

Committee: **Lead Member for Learning and School Effectiveness**

Date: **21 January 2013**

Title of Report: **Information, Advice and Guidance for 16-18 year olds who are not in, or are at risk of not progressing to, education, employment with training or training (NEET)**

By: **Director of Children's Services**

Purpose of Report: **To determine how the Council will provide the Information, Advice and Guidance Support Service for vulnerable young people who are not in, or at risk of not progressing to, education , employment with training or training**

**Recommendation: The Lead Member is recommended:**

- 1. To approve the re-commissioning of the Information, Advice and Guidance Support Service for 16-18 year olds who are NEET from October 2013; and**
- 2. To approve the specification recommended by the Options Appraisal for the re-commissioned Information, Advice and Guidance Support Service**

## **1. Financial Appraisal**

1.1 The funding for this contract will come from the Connexions element of the Early Intervention Grant at a level of approximately £480,000 - £500,000, representing approximately 60% of the Connexions budget in 2013/14. The recommendations for the service specification for the new service include some additional elements to the existing service including an increased role in tracking unknowns and engaging them in appropriate support. In addition the accommodation currently provided for service delivery in Eastbourne will no longer be provided from September 2013, and the new provider will need to provide, and resource, accommodation requirements across the County from within the contract. These additional elements to the service can be funded from the current budget envelope by re-focusing more of the Connexions budget on this frontline delivery.

1.2 The Connexions budget has already made significant savings over the last two years, including a 50% saving of £1 million between 2011/12 and 2012/13 and a proposed further 10% reduction for 2013/14. The Connexions budget represents real value for money and the re-commissioned service will ensure the ongoing provision of support for some of our most vulnerable young people. The process of commissioning the service will also help ensure value for money.

## **2. Supporting Information**

2.1 From September 2013, all 16 year-olds will be required to participate in education, employment with training or training (EET) until the end of the academic year in which they turn 17 years old. From September 2015 all 17 year-olds will be required to remain in EET until their 18<sup>th</sup> birthday. Local authorities have a number of statutory duties to support Raising Participation Age (RPA), including making support available to young people to encourage, enable and assist them to participate in education or training. East Sussex County Council (ESCC) has, over recent years, put in place arrangements to provide young people with the information, advice and guidance (IAG) they need as they make choices at key points of transition and progress on to further education and training.

2.2 The local authority's IAG strategy, '*Creating Futures*', includes the provision of a specialist support service to help vulnerable and disengaged 16 and 17 year-olds to re-engage in learning. This service is currently commissioned from an external organisation, CRI. The current contract with CRI comes to an end on 30 September 2013. Children's Services SMT requested that an Options Appraisal of the current service should be undertaken. The Options Appraisal report is, attached in full to this report as **Appendix 1**.

2.3 The Options Appraisal took place over October and November 2012 and includes a review of the current service based upon: existing client case studies; feedback from a range of focus groups with service users, non service users, colleges and other partner services; responses to a questionnaire sent out to non-users; a review of models in four other local authorities and an analysis

of data on client caseloads and performance data.

2.4 The Options Appraisal examines a range of different models of delivery and concludes with a set of recommendations for the delivery of the service from October 2013. It recommends that the new service from 1 October 2013 should be commissioned from an external organisation for a three year period, with a possible two year extension; and that the specification for the re-commissioned service should include the following key elements:

- Targeted careers IAG support for 16-18 year-old vulnerable young people, who are not engaged in education, employment or training (EET) and/or are facing barriers to participation, within the context of holistic support for the range of issues that the young people face
- Partnership working with the wide range of organisations that could refer young people to the service, including schools, colleges, training providers, Youth Contract providers, providers of careers guidance commissioned by schools, plus other support services, and with the wide range of specialist support services that could help the young people with the issues they face
- Clear roles and client groups for the re-commissioned service and Targeted Youth Support (TYS), where the new service works with all vulnerable 16-18 year olds that are not in EET and TYS works with 16-18 year olds that are vulnerable and face barriers to participation but are currently engaged in EET. TYS will also continue to refer 16-18 year olds on their caseload to the new service for specialist IAG support if required.
- Responsibility for contacting and finding the unknowns and hidden NEET, and engaging in, or referring them to appropriate support
- Requirements for staff to gain Level 6 qualifications in careers guidance and for the organisation to gain matrix accreditation.

2.5 The options appraisal further recommends that ESCC:

- continues to work with Skills Training UK to review the agreement over which 16 and 17 year-old NEET young people will be supported by the Youth Contract and which young people will be supported by the re-commissioned IAG support service (especially in light of any changes to the national eligibility criteria for the Youth Contract, which may be subject to change);
- should keep the current arrangement of supporting young people with SEN and LDD through a separate team of Transition personal advisers, but that it should review this in the wider context of the changes in legislation for SEND from 2014.

### **3. Conclusion and Reason for Recommendations**

3.1 Children's Services SMT reviewed the findings of the Options Appraisal at a meeting on 20 November 2012 and agreed the recommendations set out therein. The Options Appraisal clearly evidences that the service is crucial and effective in delivering RPA and supporting the most vulnerable to progress. A professionally delivered IAG support service is vital in improving educational outcomes, and in improving the social mobility and the health and well being of some of our most vulnerable residents. In the light of cuts to other support for 16-18 year olds, including the Education Maintenance Allowance and the universal Connexions Service, it is essential that IAG support for vulnerable young people with barriers to progression is maintained. Accordingly, Lead Member is recommended to approve the recommissioning of the service and that it be recommissioned according to the service specification set out in the Options Appraisal (Appendix 1) and summarised in this report.

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Director of Children's Services

Contact Officer: Jessica Stubbings Tel: 01323 463537  
Local Members: All  
Background Documents: None

## **East Sussex County Council**

**Information, advice and guidance (IAG) support for vulnerable 16 – 18 year old young people who are not engaged in employment, education or training (NEET), or at risk of not progressing into learning at 16 or 17.**

### **Options Appraisal**

**November 2012**

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## **1. Introduction**

The Raising of the Participation Age (RPA) comes into effect from September 2013, when all 16 year-olds (i.e. young people who are in Year 11 in the school year 2012-13) will be required to participate in education, training or employment with training to the end of the academic year that they turn 17 years old. From September 2015 all 17 year-olds (i.e. young people who are in Year 9 in the school year 2012-13) will be required to participate in education, training or employment with training until their 18<sup>th</sup> birthday. Local authorities have several statutory duties to support RPA which include, among other activities, making available to young people support that will encourage, enable and assist them to participate in education or training. East Sussex County Council (ESCC) has, over recent years, put in place arrangements to provide young people with the information, advice and guidance (IAG) they need as they make choices at key points of transition and progress on to further education and training at ages 16 and 17. The local authority's IAG strategy, '*Creating Futures*' includes the provision of a specialist support service to help vulnerable and disengaged 16 and 17 year-olds to re-engage in learning. This service is currently commissioned from an external organisation, CRI.

The current contract with CRI ends in September 2013 and the purpose of this Options Appraisal report is to assist the local authority in deciding what arrangements to put in place from October 2013, against a background of changes in national policy for IAG support. The report describes and sets out the findings of a review of the current service, before going on to examine critically a range of options, both for the specification for the support service with effect from October 2013 and for different models of delivery. It concludes with a set of recommendations for the service from October 2013.

The Options Appraisal was undertaken by David Andrews, a national consultant specialising in IAG who has over 30 years of professional experience in the field of IAG. David has held a number of roles including: Head of Careers in a school, Local Education Adviser, School Inspector, Adviser to the Department for Education on careers and several years experience of advising and working with local authorities across England on IAG issues. David worked closely with senior managers from the Standards and Learning Effectiveness Service (SLES) in conducting the review throughout October and early November 2012.

## **2. Background and changing context**

For many years developments in national policy for education and training, and support services for young people, have been focused on encouraging as many young people as possible to continue in learning beyond the age of 16. The Raising of the Participation Age (RPA) now places a statutory requirement on young people to remain in education, training or employment with training initially to age 17 and then to age 18 from September 2015. In order to support RPA local authorities have statutory duties to:

- promote the effective participation in education or training of all 16 and 17 year-olds resident in their area
- track young people's participation and to make arrangements to identify young people in their area who are not participating
- secure sufficient suitable education and training provision for all young people aged 16-18 in their area
- make available to young people aged 19 and below support that will encourage, enable or assist them to participate in education or training

- complete Learning Difficulty Assessments (known as Section 139a assessments) for young people with special educational needs (SEN) or learning difficulties and/or disabilities (LDD).

A key factor to ensuring that RPA is implemented successfully will be access for all young people to high quality information, advice and guidance (IAG) on opportunities in education, training and employment with training and the progression routes that follow from those opportunities.

