

Working Together

Connexions and Adult Information, Advice and Guidance Partnerships

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Dear colleague,

The Connexions Service National Unit, national Learning and Skills Council (LSC) and Department for Education and Skills (DfES) adult opportunities team have worked with colleagues from Connexions Partnerships, local LSCs and information, advice and guidance (IAG) Partnerships to produce this document.

The document supports the expectation outlined in the Secretary of State's Remit Letter to the LSC in November 2000 for 'close working between the Council and the Connexions Service' and also that the Secretary of State 'would expect to see proposals for the development of adult services based on stronger links with those provided by Connexions partnerships for young people, whilst maintaining the particular focus on each age group'.

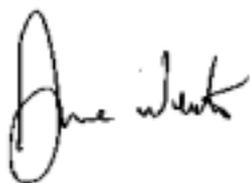
The primary purpose of the document is to provide guidance on ensuring effective transition from Connexions Services to adult IAG services when young people reach the age of 20 (25 for young people with learning difficulties and/or disabilities). It also provides examples that illustrate how Connexions Partnerships and adult IAG providers can work together on a range of issues to avoid duplication and ensure value for money from available resources. However, it is important that joint activity does not compromise the need for Connexions and adult IAG services to be viewed as separate, discrete services from the customer's point of view. So where a Connexions Partnership (or an organisation providing services to the Connexions Partnership under contract) also acts as the lead body for delivering services to adults, these services should not be branded as Connexions.

The document is aimed at Connexions Partnerships, local LSCs, IAG Partnerships and their providers. It is not intended to be a blueprint for how services should be delivered locally – the degree of local variation makes it impossible to prescribe this from the centre. Instead, it is a tool for agencies to use in planning jointly how Connexions and adult IAG Partnerships can best manage clients moving between services, and it sets out some core principles on how they can work together most effectively locally. We expect that Connexions, LSCs and IAG Partnerships will use this publication to support the business planning processes and to consider adopting of some of its messages in planning for the delivery of services. The messages are based on what we have learnt from Connexions pilots, the early work of the phase 1 Connexions Partnerships that came into operation in April 2001, and the experiences of IAG Partnerships as they have developed over the last three years.

We are still in the early days and learning more all the time. We will update the guidance as the services develop. To make this publication as helpful as possible, we need to hear your views, both about the usefulness of the guidance and your experience of Connexions Services and adult IAG Partnerships working together.

The National IAG Board (NIAGB) has also commissioned research that will provide an independent review and inform our thinking about how Connexions and IAG Partnerships are working together, in particular to manage the transition of individuals between the services for young people and those for adults. This guidance will be reviewed in the light of those findings.

Finally, we would like to thank all those who have contributed their thinking and the good practice examples contained within this publication. In particular, we would like to thank the adult opportunities team at the DfES for carrying out the original case study work of emerging good practice, and Cumbria New Frontiers, Lincolnshire and Rutland, Merseyside, Cumbria and Bristol IAG Partnerships, who took part in those case studies.



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Foreword

In June 1999, the Government published the White Paper *Learning to Succeed*, which set out its vision to build a new culture of learning.

Learning to Succeed announced the introduction of the following initiatives.

- Connexions, a new multi-disciplinary service to help all young people reach their full potential and make a successful transition to adult life, including the provision of information, advice and guidance (IAG) to support young people in making important choices on a range of issues.
- A nationally funded programme to improve the provision of IAG for adults about learning and work, leading to the establishment of a national network of IAG Partnerships.

Connexions Services and IAG Partnerships need to work closely together, both at a national and local level, to ensure that people moving from Connexions at age 20 (25 for people with learning difficulties and/or disabilities) are aware of, and effectively referred to the support available locally for adults, and that services are planned and delivered effectively. At the same time, it must be recognised that Connexions Services and IAG Partnerships provide distinct and separate services designed to meet the needs of the different age groups that they serve.

We also recognise that Connexions and IAG Partnerships are not 'like for like' organisations and have very different resources and infrastructures. Arrangements for effective partnership working will need to take account of these differences and ensure coherence across the full range of agencies with responsibility for delivering IAG services to adults, including, for example, colleges and Jobcentre Plus.

