and to support institutions in attaining these standards.