Up until June 2011 universal IAG support for young people (13-19 years old) in East Sussex was provided through the Connexions service, commissioned by the local authority and delivered by Babcock Enterprise working in partnership with schools, colleges, training providers and other agencies. Intensive IAG support for vulnerable young people was also provided by the Targeted Youth Support (TYS) Service for 13-16 year olds in schools, and by CRI to 16-19 year olds in the community. In June 2011 the universal service ceased in East Sussex, and at the end of August 2011 TYS were also no longer commissioned to provide intensive IAG support. The East Sussex *Creating Futures* strategy, published in spring 2012, sets out the arrangements for Careers Education and IAG (CEIAG) support currently in place.

Before describing how the CEIAG support is delivered in East Sussex, it is important to record a major change in national policy for CEIAG for young people. The Education Act 2011 removes the local authority's responsibility to provide a universal provision of careers IAG and, with effect from September 2012, and places a new statutory duty on schools to secure access to independent and impartial careers guidance for pupils in Years 9, 10 and 11. The Department for Education (DfE) has recently completed a consultation on extending this duty down to Year 8 and up to age 18 (which, with effect from September 2013, would bring into the scope of the legislation school sixth forms, sixth form colleges and FE colleges). The Act also removes the duty on schools to provide programmes of careers education in the curriculum, although the accompanying guidance from the DfE goes on to say that careers guidance should be complemented by careers education activities.

The *Creating Futures* Strategy for CEIAG in East Sussex states that the local authority will:

- support schools and colleges to deliver their new duties by: developing materials and resources; providing regular updates on national and local developments; supporting local IAG partnership groups; supporting schools to work towards the Investor in Careers quality award for CEIAG; publishing a guide to commissioning careers guidance; providing support and training on CEIAG
- commission targeted support for vulnerable young people
- deliver additional support for young people with SEN or LDD.

Responsibility for the universal CEIAG service now rests with the schools and academies, with support from ESCC but, in order to fulfill its statutory duty to provide additional support for young people who are not engaging, the local authority provides IAG support to young people with SEN or LDD through a team of Transition personal advisers and IAG support to vulnerable young people through a contract with a third sector provider, CRI. The focus of the service commissioned from CRI is on 16 and 17 year-old NEET young people with particular, and often complex, barriers to participation. Vulnerable and disengaged young people below the age of 16 are supported through the local authority's Targeted Youth Support (TYS) service but the TYS service does not provide careers IAG.

The current contract with CRI ends on 30 September 2013 and the main purpose of this report is to examine options for what the service should deliver from 1 October 2013 and how it should be delivered.

One further development that impacts on this Options Appraisal is the launch of the Youth Contract. In April 2012 the Coalition Government launched this 3-year programme to support the participation of 16-24 year-olds in education, training and work. One strand of the Youth Contract is a new programme of support aimed at 16 and 17 year-olds who are NEET and who have low levels of attainment (defined as no GCSEs at grades A\*-C). The programme is not expected to replace or substitute provision or support that is already available but to sit alongside and complement existing services. The Youth Contract in the South East region has been awarded to Skills Training UK, who have sub-contracted the delivery in East Sussex to the two FE colleges, Sussex Downs and Sussex Coast Hastings, two training providers, DV8 and Pinnacle People, and CRI. The local authority has a duty to identify young people who are suitable for the Youth Contract programme, to check their eligibility and to refer young people into the programme as appropriate.

In summary:

- RPA highlights the critical role of IAG support, particularly for those young people who are the hardest to reach and to engage
- the fact that the current contract with CRI comes to an end in September 2013 presents an opportunity for ESCC to look afresh at the service it needs
- the introduction of the Youth Contract means that there is another service which is working with some of the young people who may have been included in the target group for the support provided through CRI.

All of this leads to the need to review the specification for the support service from October 2013 and the model of delivery.

### **3. Review of current IAG support for vulnerable young people**

The IAG support service commissioned from CRI currently works with vulnerable 16-18 year-old young people who are NEET, or at risk of not progressing successfully into learning, and who face specific, and sometimes multiple, barriers to participation. The client group can include teen parents, care leavers, youth offenders, those with substance or alcohol misuse problems, the homeless and those with mental health issues. CRI works with young people up to age 19 but in the most recent years of the contract the service has been asked to prioritise work with 16 and 17 year-olds. For this report the effectiveness of the service provided was reviewed by a review of eight case studies of young people, discussions with five focus groups and a questionnaire survey to young people. The focus groups also provided an opportunity for stakeholders to express views on the future arrangements for IAG support for vulnerable and disengaged young people in East Sussex.

#### **3.1. Case study review**

For the purposes of this report case studies of eight individuals with whom CRI had worked in the past two years were reviewed: these included four young men and four young women.

Key findings:

- the service needs to be able to establish links with a wide range of potential referrers and make its services known to young people and to their families/carers

- the service needs to be able to work with clients over a period of time and offer holistic support that includes, and extends beyond, careers IAG
- there is a perception that the service no longer works with 18 year-olds
- support needs to extend beyond information, advice and guidance and include help with developing career management and employability skills
- the service needs to have effective referral systems in place with a range of specialist support services.

All eight individuals were not engaged in education, training or employment at the point when they were originally referred to CRI; some had not been participating in learning for some time, while others had recently dropped out of courses. The specific barriers they faced included: being a teen parent; misusing drugs; homelessness; mental health issues; being a victim of bullying; and behavioural problems. Several were experiencing abusive relationships with their parents and/or partners. Almost all the cases manifested a lack of confidence and low self-esteem.

The individuals had been referred to CRI from a variety of sources: the job centre; school or college personal advisers; personal advisers working in other specialist support services, such as the Family Intervention Programme; and, in one case, the individual's own mother. The implications of this for the future arrangements for IAG support for vulnerable young people are that the service will need to be able to establish links with a wide range of potential referrers and to make its services known not just to young people but also to their families.

Once the young people had been referred to CRI, individual personal advisers established relationships with the clients and provided support through a series of one-to-one sessions, held in a variety of locations, over a sustained period of time. The support offered included information, advice and guidance on courses, training programmes and jobs but also a lot of work on building the young persons' confidence and helping them with specific lifeskills such as making telephone calls, independent travel, leaving the house and being with other young people. The implications of this for the future arrangements are, firstly, that the service will need to be able to work with the clients over a period of time and, secondly, that the service will need to be able to offer holistic support that includes careers IAG, but also extends into a range of other issues.

One further point to note is that, although CRI started work with the young people when they were 16 or 17, for some the support extended to age 18 and, for one young person at least, there were concerns that he had on-going needs beyond 19. The implication of this is that, if the service is to focus on 16 and 17 year-old vulnerable and disengaged young people, there will need to be in place arrangements for referring individuals to other sources of support, if needed, beyond that age range.

The support provided by CRI to the young people in the case studies was effective and enabled them to make progress and, in most cases, to move on to courses or training programmes. To help the individuals make successful transitions, however, the personal adviser's work did not always stop with helping them decide on what and where to study: the young people often needed support with making their applications and attending interviews. The implication of this for the future arrangements is that the careers support offered by the service will need to extend beyond IAG and to include help with developing individuals' career management and employability skills.

Lastly, although the CRI personal advisers helped the young people to make significant progress with their particular personal and social problems, they also recognised that the young people needed further support from specialist services. The young people in the



case studies were referred on to housing support, counselling services, the domestic abuse service and CAMHS. The implication of this is that the service will need to establish effective referral systems with a range of specialist support services.

### **3.2 Feedback from focus groups**

To inform the work for this Options Appraisal a number of focus groups were arranged. The different groups of stakeholders consulted in this exercise included:

- schools and colleges
- partner services and teams
- young people currently using CRI
- CRI personal advisers
- young people not currently using the service provided by CRI.

The detailed feedback from the structured discussions is included as Appendix 1 to this report: what follows in this section is a summary of the main findings and a discussion of the implications for the future arrangements for the support service for vulnerable and disengaged young people.

#### ***Current service delivered by CRI***

Key findings:

- the current service is valued and effective
- the service will continue to be important in the future
- all parties value the independence and integrity of the service.

It is clear from all the focus groups that the services currently provided through the contract commissioned by ESCC from CRI are both valued by all parties and effective in terms of supporting vulnerable young people to re-engage in education, training or work. These findings are supported by performance information on CRI's contract attached at Appendix 2. The young people themselves commented that CRI cares about them and the author of this report noted that not only were the young people actively seeking opportunities in employment and training but also, through their work with CRI, they had come to acknowledge that ultimately they had to take responsibility for themselves. Such a change in attitude marks a significant move forward for these young people. Even those vulnerable young people that were not currently in contact with CRI recognised that the services the organisation provided were useful, although they commented that the work of CRI was not always widely known and that they themselves might not have been ready to engage with support in that form.