Working Together: Connexions and Adult Information, Advice and Guidance Partnerships

Aims of the Guidance

1 This publication outlines the remit of Connexions and the Learning and Skills Council (LSC) in relation to information, advice and guidance (IAG) services, and details the current national priorities for IAG Partnerships for adults. It also sets out some principles that underpin the joint working needed to ensure a smooth transition between IAG services for young people and those for adults.

2 The guidance here is intended to support effective planning and the sharing of good practice between Connexions Services and IAG Partnerships and in particular focuses on ensuring effective transition arrangements and referral of clients between Connexions Services and IAG Partnerships. It is important to recognise that Connexions Services and IAG Partnerships are providing discrete services tailored to meet the needs of the different age groups that they serve.

3 This document also highlights some of the ways in which Connexions Services and IAG Partnerships are working together both at a strategic level and on a day-to-day basis, and includes some early examples of developing practice in a range of local contexts.

4 This guidance is interim and will be open to review and revision in the light of findings from research and experience as Connexions Services and IAG Partnerships develop.

Connexions Service

Overview

5 The Connexions Service has a broad remit, having been established in order to provide integrated IAG and access to personal development opportunities for all 13–19 year olds in England. It aims to help young people engage in learning, achieve their full potential and make a smooth transition to adult life. In recognition that support from Connexions extends beyond IAG on learning and career options, the service will bring together a wide range of existing agencies in the public, private and voluntary sectors, such as social services, youth offending teams and teenage pregnancy services. The support offered to young people will vary according to their needs, but will aim to respond to early signs of social exclusion and prevent the escalation of adverse circumstances.

6 Connexions Partnerships share boundaries with the 47 local LSCs, and will be responsible for planning the new service, while day-to-day delivery will be organised through local management committees. Connexions Partnerships are multi-agency bodies comprising a range of partners, such as local education authorities (LEAs), careers services, youth offending teams, social services departments, health bodies and voluntary sector agencies. Together, these will develop a cross-cutting strategy to address the identified needs of 13–19 year olds. By developing the service across organisational boundaries, Connexions Services will help to develop consistency in the support young people receive, based on

a shared understanding of their needs, and will help to strengthen the links between agencies.

7 Within the context of a universal service for all 13–19 year olds, Connexions focuses its efforts on activities that seek to reduce the numbers of 16–18 year olds who are 'not in education, employment or training' (NEET). This is achieved through a mix of:

- work with pre-16 clients to ensure that they have the support they need to overcome barriers to participation and achievement;
- work with 16–19 year olds to improve retention in learning and work; and
- work to help those who are currently NEET to move into learning or work.

Connexions: Key principles

- **raising aspirations** – setting high expectations of every individual;
- **meeting individual need** – and overcoming barriers to learning;
- **taking account of the views of young people** – individually and collectively;
- **inclusion** – keeping young people in mainstream education and training and preventing them from moving to the margins of their community;
- **partnership** – agencies collaborating to achieve more for young people, parents and communities than agencies working in isolation;

- **community involvement and neighbourhood renewal** – through the involvement of community mentors and through personal advisers brokering access to local welfare, health, arts, sport and guidance networks;
- **extending opportunity and equality of opportunity** – raising participation and achievement levels for all young people, influencing the availability, suitability and quality of provision and raising awareness of opportunities; and
- **evidence-based practice** – ensuring that new interventions are based on rigorous research and evaluation of what works.

Learning and Skills Council

8 The Learning and Skills Council (LSC) was established in April 2001 under the terms of the Learning and Skills Act 2000. It is responsible for funding and planning education and training for over-16 year olds in England, except higher education (HE), and its work covers the following:

- further education;
- work-based training and young people;
- workforce development;
- adult and community learning;
- IAG for adults; and
- education business links.

9 The LSC's mission is to raise participation and attainment through high quality education and training which puts learners first.

10 Its vision is that, by 2010, young people and adults in England will have the knowledge and productive skills matching the best in the world.

11 The Remit Letter from the Secretary of State for Education and Skills (the Secretary of State) to the LSC in November 2000 set out the Secretary of State's expectations of the LSC, and charged it with further development of coherent IAG services for adults.

High quality information, advice and guidance (IAG) will be essential if people – especially non-learners – are to be drawn into learning, and helped to ensure that they make the right choices about learning. And beyond that, every learner, in whatever form of provision, should have access to readily available, impartial and high quality IAG about learning and work.