The schools, colleges and other partner services and teams all commented that CRI was an organisation that could be trusted to follow through with the actions it promised and that it did not turn any young people away. The point was made that it is not always easy to monitor the effectiveness of the support in cases where, by the very nature of the problems the young person was facing, several different agencies were working with the individual in a complementary way, but there was general agreement that the type of support provided by CRI would be vital in the future, in the context of the RPA agenda.

All parties placed a high value on the independence and integrity of the service provided by CRI. In overview it is seen as an IAG service for vulnerable young people aged 16-18, offering careers advice and guidance in the context of holistic support on a wide range of personal and social issues. The wider support often involves CRI referring the young people on to other agencies and other services refer young people they are working with

to CRI for careers support. The CRI advisers are qualified in IAG and the managers recognise the need to enable at least two members of the team to achieve the recently introduced Level 6 qualification in careers guidance and development.

### ***Further developments to the current service***

Key findings:

- the service should be asked to provide careers IAG to young people in custody
- the fact that the service still works with 18 year-olds should be confirmed and made known if this is to continue
- the service will need to work more closely with schools in the future to identify vulnerable and potentially disengaged young people in Year 11
- the service will also need to work directly with the providers of careers guidance now being commissioned by schools to provide the universal service

At the same time as stressing the need for the service to be continued in the future, the focus group discussions generated three possible areas into which the support could be extended moving forward. Firstly, there was a suggestion from the Youth Offending Team (YOT) that CRI could be asked to provide careers IAG to young people currently in custody in the secure estate. Secondly, although the target group for CRI is 16-18 year-olds, ESCC has asked the service to give priority to 16 and 17 year-olds. This has led to a perception in colleges and some other agencies that CRI no longer works with 18 year-old vulnerable and NEET young people. Thirdly, there was a view from all parties, including the young people themselves, of the need for the service to work more closely with schools on more preventative work with younger aged pupils. CRI already works with schools to identify potential clients in Year 11 and the need to work more with the schools is highlighted by the recent change in statutory duties which gives schools the responsibility for the universal careers service for pupils in Years 9, 10 and 11. The CRI team has already begun to establish closer links with schools, and one school representative commented that communications are improving. CRI itself recognises the need also to establish links with the careers organisations and individuals that schools are now commissioning to provide guidance to their pupils. This need to work closely with schools on identifying and referring vulnerable young people will need to feature in the specification for the service in the future.

One way of facilitating closer working relationships between the 'universal' and 'targeted' IAG services in the future could be to request the organisation providing the targeted support to also offer a traded universal service to schools. Such an arrangement operates in some local authorities where the organisation being commissioned to provide targeted support was historically the organisation that was commissioned to provide both the universal and targeted IAG service through Connexions. In many local authorities the universal IAG service only finished in September 2012 and the universal providers have, over the last year, taken the opportunity to market a traded IAG service directly to schools. The situation in East Sussex however is different, Babcock Enterprise who did provide the universal service have made no effort to offer a traded service to schools and schools have chosen from a number of small organisations to commission IAG services, such as YMCA and My Future Starts Here. If it is requested that the new 'targeted service' is also asked to provide an universal there is no guarantee that the schools would buy into it as they are free to choose who to commission. It could also further confuse the issue for schools about what is provided free through the service commissioned by the local authority and what they are commissioning and paying for.

## ***Issues to be resolved in the new arrangements***

### Key findings:

- it is not clear where responsibility now rests for finding the hidden and unknown NEET young people and engaging them in IAG support. This could be included in the specification for the service from October 2013
- the introduction of the Youth Contract had raised questions about the overlap with the service currently provided by CRI. One possibility for the future is that CRI takes responsibility for the more vulnerable individuals within the 'Youth Contract' client group
- the potential overlap of support services offered by the TYS service and CRI either side of the age of 16 needs to be resolved.

The national and local contexts for IAG for young people in East Sussex have changed since CRI was first commissioned in 2008 to provide support for vulnerable and disengaged 16-18 year-olds in the County. As a result at least three issues emerged from the focus group discussions that need to be resolved in any new arrangements once the current contract comes to an end. Firstly, it is unclear where responsibility now rests for finding the hidden and unknown NEET young people and engaging them in IAG support. Previously this was the role of Connexions. The local authority now uses a call centre to contact young people, and has also produced lists of 16 and 17 year-old young people not known to be engaged in education, training or employment and passed these lists over to the post-16 providers for them to contact young people directly about the courses they offer. There are concerns with this approach about the impartiality of the IAG offered and the risk of young people receiving multiple contacts. One suggestion for the future is that finding and contacting the hidden and unknown NEET 16 and 17 year-olds could be included in the specification for the new support service for vulnerable and disengaged young people.

Secondly, the introduction of the Youth Contract has raised questions about the overlap with the service currently provided by CRI. CRI works with 16-18 year-olds who have specific barriers to participation and progression, irrespective of their academic abilities. The target group for the Youth Contract is currently 16 and 17 year-olds who have no GCSEs at grades A\*-C, but may or may not have a specific barrier to participation and progression. The consequence of this is that the Youth Contract brings support to a group of young people who previously had limited support, i.e. 16 and 17 year-old low achievers with no specific barriers, but it also means there is a potential duplication of support for 16 and 17 year-olds with a specific barrier. Local discussions are already underway to make sure that maximum use is made of the resources available through the Youth Contract and the service commissioned from CRI, while also ensuring that young people do not slip between the two. Data provided in Appendix 3 shows the cohort of young people who have been identified as eligible for the Youth Contract who do not already receive support from the CRI service. The Department for Education has also indicated that the target group for the Youth Contract might be extended to include those disengaged 16 and 17 year-olds with one or more GCSEs at grades A\*-C, and again this could impact on the IAG support service to be delivered. One suggestion for the future is that the IAG support service deals with the more vulnerable young people in the Youth Contract client group, leaving the other sub-contractors to focus on those without such complex needs and specific barriers.

Thirdly, there is a further area of potential overlap of services that needs to be resolved. The local authority's own TYS service deals with 10-19 year-olds, with the key objective of delivering interventions to: support young people to live successfully within their families;

support participation in education; prevent antisocial and offending behaviour; and, promote health and wellbeing. One strand of its work, therefore, is to support vulnerable and disengaged young people to participate in education. To date the TYS service has tended to offer shorter interventions, typically up to 12 weeks, for young people below the age of 16, and, where careers IAG has been needed, referring the pupil back to his or her school, while CRI has offered more sustained support for young people aged 16+ and, where careers IAG has been needed, providing that support from within CRI. There have been cases, however, where the TYS service has continued to provide support to an individual beyond the age of 16. Data provided in Appendix 3 shows the number of young people that TYS have worked with in this age group, whilst they do work with some 16-18 year olds they work with very few who are NEET suggesting that this cohort of young people is effectively being picked up by CRI.

There are several options for how potential overlap between the new service and TYS could be resolved: there could be clearer protocols about respective client groups for the two services; the individual support for vulnerable and disengaged younger aged pupils currently undertaken by the TYS service to support participation in education could be included in the specification for the new post-16 service; the TYS service could take on responsibility for the work currently commissioned from CRI, although as it is currently staffed the TYS service does not have expertise in careers IAG.

### ***Future model of delivery***

The one remaining issue that was explored in the focus groups was the model of delivery for the future. The young people themselves were unable to express a view. Almost everyone else favoured a commissioning model, where the service was independent of all providers of education and training, including the local authority, but held accountable through rigorous targets and linked to the wider range of services and resources available through the contractor. The one exception was the TYS service, who suggested that the service could be better integrated with its own services if it was organised within the local authority. These matters are examined further in a later section of this report.

### **3.3. Survey of young people who are non-users of the service**

A third strand of the review of the existing service consisted of a survey of young people who were non-users of the services delivered by CRI, undertaken for the Options Appraisal by ESCC's Public Engagement Office. The purpose was to seek the views of young people who had not accessed the service, in order to find out if they had heard of the service, whether they would use it or what other support they would find useful. A set of structured questions was produced as an on-line survey and a link to the questionnaire was sent to the young people involved in the East Sussex Youth Cabinet, the Young Inspectors Programme and the Youth Bank Panel members. A total of 24 responses were received and the full analysis of the replies is included as Appendix 4 to this report.

Most of the respondents were aged 15-17 and the large majority were in full-time education in school or college. Only three of the 24 young people had heard of the CRI personal advisers, but this is not surprising as most of the respondents were in full-time education and so outside the target group for the service. Nevertheless, some of the young people said that they would have used the service if they had known about it. Most of the young people who responded to the survey had obtained their careers IAG from their school or college, from the youth centre or from their families. Almost all of them said that a face-to-face meeting with an adviser would be useful to help them sort out their plans. Knowledge of RPA, as it applied to them, was good.

These findings reinforce the need for the service to be marketed and promoted to young people. The survey also highlights the need for one-to-one careers IAG for all young people, whatever their particular circumstances.

### **3.4 Value for Money**

The current IAG support service for 16-18 years olds delivered by CRI is provided at an annual cost of £483,000. In the last financial year this delivered a total of 425 young people successfully moving from NEET to EET. The unit cost is therefore £1,120 per young person that successfully moves into EET. It is also recognised that the service worked with additional young people who were not moved successfully into EET during this time period.

Costings from other local authorities for similar services have been difficult to obtain, however the Youth Contract provides some comparative information. The national Youth Contract specification stated that £2,100 per young person that is supported, moved successfully into, and sustained in EET. In the South East we know that the successful provider won the contract proposing a unit cost of £1,200 per young person. These figures would suggest therefore that the current unit costings of approximately £1,120 are in line with national comparisons and offer competitive value for money. It is also worth noting that in the current service each personal advisor supports a caseload of 25 young people at any one time, comparisons with other similar services suggest that this is relatively high. There are clear advantages to commissioning the service through a competitive process to ensure value for money.

## **4. Service specification**

This section of the report is concerned with what the service that is to be put in place from 1 October 2013 should be required to provide. The proposals for the service specification that follow have been informed by the review of the current service reported in section 3 above and by a review of the specifications in four other local authorities (Bexley, Medway, Blackburn and Darwin and Swindon).

The overall purpose of the service should be to help to ensure that all young people in East Sussex progress successfully through education and training up to at least age 18, by providing appropriate and targeted support to those young people who, because they face specific and sometimes complex barriers to participation, are vulnerable and disengaged, or are at risk of becoming disengaged. The core function, therefore, should be to provide impartial careers information, advice and guidance (IAG) to vulnerable and disengaged young people, within the context of a holistic support service. Some of the wider support may be delivered by the service itself, or through specialist agencies to which the service will refer the young people. Often the service will require intensive one-to-one support over a sustained period of time. The outcomes for the young person should be that he or she:

- has addressed the specific barriers to participation
- has a clear plan for progression
- moves on to a positive destination in education, training or employment with training
- has developed their career management skills and employability skills.

In setting out the detail of the specification for the service, several issues need to be considered.

### ***Age range of client group***

CRI currently works with vulnerable and disengaged young people aged 16-18, and has been asked to give priority to 16 and 17 year-olds. It has also been asked to undertake more work with Year 11 pupils in schools (aged 15-16). Vulnerable and disengaged young people below the age of 16 are supported by the local authority's Targeted Youth Support (TYS) service. The review of the current service in the previous section of this report identified two issues that need to be addressed: firstly, the perceived lack of support for 18 year-old vulnerable and disengaged young people; secondly, the overlap between the work of CRI and the TYS service. In all four of the other local authorities examined for this Options Appraisal a single service deals with the whole age range 13 to 18, whether it is delivered through commissioning or from within the local authority. Data on the number of 16, 17 and 18 year olds that TYS and CRI have worked with over the last year is detailed in Appendix 3; this data shows that whilst TYS do work with 16-18 year olds, they work with only a very small number of 16 and 17 year olds who are NEET. The options for East Sussex are, therefore, to:

- keep the existing arrangements and to have a clear memorandum of understanding, between the TYS service and the new service that takes on the work currently undertaken by CRI, about which young people each service should work with and about referrals and handovers
- move responsibility for the strand of the TYS service's work that supports younger aged vulnerable and disengaged pupils to participate in education into the new service from 1 October 2013
- move responsibility for the 16-18 year-old vulnerable and disengaged young people into the TYS service.

The first option requires some rationalisation of existing practice. The second option builds on the existing expertise and experience within the current service and is consistent with recent moves to encourage CRI to work more closely with schools. However, as the TYS service would still retain responsibility for several other strands of its current work with vulnerable young people beyond just the support for participation, there would still need to be clear liaison between the two services. The third option would require an investment in staff development within the TYS service, particularly with respect to developing their expertise in careers IAG, and an investment of staff time in developing the partnerships with other agencies and services.

As ESCC is currently reviewing the TYS service, it would seem that the preferred option should be to retain the existing arrangements but have greater clarity about the client groups for the two services. The TYS service should continue to support 10-16 year-old vulnerable and disengaged young people on a wider range of issues concerned with their behaviour and wellbeing. TYS should also continue to support 16-18 year olds who are vulnerable and have a range of issues **but who are engaged in education, employment or training (EET)** at the time support commences. The service currently provided by CRI should support the participation in learning of 16-18 year-old vulnerable young people who are not engaged in education, employment or training (EET) and/or are facing barriers to participation **and are not in EET**. Currently those that TYS are working with that need specialist careers IAG support will be referred back to their school if they are pre-16 and older young people have been referred to CRI, these arrangements should continue.

The question of support for 18 year-olds could be resolved by reaffirming that the service does work with young people up to their 19<sup>th</sup> birthday, but that priority still needs to be given to 16 and 17 year-olds. The new service, therefore, should be seen as a careers IAG service for 16-18 year-old vulnerable and disengaged young people, but with priority still given to 16 and 17 year-olds.

### ***Partnership working***

It is recognised that the service needs to establish effective working relationships with all learning providers and other services that might refer young people for support, and with a wide range of specialist services and agencies that could help the young people with the specific issues they face.

The devolution of responsibility for the universal careers IAG service to schools highlights also the need for the service to establish partnership arrangements with all schools. The importance of partnership working is highlighted in the other specifications that were reviewed for this report. The additional dimension that has emerged from the review of the arrangements in East Sussex is the need for the service also to make direct links with the providers of careers guidance that the schools are now commissioning.

### ***Marketing and outreach***

The review of the current service identified a need for the service to promote itself not just to schools and other learning providers and to other services, but also to the young people themselves and their parents and carers. One of the other specifications studied for this appraisal includes a separate section on marketing and outreach activities in order to make sure the service reaches as many of the client group as possible.

### ***Finding and engaging with the unknown NEET***

All four of the other local authority specifications studied include the work on tracking and monitoring young people and identifying the NEET. In East Sussex this function has been retained by the local authority and has not been commissioned out. There are real advantages in this arrangement as it enables the local authority to retain greater control over the collection and use of data in order to fulfill its statutory duties. However, it does leave open the question of whose responsibility it is, and where the best expertise to chase up the unknowns and find those not in EET before then working with them. This could be resolved by including in the new specification the function of finding the unknown and hidden NEET young people and engaging them in appropriate support.

### ***Young people's involvement in service planning***

The review of other local authorities specifications stimulated some ideas that East Sussex might wish to include in its new service. One example was that of requiring the service to engage young people in the design and delivery of support services. This was a feature of two of the specifications studied.

### ***Contribution to strategic planning***

Two of the other specifications studied included a role for the service beyond the purely operational one of supporting young people. The service was expected to be an active member of the 14-19 Strategy Group. CRI already attend strategic and operational meetings led by ESCC and continuing this arrangement could only add value to strategic planning, by bringing to the table the direct experience of the issues young people were

having to deal with and intelligence about the provision needed to support and engage them in learning.

**Requirements of the service provider**

Other specifications require the provider to have a central point of access with appropriate satellite locations and outreach work. They also require the staff to have the relevant experience, qualifications and skills. Although this is an obvious point, in the context of changes in national policy for careers guidance for young people the professional qualification expected of careers advisers in the future has been set at Level 6, so it would be reasonable to require the provider of the service to have at least some staff who had either achieved a Level 6 qualification in careers guidance or were working towards such a qualification. There is also an expectation that organisations providing careers guidance services will have achieved, or be committed to working towards, the sector standard of *matrix*.

**Interface with Youth Contract**

None of the other specifications refer to the Youth Contract because they were prepared before the programme came into operation. For the reasons discussed in the previous section, there will need to be some resolution in East Sussex about which young people fall within the Youth Contract client group and which fall within the client group for the IAG support service for vulnerable and disengaged young people.

The diagram below illustrates the current arrangements.

Support for disengaged/NEET young people

16-19 1+ GCSEs A*-C	E Post-16 Provider	F CRI or TYS
16-19 no GCSEs A*-C	C Post-16 Provider and Youth Contract	D CRI or TYS or Youth Contract
pre-16	A School	B TYS
	<i>No specific barrier</i>	<i>Specific barrier/complex needs vulnerable</i>

While the Youth Contract brings new support for 16 and 17 year-old NEET young people in zones C it overlaps with the work of CRI in respect of young people in zones D. One straightforward way of resolving this would be to decide that the Youth Contract deals with disengaged young people who do not have specific barriers to participation and that the new service deals with those that do have complex needs and are vulnerable. This would require a memorandum of understanding between the local authority (ESCC) and the contractor (Skills Training UK), and sub-contractors, for the Youth Contract. If the eligibility



criteria for the Youth Contract changes it could potentially also offer support to young people in zones E and F too.