Secretary of State's Remit Letter to the LSC, paragraph 48

12 Paragraph 14 of the Remit Letter sets out the expectation of 'close working between the Council and the Connexions Service' and also, in paragraph 48, the Secretary of State 'would expect to see proposals for the development of adult services based on stronger links with those provided by Connexions Partnerships for young people, whilst maintaining the particular focus on each age group'.

13 The LSC operates through 47 local offices and a national office in Coventry. Local LSCs contract with a lead body to deliver local IAG services through an IAG Partnership. There are currently 67 IAG Partnerships, although by August 2004 this will reduce to 47 to bring IAG Partnerships in line with LSC and Connexions boundaries.

IAG Partnerships

National priorities 2002-03

14 IAG Partnerships currently work to four national priorities:

- i to ensure the provision of a co-ordinated and improved local network of IAG on opportunities in learning and work;
- ii to ensure that all members of the community (from age 20 with no upper age limit) have access to IAG services that are available free of charge, with particular attention given to the needs of the most disadvantaged clients;
- iii to ensure that IAG services meet the relevant quality standards for learning and work; and
- iv to work with the LSC to ensure coherence from the client's perspective between local providers of IAG services, including those providers and services not directly funded by IAG Partnerships and other related services including basic skills provision. This includes ensuring coherence with Connexions Services.

Target groups for 2002-03

15 IAG Partnerships are currently asked to focus on the following nationally identified target client groups:

- people aiming to improve their skills to national vocational qualification (NVQ) at level 2 or level 3, or the equivalent;
- people aiming to enter or who will be leaving HE;
- people with basic literacy, numeracy or English for speakers of other languages (ESOL) needs; and

- people in employment.

16 In addition, depending on local LSC priorities, some or all of the following target groups may also be included:

- people with learning difficulties;
- people with disabilities;
- people with low or outdated skills;
- people over 50, especially those who are, or at risk of becoming unemployed;
- labour market returners;
- offenders and ex-offenders;
- lone parents;
- people living in areas of high unemployment or social deprivation; and
- people living in remote rural areas or other areas with poor public transport.

Key Principles of Joint Working

17 Connexions Services and adult IAG Partnerships need to work closely together to ensure that all young people and adults are aware of the different services each provides and know which to go to at different stages of their lives for relevant information and advice.

18 The way that this is planned and delivered will differ according to local circumstances, structures and provision. However, there are some principles that underpin coherent service delivery:

- clear strategic planning at national and local level;

- effective referral systems between Connexions Services and IAG Partnerships;
- supported transition from Connexions Services to IAG Partnerships at age 20; and
- effective support for people with learning difficulties and/or disabilities.

19 More details of each these principles is given below. Paragraphs 44–69 include examples of how the principles are currently being put into practice in local areas.

Clear strategic planning

20 The LSC and the Connexions Service National Unit (CSNU) are committed to working together to ensure that national policy decisions take account of the need for coherent IAG to young people and adults and to ensure that appropriate provision exists and can be accessed by clients. This will be achieved by:

- ensuring coherence in the business planning guidance to Connexions Services and IAG Partnerships;
- monitoring arrangements for transition from Connexions Services to adult services as part of the Office for Standards in Education (OFSTED) and Adult Learning Inspectorate (ALI) inspections;
- supporting national projects and research;
- representation on the national IAG Board; and
- facilitating the sharing of good practice.

21 The delivery of IAG services for both young people and adults in a local area should be underpinned by a clear and coherent local strategy that ensures coherence in the planning of the Connexions Service and IAG for adults. Good strategies will focus on the needs of the clients and consider the implications for delivery from the perspective of service users, including potential users of the service. Strategic planning will recognise that the Connexions Services and IAG Partnerships are separate services designed to meet the needs of the different age groups that they serve and make sure that the positioning of services is clear and distinct to all.

22 It is important that Connexions retains its brand identity as a youth support service for 13–19 year olds. Where adult IAG advisers are based in Connexions premises, it should be made clear that services to adults do not fall under the remit of the Connexions Service. This may be through the use of separate branding and other ways of distinguishing the different levels of support that can be provided, and the different range of issues on which advice can be given to young people and adults respectively.

23 Some Connexions Services and IAG Partnerships have found it helpful to produce a written partnership agreement or protocol to formalise their commitment and consolidate arrangements. Both the CSNU and the LSC will expect Connexions Services and IAG Partnerships to describe effective arrangements for working together in their business plans for 2003/04.