### ***Support for young people with learning difficulties and/or disabilities***

Three of the four specifications studied for this report include within the service support for young people, up to the age of 25, with special educational needs (SEN) or learning difficulties and/or disabilities (LDD). This is to meet the local authorities statutory duties with regard to completing Section 139a assessments and preparing Moving On plans. In East Sussex this strand of work is delivered by a separate team of Transitions personal advisers within the County Council. The arrangement works well and this is no immediate need to change it. However, legislation currently passing through Parliament is likely to introduce significant changes to the support for young people with special educational needs and disability (SEND), under which the Learning Difficulty (Section 139a) Assessment and Moving On Plan will be subsumed within a 0-25 Education, Health & Care Plan. These changes are due to be introduced from September 2014. All local authorities will need to review their existing policies and practice for supporting individuals with SEN and LDD in the light of these changes and it will be at that point that ESCC will need to look again at the role and position of its Transition personal advisers.

### ***Careers support for young people in custody***

One of the other specifications includes a specific requirement for its support service for 13-18 year-old vulnerable young people to provide careers IAG support to young people in custody. The representative from the YOT who attended one of the focus groups for this options appraisal suggested that this should be included in the service in East Sussex.

## **5. Models of delivery**

The IAG support service for 16-18 year-old young people who are NEET, or at risk of not progressing into learning at 16 or 17, is currently commissioned from a third sector organisation. The model works well, as identified by the review of the existing service reported in section 3 and their performance against Key Performance Indicators, but, as the current contract ends in September 2013, there is an opportunity to review whether this is the most appropriate model of delivery.

The advantages of the commissioned model are that the service is seen as impartial and independent, yet it can be held to account through regular monitoring of targets, and it can draw upon other parts of the contractor's organisation beyond the delivery team in East Sussex. The previous section has identified the need to continuously keep under review the detailed specification in order to respond to changes in national policy and local priorities. In many ways it is easier for the local authority to revise and amend the specification through variations in a contract than it is to re-assign tasks and responsibilities of staff directly employed by the local authority. Certainly any re-organisation costs and staff development implications become the responsibility of the contractor, not the local authority.

The comparable services in four other local authorities were reviewed for this report and in three of these areas the service is commissioned from an external organisation. In the remaining area the service is delivered directly from within the local authority, by a Youth Engagement Service which was formed from a merger of the previous Youth Service and Connexions service when the latter was taken in-house in 2008. Nevertheless, in this local authority the support for 16 and 17 year-old NEET young people is in effect commissioned internally by the RPA manager from the Youth Engagement Service and

one of the reported challenges of this arrangement is getting the senior managers of the multi-agency, locality teams in which the Youth Engagement Service workers are placed, to put a priority on the work with the NEET.

An alternative model of delivery in East Sussex would be to bring the service into the local authority. However, the starting point in East Sussex is different from some other areas that deliver the service themselves. When the Connexions service (Sussex Careers) in East Sussex closed in 2008, the IAG service in East Sussex was not brought into the local authority: it was instead commissioned from an external organisation, Babcock and Intensive IAG support for vulnerable young people was also provided by the TYS Service for 13-16 year olds in schools, and by CRI to 16-19 year olds in the community. Further changes were then made when the universal service provided by Babcock ended in June 2011, TYS were no longer commissioned to provide intensive IAG support and the service was re-structured into a multi-agency service. There is, therefore, in East Sussex no pool of staff with experience of offering targeted careers IAG to vulnerable and disengaged young people. The existing service could be brought in house as a separate team, with all the consequent TUPE implications, the team could be located in SLES or another part of Childrens' Services. Alternatively, the service could be organised as an extension of the current the TYS service but this would require significant investment in developing that team and its work.

## **6. Recommendations**

- 6.1** It is recommended that the new service from 1 October 2013 should be commissioned from an external organisation.
- 6.2** It is recommended that the specification for the re-commissioned service should include the following elements:
- targeted careers IAG support for 16-18 year-old vulnerable and disengaged young people, who are not engaged in education, employment or training (EET) and/or are facing barriers to participation within the context of holistic support on the range of issues that the young people face
  - partnership working with the wide range of organisations that could refer young people to the service, including schools, colleges, training providers, Youth Contract providers and providers of careers guidance commissioned by schools, plus other support services, and with the wide range of specialist support services that could help the young people with the issues they face
  - clear roles and client groups for the re-commissioned service and TYS, where the new service works with all vulnerable 16-18 year olds that are not in EET and TYS works with 16-18 year olds that are vulnerable and face barriers to participation but are currently engaged in EET. TYS will also continue to refer 16-18 year olds on their caseload to the new service for specialist IAG support if required.
  - responsibility for contacting and finding the unknowns and hidden NEET, and engaging them in, or referring them to, appropriate support
  - marketing of the support services offered and outreach work to engage with vulnerable and disengaged young people and their families/carers

- involving young people in the planning of services
  - contributing to strategic planning for 13-18 year-olds
  - requirements for staff to gain Level 6 qualifications in careers guidance and for the organisation to gain matrix accreditation.
- 6.3** It is recommended that the local authority continues to work with Skills Training UK to review the agreement over which 16 and 17 year-old NEET young people will be supported by the Youth Contract and which young people will be supported by the re-commissioned IAG support service especially in light of any changes to the national eligibility criteria for the Youth Contract which may be subject to change.
- 6.4** It is recommended that investigating the cost of providing IAG support to young people in custody is investigated as the service specifications developed.
- 6.5** It is recommended that the local authority should keep the current arrangement of supporting young people with SEN and LDD through a separate team of Transition personal advisers, but that it should review this in the wider context of the changes in legislation for SEND from 2014.

## **Appendix 1 Reports of the focus group discussions**

### **(a) Schools and colleges**

Invitations to this focus group were sent to several representatives of schools and FE colleges but only one individual attended on the day - a transitions adviser working on re-engagement programmes at Sussex Downs College. One person from an academy did send her apologies via e-mail and commented that the communication between CRI and schools is improving, that the CRI advisers provided valuable support at the time of GCSE results and that it is vital that such support for post-16 transitions for vulnerable young people is continued within the RPA agenda.

The college representative said that young people who had dropped out of courses at the college were supported, in the first instance, by the college's own student services department and then, when necessary, by the college's re-engagement programme. Only if neither of these forms of support were not dealing appropriately with the young person's problem was the young person then referred to CRI. She commented that the most common barrier faced by the young people she came across was homelessness. Her views of CRI were that it was a service that could be trusted to deliver, that it did not turn anyone away and that if it said it would do something, it carried it through. CRI was seen as very supportive of the young person, independent of any learning provider and as an organisation with integrity. Her only concern about the service was whether it had the capacity to support 18 year-old young people to the same extent as it supported 16 and 17 year-olds.

The college representative did go on to highlight an issue of concern about the current arrangements for dealing with the post-16 NEET young people in East Sussex. She referred to past practice when Connexions would proactively seek out the 'unknown' or 'hidden' NEET young people to try to re-engage them into learning or work. In the summer of 2012 the local authority sent the list of unknown NEET young people to all of the post-16 providers who then contacted the individuals. This arrangement raises questions about the impartiality of the IAG provided and also the possibility of the young person receiving multiple contacts.

The college representative who attended this focus group had recently been given responsibility for Sussex Downs College's work on the Youth Contract, as a sub-contractor to Skills Training UK. Although the programme is only in its early days, and the individual only has temporary responsibility for the work until a Youth Contract adviser is appointed, she was able to report that she had received five referrals to date and that the support she offered was mainly one-to-one sessions focused on helping the young people with job-seeking skills. She commented that the work overlapped with that of CRI. The target group for the Youth Contract is 16 and 17 year-old NEET young people with no GCSEs at grades A\* to C, who may or may not have a particular barrier to participation, while the target group for the service commissioned from CRI is 16-19 year-old NEET young people with a particular barrier to participation, but who may or may not have any GCSEs at grades A\* to C. Her suggestion was that the Youth Contract might deal with those with no specific barriers, while CRI might focus on those with barriers.

## **(b) Partner services and teams**

This focus group was attended by representatives of the following services and teams whose work relates, in some way, to that of CRI.

- ESCC Targeted Youth Support (TYS) service
- Service for children with sensory needs
- Youth Offending Team (YOT)
- Young Persons Housing Co-ordinator
- College Central (PRU)
- Virtual School for Children in Care
- English as an Additional Language (EAL) service

plus the data and information manager from ESCC Children's Services.

### Views on the current services

- CRI works in partnership with the other services and teams in a complementary way
- the current arrangements work effectively, but are difficult to monitor
- it is not clear who has responsibility for finding the hidden NEET
- there is a need for more preventative work in schools
- the client groups for the TYS service and CRI overlap; the TYS service works with 10-19 year-olds, but the focus is on young people under age 16; CRU works with 16-19 year-olds. The TYS service would tend to refer young people back to their school for careers-specific IAG, whereas CRI provides careers-specific IAG as an integral part of its support
- CRI is seen as a source of careers IAG for vulnerable young people that the other services and teams are working with (the exception is the sensory needs service, which would refer its young people to the team of Transition PAs rather than CRI)
- the other services and teams value the independence of CRI.

### Views on possible future arrangements

- most of the other services and teams would like the commissioning model to be continued as it helps ensure independence and impartiality, in terms both of the services offered and of the physical location of those services
- the TYS service suggests that it could have a closer working relationship with CRI if the service were to be provided from within the local authority
- the other services and teams suggest that the support for 18 year-old NEET young people should be extended
- CRI should provide careers IAG to young people in the secure estate
- CRI should be given the job of contacting and seeking out the unknown NEET young people
- CRI should work with schools to identify the young people at risk of becoming NEET.

### **(c) Current users/young people**

This focus group was attended by four young men with whom CRI had been working for periods varying from a few months to two years.

#### Views on the current service

- the young people had been referred from the job centre, school, college or YOT
- they had all received intensive and sustained one-to-one support with building their confidence, raising their self-esteem and motivation, looking for jobs or training courses
- although they had received some general careers IAG while at school, which they perceived as being mainly focused on moving on to college courses, they had not properly engaged with that support
- all four individuals were now actively looking for jobs or training courses
- the young people valued highly the work of the CRI [*"CRI care about you"*] and they all reported that the support had given them a focus
- moreover, all four individuals now recognised that they had to take responsibility for themselves
- their advice to any friend who was about to start working with CRI would be to "give it a go".

#### Views on possible future arrangements

- don't change the services
- unable to offer a view on whether the service should be commissioned or taken in house
- all four individuals thought that the current range of services were the right ones.

### **(d) CRI advisers and managers**

This focus group was attended by the full team of CRI advisers and the managers.

#### Views on the current service

- the key role of the service is to help 16-19 year-olds with complex needs, or specific barriers to participation, into education, training or employment, with the priority on 16 and 17 year-olds
- the advisers are qualified in IAG, with the main qualifications held being the NVQ 4 in LDSS or a Foundation Degree
- CRI has good links with schools.

#### Views on possible future arrangements

- favour the service remaining on a commissioned model - seen as independent of the local authority but still accountable through its targets
- there are advantages from being linked to other parts of the CRI national organisation
- see a continuing need for the current services, plus possible extensions to those services (see below)

- now that schools have responsibility for the universal careers IAG service, it is even more important for CRI to develop good links with not only the schools but also the guidance providers from which schools are commissioning IAG services
- CRI could develop a traded universal careers service to offer to schools, alongside its targeted work, but this does not sit easily with CRI's values and experience
- the team recognises the need for some of its advisers to become professionally qualified in careers guidance, to enhance the quality of the careers IAG it offers to the vulnerable young people with whom it is working.
- there is potential confusion with respect to the overlap with the work of the Youth Contract and this needs to be resolved in any future arrangements. The suggestion is that CRI should focus on the most vulnerable, and the Youth Contract should work with the 16 and 17 year-old NEET young people who do not present specific barriers to participation, particularly if the client group for the Youth Contract is to be extended to those with one or more GCSEs at grades A\*-C (which seems to be a possibility). [It is also worth noting that CRI has recently been asked by the contractor for the South East Region, to take on some Youth Contract work in East Sussex].
- the CRI team themselves suggested that, with the necessary increase in resources, they could take on two additional areas of work, namely: (i) the work of finding the unknown NEET young people; (ii) the NEET strand of the work currently undertaken by the TYS service.

#### **(e) young people currently not using CRI**

This focus group was held at Xtrax in Hastings, a drop-in centre for 16-24 year-olds run by a charity which offers support on a wide range of issues that vulnerable young people face. The group of twelve young men and young women included two 17 year-olds who were on a programme run by Xtrax called 'Taste Buds', where they were cooking lunches for people using the drop-in centre and thereby increasing their chances of finding a job in the catering trade. The other ten individuals varied in age from 17 to 22 and were all on a Princes Trust programme: four of these individuals had had some past contact with CRI. The two individuals on the Xtrax programme had come across Xtrax simply through its high street location and open access policy; neither had heard of CRI. The individuals in the Princes Trust programme had been referred on to it from a range of places e.g. job centre, social services, Connexions one-stop-shop, Hastings Trust; four individuals knew of CRI because of their previous contact with the service, the others did not know about CRI and the support that it offers.

Of the four individuals who had had contact with CRI, two reported they had found the support helpful and two said they had not found it helpful. All twelve individuals were looking for help with developing their confidence and social skills and with gaining work experience and applying for jobs. Several also needed support on a range of other issues, in particular with housing. The general view of CRI was that the support services it offered were good but not widely known. The young people also acknowledged that some of them had not been ready to engage with CRI and, instead, the more informal approach of Xtrax had provided access to the support they needed.

The manager of Xtrax reported that they did try to offer support to young people with finding and applying for jobs, but none of his staff were qualified in careers guidance.

## Appendix 2 Performance Information for CRI

CRI currently provide Information, Advice and Support to vulnerable 16 and 17 year olds who are NEET or at risk of becoming NEET. The tables below provide information on the type of young person they work with, where their referrals come from and performance against their Key Performance Indicators for the financial year 2011/12.

### 1. Client Characteristics

The table below shows the individual circumstances of the young people who were referred to CRI over the last year. Where there was no individual circumstance the young people will have had other barriers to participation not captured here (such as low attainment, family problems, or difficulties accessing education).

Individual Circumstances	Total
No Individual Circumstances	148
Accommodation Issues	18
At Risk Of Becoming NEET	74
Attendance Issues	40
CAF Input	5
Care Leaver	12
Carer Not Own Child / Young Carer	1
English as Second Language	5
FLESS	8
History of Exclusion	47
Looked After / In Care	24
Mental and Emotional Health	43
Offending - Background	78
Pregnant	10
Refugee / Asylum Seeker	1
Substance Use / Misuse	23
Supervised by Youth Offending Service	116
Teenage Parent	11
Traveller	3
Working with Educational Welfare Officers	2
<b>Total Individual Circumstances</b>	<b>669</b>
<b>Total Young People</b>	<b>331</b>

Notes: Some young people have more than one individual circumstance, hence the sum of the discount for each individual circumstance will not equal the total young people



## 2. Referrals made to CRI

The table below shows where referrals to CRI came from in the past year.

Referral Source	Total
CAMHS Referral	3
Care Leaver Referral	11
Early Leaver Referral	4
ES9 Referral (JobCentre Plus)	74
Housing Team/YST/Homeworks Referral	1
Opening Doors Referral (JobCentre Plus Workshop)	32
Other	23
Parent/Guardian	3
Risk of NEET Referral	10
School Referral	76
Self Referral	33
SEN Referral	5
TYS Referral	7
U19s SMS Referral	8
Year 11 Transition - Other	13
Year 11 Transition - School	14
Year 11 Transition - SEN	2
YOT Referral	27
<b>Total Referrals</b>	<b>346</b>

## 3. Performance Information

CRI exceeded the majority of their performance indicators throughout 2011/12, against a background of the ending of the Universal Connexions service and changes to other services and teams that they work closely with. The table below shows their performance their key performance indicators.

KPI	2011/12 Performance
60% of CRI PA caseloads enter EET with a minimum of 360 young people who are aged 16, 17 and 18 years (Academic Years 12, 13 and 14) on CRI caseloads moving from NEET to EET each year.	425 young people supported into EET during the financial year (2011/12) exceeding the annual target of 360 by a further 18%.