24 Within the context of separate, discrete services for young people and adults, effective planning will help to make best use of resources, exploring where these can appropriately be shared, and to avoid duplication.

25 All staff of Connexions and IAG Partnerships, including wider Partnership members, need to have a good understanding of the role of each other's organisations and the services they provide. Strategies need to include a statement of how this will be achieved on an ongoing basis.

26 Strategies will also need to show how good communication will be achieved at all levels and how information will be shared effectively and efficiently between Connexions Services and IAG Partnerships.

27 Both Connexions Services and IAG Partnerships are working integrally with a wide range of partner organisations. Some of these will be key players in both Connexions Services and IAG Partnerships, delivering services to both young people and adults or playing an important role in the transition of young people to adult services and provision.

28 Currently, the guidance to Connexions Services and to IAG Partnerships includes the requirement to ensure that effective links are developed between:

- further education (FE);
- HE; and
- the Employment Service/Jobcentre Plus.

29 There will be other examples, such as local authority services and training provision in the voluntary and community sectors, where information and advice are planned and delivered for both young people and adults.

30 Strategies for delivering IAG will need to take account of the need for coherence between wider partnership organisations and meet the needs of the range of clients and age groups they serve.

31 In 14 LSC areas, IAG Partnerships will merge by 2004 to bring all IAG Partnerships in line with LSC and Connexions boundaries. This should provide an ideal opportunity for these IAG Partnerships and local LSCs to plan for coherence between IAG Partnerships and Connexions Services as part of the review of IAG services for adults.

Effective referral systems

32 Connexions staff should be able to refer adult clients to the appropriate IAG Partnership services. Equally, all providers of IAG services for adults should know how to identify and refer any young person who may benefit from the support of the Connexions Service and be clear about the actions they should take to carry out a referral.

33 Connexions Services and IAG Partnerships will need to establish or maintain robust arrangements to ensure that, as Connexions becomes increasingly established as the service for young people in a locality, that access and referral to IAG services for adults is not diminished.

Supported transition

34 Connexions Services will need to assess young people's needs as they approach 20 and work with IAG Partnerships to ensure that young people are supported in gaining access to IAG services for adults.

35 This will include all staff being clear about when the transfer from Connexions Services to IAG Partnership services for adults should take place. For example, it will need to be decided whether the transfer comes into effect from the date of the young person's 20th birthday, or whether local arrangements are in place to continue to provide support for individuals under the Connexions Service if their need for support is likely to end in the near future.

36 Because IAG Partnerships are not resourced or structured in the same way as Connexions Services, referral to an IAG Partnership may come from separate organisations that are part of that IAG Partnership. These organisations may be using their own resources and infrastructure to meet their responsibilities for providing services to adult clients. Examples include referrals from Jobcentre Plus or colleges. In addition, some IAG Partnerships may be able to access funding for supported transition from other sources.

37 In 2003/04, IAG Partnerships will be able to offer enhanced services to clients with identified needs for additional support. Some of the activities provided through enhanced services may benefit clients who need additional support to transfer to adult IAG provision. Further information about enhanced services will be available in the Operating Guidance for IAG for Adults for 2003/04.

38 Clear and efficient arrangements will need to be in place to manage the sharing of information about individuals between Connexions Services and adult IAG providers. Such arrangements will need to take account of any confidentiality agreements, including:

- the need to secure informed consent from the client;
- the capacity of partner organisations to store information securely and effectively within the framework established through the Connexions Customer Information System (CSIS); and
- according to the requirements of the *Data Protection Act 1998*.

Effective support for people with learning difficulties and/or disabilities

39 The definition of a learning difficulty or disability is:

A person has a learning difficulty or disability if:

- *he/she has a significantly greater difficulty in learning than the majority of persons of his/her age; or*
- *he/she has a disability which prevents or hinders him/her from making use of facilities of a kind generally provided by institutions providing education or training for young persons of his/her age.*

Learning and Skills Act 2000

40 There will be circumstances when a young person with learning difficulties and/or disabilities is not ready to access the adult IAG Partnership services provided locally, and will require continued support from the Connexions Service beyond the age of 20. For many this will be because their education has been delayed as a result of their learning difficulty or disability. It is likely that most people with learning difficulties will need to make the transition after their 20th birthday.