<p>Increase percent of target groups in Learning.</p> <ul style="list-style-type: none"> <li>a. Maintain/place 40% teen parents on CRI caseloads into EET</li> <li>b. Maintain/place 50% of Care Leavers on CRI caseloads into EET</li> <li>c. Maintain/place 50% of young people currently or previously working with YOT, on CRI caseloads, into EET</li> <li>d. Maintain/place 40% of young people currently or previously working with U19 SMS, on CRI caseloads, into EET</li> <li>e. Maintain/place 40% of young people who present as homeless or at risk of homelessness, on CRI caseload, into EET</li> <li>f. Maintain/place 40% of young people who are referred due to mental health issues into EET</li> </ul>	<ul style="list-style-type: none"> <li>a) Not achieved - 27%</li> <li>b) Exceeded - 60%</li> <li>c) Exceeded – 56%</li> <li>d) Exceeded - 51%</li> <li>e) Exceeded - 59%</li> <li>f) Exceeded - 56%</li> </ul>
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## NEET Caseload information for CRI, TYS and CRI

During the academic year 1<sup>st</sup> September 2011 – 31<sup>st</sup> August 2012 CRI, TYS and the SEN Personal Advisor's worked with the following young people who were not in education, employment or training (active caseloads). The table also shows the number of young people that were not supported by any team.

Academic Age	Team	Total
18 years (School leavers in 2009)	CRI	79
	TYS	3
	SEN Team	30
	Not supported	641
17 years old (School leavers in 2010)	CRI	169
	TYS	3
	SEN Team	16
	Not supported	395
16 year olds (School leavers in 2011)	CRI	117
	TYS	10
	SEN Team	14
	Not supported	229
15 year olds (School leavers in 2012)	CRI	36
	TYS	1
	SEN Team	1
	Not supported	6

This data shows that TYS only worked with a small number of young people in 2011/12 academic year that were 16-18 year olds and NEET.

### Caseload snapshot of CRI and TYS (active) caseloads on 6<sup>th</sup> November 2012

(includes young people that are both not in education, employment or training (EET) and those that are in EET).

Age	TYS	CRI
16	47	48
17	24	66
18	2	37
19	1	

This data shows that TYS work with more young people 16 and 17 year olds who are in education, training or employment to support them to continue to engage.

### Who will the Youth Contract work with?

The **Youth Contract** to be delivered by Skills Training UK, are funded by the Department for Education to support 581 young people (16 and 17 year olds) in East Sussex over a three year period from September 2012 – September 2015. This equates to approximately 193 young people year.

Eligibility for the Youth Contract is currently strictly defined as young people who are NEET and without 5 GCSEs A\* - C. We have identified the following young people that fit the eligibility for the Youth Contract and are not already being worked with by CRI.

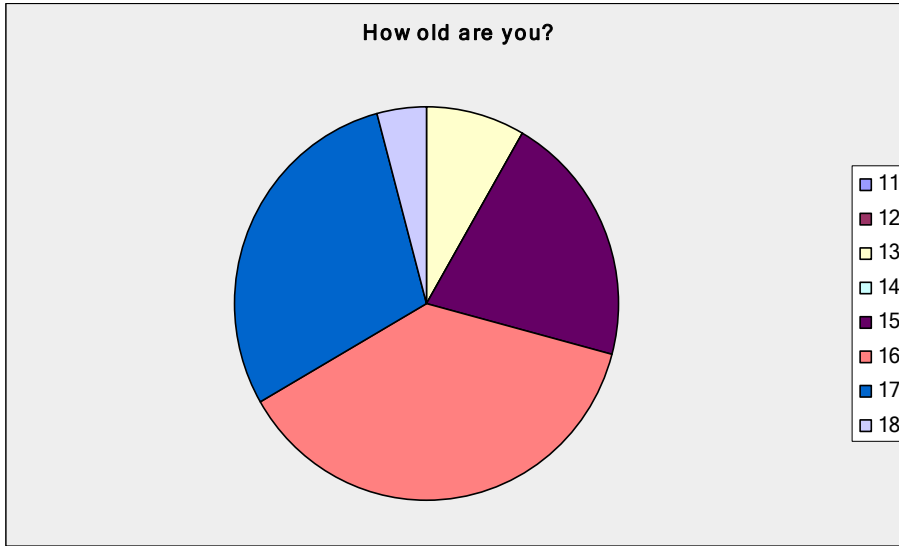
16 year olds – 64 NEET out of 256 without 5 GCSEs A\*-C, or unknown qualifications.  
17 year olds – 65 NEET

This shows that in November 2012 we have already identified a possible cohort of 129 young people for the Youth Contract providers to work with, who do not fit the criteria for CRI. Additional young people will become NEET during the year who will also fit the criteria. There still remains a cohort of young people who currently do not fit the criteria for the Youth Contract (they have less than 5 GCSE grades A\*-C) and are NEET, and who are not supported.

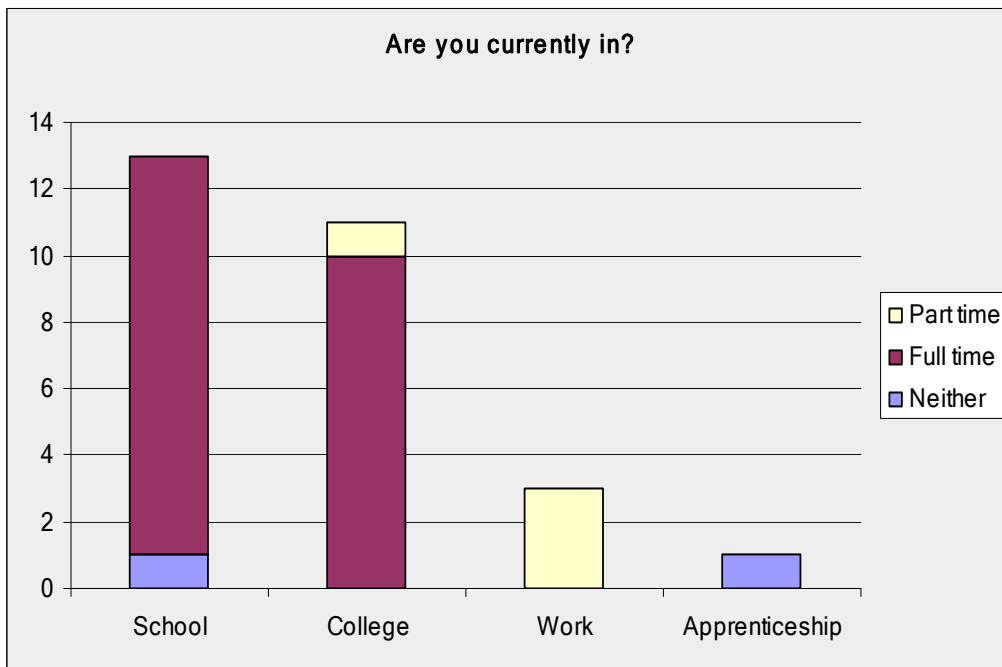
## Appendix 2 Results of the on-line survey with young people

### The young people:

- The majority of the young people who participated in the survey (67%) were aged 16 or 17.



- 22 (92%) of the young people were in full time school or college (see chart below)



### Awareness of CRI personal advisers:

- 88% hadn't heard of CRI personal advisers. The 3 young people that had heard of them had done so through three different places, school/college, friends and another service provider.
- 8 (40%) young people said they would have used them if they had heard of them. 15% of young people said they wouldn't have used them and 45% said they didn't know. Only one said why they wouldn't have used them – the reason given was *"I prefer to make my own decisions"*.
- Two young people said they had been offered the service but only one had taken it up. The person that had turned it down said; *"I didn't think that I really needed it"* (respondent in school full time).

### Where young people get their information from:

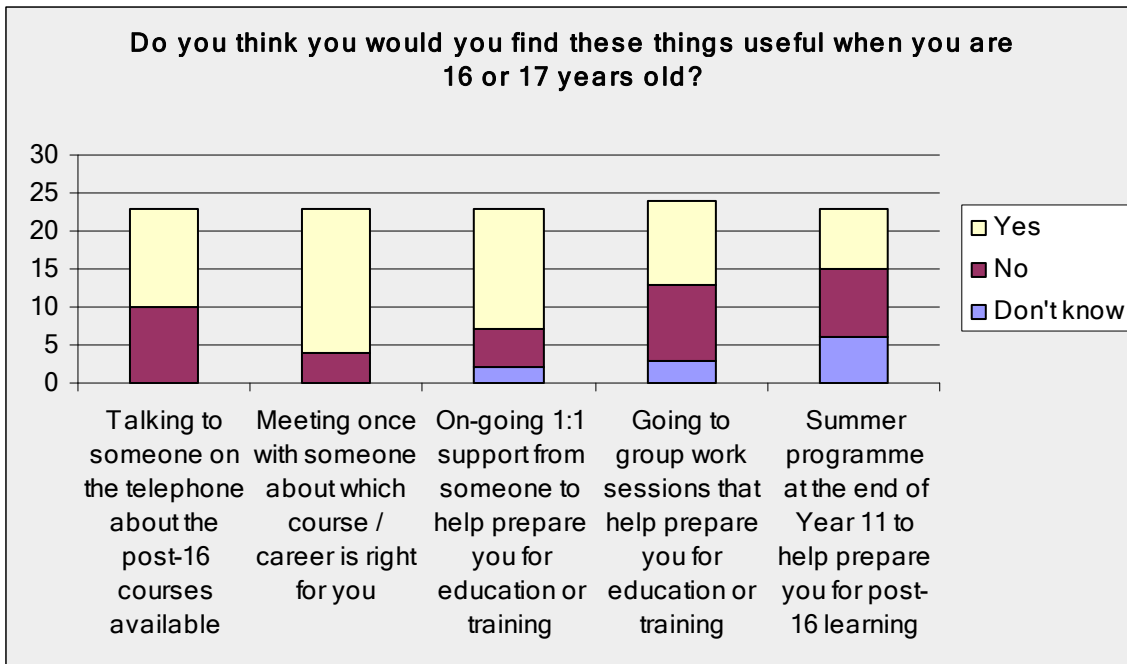
Young people mostly get their information, advice and guidance about education and training or jobs from school/college, as below:

Answer Options	Response Percent	Response Count
CRI personal adviser	0.0%	0
Connexions 360 website	5.0%	1
National Careers Service website	5.0%	1
School/college	50.0%	10
Youth centre	20.0%	4
Job Centre Plus	0.0%	0
Other service worker (e.g. Youth Offending Team worker, Targeted Youth Support worker) Friends	0.0%	0
Parents/carers	20.0%	4
Other (tell us where)		4

The 4 'other' responses were: two internet, one university adviser, and one directly asked employer.

### What would young people find useful:

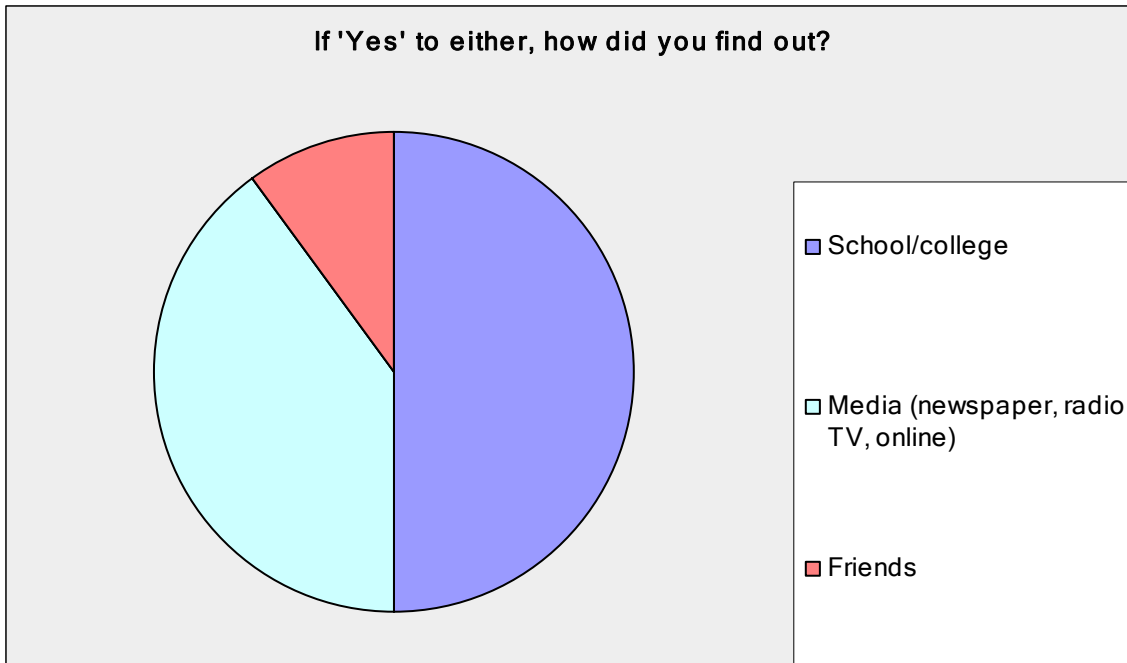
Young people seemed to feel 'Meeting once with someone about which course / career is right for you' would be most useful to them (see chart below). None of the respondents identified anything else that they think would be useful.



### Raising the participation age:

- The majority (91%) said they knew that from September 2013 all young people will have to stay in some form of education, training or employment with training until the end of the academic year they are 17.
- Slightly less (88%) said they knew that from September 2015 all young people will have to stay in some form of education, training or employment with training until their 18th birthday.
- Most knew this through school/college or the media (see table and chart below). The 3 'other' responses said three different things; East Sussex Youth Cabinet, Department of Education and government announcement.

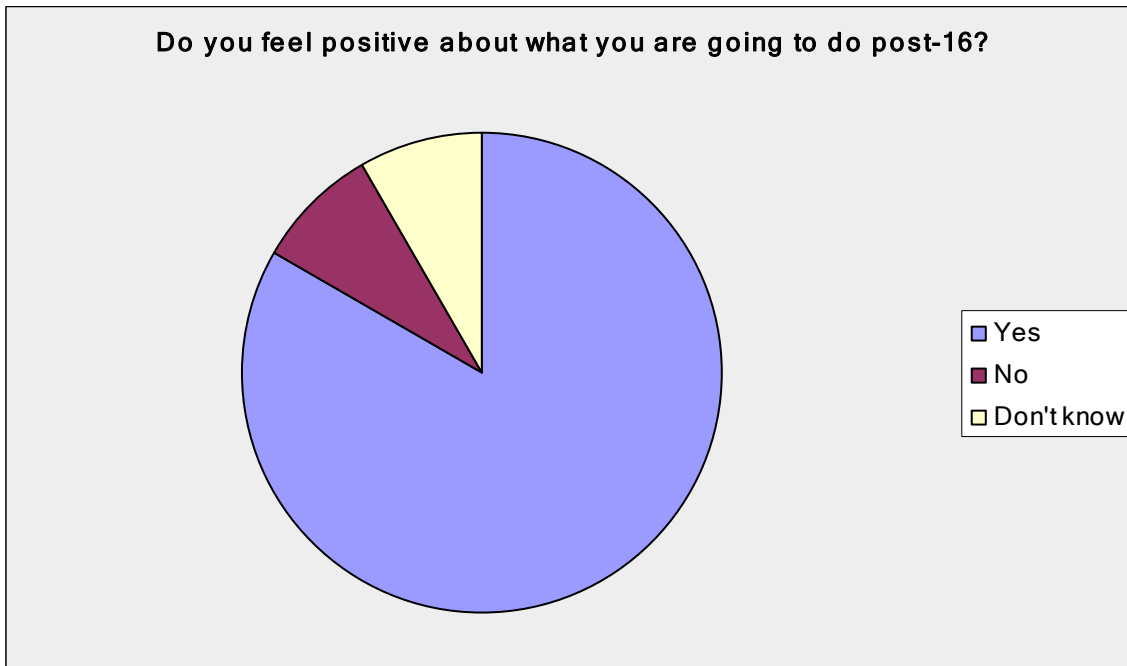
Answer Options	Response Percent	Response Count
School/college	50.0%	10
Youth centre	0.0%	0
Connexions 360 website	0.0%	0
Media (newspaper, radio, TV, online)	40.0%	8
Other service worker (e.g. Youth Offending Team worker, Targeted Youth Support worker)	0.0%	0
Friends	10.0%	2
Parents/carers	0.0%	0
Can't remember	0.0%	0
Other (tell us how)		3





**The future:**

20 (83%) said they felt positive about what they were going to do post 16.



Of the six that had explained their answer in more detail, five felt positive and this seemed to be because they knew what they were doing or working towards: *“I am in College so I know what I am doing”*; *“I know what I want to do and I know how to get there”*. One response that said they didn’t know explained their answer *“I had ideas of what I wanted too, but no-one was there to show me how to get there. And anyone I did speak to, didn’t know. So I had to learn for myself, and I’m still doing it now”*. This young person was in part time work and university, hadn’t heard of CRI personal advisers and would have found talking to someone on the phone, meeting someone once or ongoing support helpful.

No one wanted to say anything more about CRI personal advisers.

**What support might help young people stay in education or training:**

The most common message of the 11 responses was that young people wanted more career advisers that could meet with young people more often. One young person identified that they had only recently found out that a career adviser existed at their college which they felt could have been advertised more. One said they wanted more information sent to the home. One said they wanted better timetables at college and one said *“Let people make their own decisions in their own time without being forced into something they will regret”*.

**Analysis of results**

Overall young people that took part in the survey hadn’t heard of CRI personal advisers. However, young people seem to be saying that they welcome careers advice and that meeting with someone once or ongoing support on a 1:1 basis would be useful to them when they 16 or 17 years old. 40% would have used CRI personal advisers if they had heard of them.