41 In these situations, their personal adviser should arrange a case conference with the young person (and their representative, parent or carer, if necessary) and the appropriate agencies. This should include, where possible and within available resources, appropriate IAG Partnership members, local organisations and specialists, including health specialists. The case conference should take place soon after the young person's 19th birthday.

42 The aim of the case conference should be to agree what the support needs are and which organisation should lead on that support. The Connexions Service may continue providing support, including any ongoing assessments, until the person's 25th birthday. The arrangements should be reviewed at least annually with the express aim of helping the client make use of adult IAG services and thereby reduce their dependency on the Connexions Service. These reviews should involve the young person, their representative, parent or carer if necessary and appropriate agencies, specialists and local organisations. In good practice, the agreed adult service will assume responsibility for managing reviews and providing support in phases.

43 Local IAG providers may not have the resources or infrastructure to support a case conference approach. However, it may be possible for wider IAG Partnership organisations such as colleges, Jobcentre Plus or other relevant support agencies, to support the case conference as part of their own separately funded responsibility to the client and through their own resources.

44 The CSNU produced an information pack, *Information to Support Connexions Partnerships in their Work with People with Learning Difficulties and Disabilities* in September 2002. This is available from the Connexions website (www.connexions.gov.uk).

Examples of Joint Working

45 There are many examples of how Connexions Services and IAG Partnerships are working closely together both in planning for services and in their day-to-day practice. Some examples of current arrangements are described overleaf.

Strategic links

46 Many Connexions Services act as the lead body with responsibility for managing the contract for local IAG Partnerships. Where this is the case, this provides a clear opportunity for strategic planning between the local LSC, Connexions Service and IAG Partnership to be shared and coherent.

47 The precise management relationship between Connexions Services and IAG Partnerships varies depending on how the Connexions Service is organised in a local area and the structure of the IAG Partnership. In many cases, the Connexions Service has taken the lead role for the adult IAG Partnership, either directly, or through the Careers Service providing services to the Connexions Service under contract.

48 Connexions staff will also typically sit on the management board or steering group of the IAG Partnership. In other areas, the Connexions Service has decided not to retain the lead body role. Whatever arrangements exist locally, it is important that Connexions is branded clearly as a service for young people.

49 In a very few instances, the IAG Partnership contract is held by another organisation, such as the local authority or a regeneration company. In these instances, the Connexions Service or the Careers Service are also likely to be represented on the management board or steering group of the IAG Partnership.

50 All these arrangements are valid. The important thing is to review whether current strategic planning arrangements are best organised to meet the IAG needs of the whole community, albeit through discrete services for young people and adults, and ensuring that all young people and adults have good and clear access to services.

51 The arrangements for delivering IAG services to adults also vary. Some IAG Partnerships employ staff as part of an IAG Partnership team to offer IAG services directly to clients. Other IAG Partnerships retain a small central coordination team and contract out the delivery of IAG to a range of providers, including to the Connexions Service and other providers in the community. Many IAG Partnerships combine these approaches.

52 The local Connexions Service and/or the Careers Service are often delivering a substantial proportion of the total adult IAG provision in the local area.

53 The implications of these different approaches to delivery will need to be considered as part of any review of strategic planning arrangements between the Connexions Service and IAG Partnerships.

LSC London Central has appointed a Development Co-ordinator for Advice, Guidance and Progression, whose role is to encourage coherent working between Connexions and IAG Partnerships, including meaningful protocols and referral mechanisms. It is also delivering a Quality Development Fund project called 'Connecting Connexions' which seeks to inform young people about IAG services after their 20th birthday.

In Suffolk, a Partnership Co-operation Statement has been developed and this covers:

- *key principles of partnership;*
- *organisational links;*
- *delivery arrangements;*
- *client referrals;*
- *staff development; and*

- *contact and review.*

The key principles include:

- *raising aspirations of clients;*
- *meeting individual needs;*
- *taking account of clients' views;*
- *inclusion;*
- *collaboration;*
- *community development;*
- *extending opportunity and equality of opportunity;*
- *researching and evaluating services;*
- *and*
- *taking account of changes.*

Good communications

54 Currently many Connexions Services and IAG Partnerships manage communications at a strategic level through their involvement in the management and steering groups of each organisation and/or through shared management structures.

55 Some have additionally ensured that good communication exists at all levels of service delivery through activities such as:

- *regular briefing sessions;*
- *Keep in Touch (KIT) meetings;*
- *newsletters shared between services and containing information on each other's services; and*
- *clear contact points, known by all staff, so that staff in each organisation know who to talk to about particular issues.*

New Frontiers, the IAG Partnership in Cumbria, produces a regular newsletter that is shared between partners, including the Connexions Service.

56 Information-sharing will also include the potential for sharing information about individual clients.

In Lincolnshire and Rutland information-sharing is supported by co-location of Connexions Personal Advisers and IAG Partnership staff. Connexions Partnerships will have similar information-sharing agreements with the broad range of partner agencies they work with, reflecting the broader nature of the service they provide.

Quality development

57 There are also opportunities for Connexions Services and IAG Partnerships to share good practice in their approaches to quality assurance. This is particularly the case where services to young people and adults are delivered from the same premises. For example, there is potential for shared approaches to mystery shopping and client feedback on services.

58 Connexions Services and IAG Partnerships may also want to review good practice and the potential for joint working to support the achievement of quality standards, such as Investors in People, the Matrix standard or the quality criteria published by CSNU and the Office for Standards in Education (OFSTED).

59 Some IAG Partnerships have developed shared approaches to continuous quality improvement.

In Herefordshire and Worcestershire, joint working has provided a forum for Connexions Advisors to meet staff from IAG Partnership organisations to discuss

quality issues. Mystery shopping feedback has been shared and briefing events on quality issues for managers have been held.

Referrals

60 Many Connexions Partnerships and IAG Partnerships are planning together to make sure that effective systems are in place to support the referral of adults to IAG services, while taking account of local delivery structures for IAG for adults.

In Derbyshire, as part of the IAG Quality Development Fund Project, Derbyshire IAG will be organising a one-day conference to pull together practitioners from IAG and Connexions Partnerships. The aim is to share experience, strengths and hopes and it will also focus on appropriate referral mechanisms.

61 Some IAG Partnerships have recognised the need for adults to be able to access the range of expertise available within an IAG network of providers.

In Bristol, six IAG partners from the voluntary and community sector, all of whom are NVQ qualified and accredited against the Guidance Council Quality Standards for Learning and Work, offer a drop-in centre for adults based in the Connexions shop in the city centre. Connexions provides the venue and reception staff and the service is available four days a week. Clients can also use the careers library and IT-based resources. Different expertise is available from the different organisations represented on each day, but all of them have good 'across the board' knowledge. Connexions staff can refer adults to this service and the IAG partners can refer adults from the drop-in service to guidance or to other IAG network

partners. Adults can build up a relationship with one worker or get different perspectives.

It is open at lunchtime and is free. In Lincolnshire and Rutland, adult IAG Services are being accessed through 10 Connexions Services. Information and advice services are supported by Connexions assistants who provide services to adults and young people and share resources. Adult guidance is also available, funded through the LSC Local Initiative Fund, European Social Fund and New Deal.

Supported transition

62 Helping young people to make an effective transition to IAG services for adults is crucial to ensuring that individuals continue to receive support and understand how they can be helped to access learning throughout their lives.

63 One way of achieving this is through the young person identifying with a venue where they can continue to gain a level of support beyond the age of 20.

In Cumbria, IAG services can be accessed through Connexions centres in the main towns. Referral to adult guidance advisers is made by Connexions personal advisers if clients are still in need of in-depth help once they reach 20. Connexions Personal Advisers are also using IAG partners' premises on an outreach basis to support young people in more isolated parts of Cumbria and more deprived urban areas. Often the IAG Partnership Community Development Centres are equipped with IT resources and this is attractive to Connexions clients. In Lincolnshire and Rutland, all Connexions offices can access the client database through a wide area network (WAN). As a

young person approaches 20 they can be referred seamlessly from one provision to the other while remaining on the same client database.

64 Materials such as information packs that are produced for all young people to receive as they approach 20 also supports transition to IAG services.

In Lincolnshire, to support transition, all young people who had turned 20 in the previous few months were sent a Christmas card telling them about IAG services. Future plans are in place to mail out on a regular basis, near to clients' 20th birthday, telling them about continued IAG support. Oxfordshire IAG Partnership has produced a postcard 'Take Charge of Your Life' that is given to all Connexions leavers giving them contact details of local IAG advisers who can continue to support them.

Support for people with learning difficulties and/or disabilities

65 As part of their commitment to ensuring that the needs of people with learning difficulties and/or disabilities are met, some Connexions Services and IAG Partnerships have developed specific agreements and close working relationships to manage the transition of individuals who may continue to need additional support beyond the age of 20.

In Herefordshire and Worcestershire, joint working is carried out between the Special Needs Personal Adviser and the Guidance Pilot worker for Special Needs. In Merseyside, a database is being developed that will be used by Connexions Personal Advisers to support the referral of clients to appropriate provision at 20, or 25 for those with learning difficulties or disabilities.

In Lincolnshire, the IAG service has set up a Partnership agreement with the Connexions Learning Difficulty and Disability team to deliver services to adults with learning difficulties or disabilities. The team receives referrals from Connexions Personal Advisers and Adult Guidance Advisers. This enables clients to receive a continuous service beyond the age of 25 when they are no longer eligible for Connexions.

Shared delivery

66 While it is important that customers are able to identify the discrete service being delivered separately by Connexions and adult IAG services respectively, there are many examples where shared premises and delivery points are being used to ensure good value for money. This includes:

- shared one-stop access points that can be used by young people or adults;
- the Connexions Service hosting the IAG co-ordinator and central team members;
- information and advice services being delivered to young people and adults from Connexions Service premises; and
- IAG providers and Connexions partners delivering services to both young people and adults in the community.

In Bristol, Priority Youth Housing see the benefits of involvement in both the IAG Partnership and Connexions to build the capacity of their organisation to deliver across the age range and by making use of the skills and resources of both services. For example, providing models for the delivery of information and advice, approaches to quality assurance

and gaining access to networks of other providers.

Another important element of the joint Connexions and IAG Partnership approach in Bristol is the local area helpline that young people and adults can call for advice. In Cumbria, New Frontiers, the IAG Partnership, is keen to encourage its members to allow their premises to be used by Connexions Personal Advisers on an outreach basis. The New Frontiers message in Cumbria is that if there are young people who don't want to go into a Connexions Centre, then the best idea is to bring the Personal Adviser to the young person at a venue they feel more comfortable attending and this has included IAG providers' premises.

In Herefordshire and Worcestershire, the IAG Partnership is establishing shared information points using joint funding and is also in the process of setting up a First Stop shop in the area.

Joint projects

67 There are a number of other examples of specific projects being developed and delivered jointly by Connexions Services and IAG Partnerships.

Connexions West of England and the IAG Partnership in Bristol have used IAG funding to build on the Connexions Service in a local prison. Building on the Connexions Service for young women in Eastwood prison, IAG funding has also allowed older women prisoners to access information, advice and guidance. This is aimed specifically at women coming up for release – acting as a gateway to learning, training and employment outside. Funding has also increased information resources and allowed greater promotion of the

service to adult prisoners.

68 Joint working has also enabled Connexions advisors to reach more isolated rural areas.

Lincolnshire and Rutland are piloting the use of two 'jobs buses' in partnership with Boston College and JobCentre plus Service, and including Connexions Personal Advisors, to reach more isolated rural areas in Lincolnshire and Rutland.

Joint training

69 Some ways in which Connexions Services and IAG Partnerships have worked together on joint training have included:

- familiarisation and briefing of Connexions staff and IAG Partnership staff and providers to ensure understanding of each others strategy, roles, practice, and so on;
- delivering joint programmes for Connexions staff and IAG Partnership Providers to achieve NVQs in advice and guidance;
- looking at training programmes to identify shared training needs and put on joint delivery; and
- accessing the different expertise of IAG Providers and Connexions partners to build skills and knowledge, for example by working with clients with basic skills needs or refugees and asylum seekers, or through joint training in disability awareness or using IT as a guidance tool.

Herefordshire and Worcestershire have delivered shared training events that have included:

- *careers information resources;*
- *mystery shopping and customer care training;*
- *telephone techniques for front-line staff;*
- *Internet training;*
- *basic skills awareness for personal advisers; and*
- *quality standards training.*

In Cumbria, a range of shared training has taken place to cover topics such as:

- *disability awareness;*
- *basic skills awareness;*
- *funding sources for adults; and*
- *using IT as a guidance tool.*

Annex A: Contacts

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Annex B: Resources

Publications

Connexions
Business Planning Guidance 2003-04

LSC
Operations Guide 2002-03 and 2003-04

Websites

Connexions www.connexions.gov.uk

DfES www.dfes.gov.uk

LSC www.lsc.gov.uk

Notes

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