

Working together

Connexions and teenage pregnancy



The best start in life for every young person

Foreword

Connexions will build a modern, multi-disciplinary service to help all young people reach their full potential and make a successful transition to adult life. We believe young people should get whatever help they need to do so, in the most straightforward, cohesive way possible. The vision is an ambitious one, but it is what young people have told us they want and need. There is recognition at the national level that the success of Connexions is vital to all Government Departments in their aims to help young people. This applies equally at local level, where we will only achieve our shared vision for young people by working closely together. This is why it is vital that everyone involved in delivering young people's services gets involved with their Connexions Partnership.

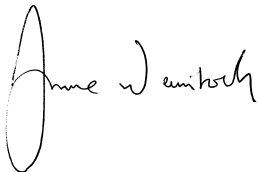
Working together - Connexions and teenage pregnancy

The Connexions Service National Unit and the Teenage Pregnancy Unit have worked with colleagues across Government, Connexions Partnerships and frontline agencies to produce this document. It is part of a set of guidelines about joint working aimed at Connexions Partnerships and the range of agencies supporting young people. These publications focus on integrating support for some of the most vulnerable young people that Connexions will work with, homeless young people, teenage parents, young offenders and young people supported by Social Services to ensure that young people receive the support they need.

Connexions Partnerships will be involved in local teenage pregnancy strategies with one of the wider cross cutting targets being to reduce by 50 per cent the rate of conceptions amongst under 18 year olds by 2010, and to establish a firm downward trend in the conception rates for the under 16s. The Government's Teenage Pregnancy Strategy also aims to reduce the risk of social exclusion for those teenagers who do become parents, in particular by helping them to return to education or work which will often require the provision of intensive, specialist support. To achieve these mutual aims, it is essential that Connexions and others involved in the local teenage pregnancy strategy work closely together, providing services through a single point of contact so a young person does not have to search around for help.

This is not a prescriptive blueprint for the delivery of Connexions. It is intended as a tool for agencies to use in planning together how the Connexions Service can be delivered most effectively in their region. The messages are based on what we have learnt from Connexions Pilots and the early work of the Connexions Partnerships that came into operation in April 2001. We have only just started and we are learning more all the time and will develop the guidance as the Service develops. To make it as helpful as possible, we need to hear back from you what you think, both about the usefulness of the guidance and your experience of the support Connexions provides.

Most importantly of all, we need you to get involved, and help Connexions become a service that ensures the best start in life for every young person.



Anne Weinstock,
Chief Executive, Connexions



Cathy Hamlyn,
Head of Teenage Pregnancy Unit

Aim of this Guidance

This publication sets out the principles that should lie behind joint working between the new Connexions Service and those involved in local teenage pregnancy strategies, to develop an integrated support service for young people, and offers some models for how this might work. It sets out how the Connexions Service can support implementation of the Government's Teenage Pregnancy Strategy. It also focuses on the links which need to be developed between Connexions and Teenage Pregnancy Co-ordinators and Re-integration Officers and, in particular, on the interface between the role of the Connexions personal adviser and the Sure Start Plus Adviser. Sure Start Plus Advisers and Re-integration Officers are only working in a minority of areas with high rates of teenage pregnancy but the principles and ways of working can be extended to other people where they are fulfilling similar roles. The guidance is not prescriptive: it is intended as a tool to help Connexions Partnerships and other agencies consider how their respective roles relate to one another, and will be subject to revision as the Connexions Service develops.

What are the roles of the key players?

In every local area, the top-tier local authority and the health authority have worked together with other local partners, including the Connexions Service, to develop a 10-year local teenage pregnancy strategy to reduce conception rates and improve support for teenage parents.

What is the Connexions Service?

The Connexions Service is being introduced to provide integrated information, advice, guidance and 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. This will be achieved by bringing together a wide range of existing agencies in the public, private and voluntary sectors. The support young people receive will vary according to their needs and the emphasis will be on detecting the early signs of social exclusion and preventing escalation of adverse circumstances.

The Connexions Service has as one of its wider cross cutting targets to reduce by 50 per cent the rate of conceptions amongst under 18 year olds by 2010, and to establish a firm downward trend in the conception rates for the under 16s. The work to reduce the rate of teenage conceptions is part of the information and advice service provided by Connexions, to which all young people will have access, for example by ensuring that young people are aware of where they can access contraceptive advice in their local area, are confident in accessing those services if they need to and are reassured about the confidentiality arrangements for those services. Connexions Partnerships need to ensure that personal advisers have the skills and confidence to discuss issues around relationships and sexual development with young people should they arise, and to make active referrals to contraceptive services where appropriate.

The Government's Teenage Pregnancy Strategy also aims to reduce the risk of social exclusion for those teenagers who do become parents, in particular by helping them to return to education or work. This will often require the provision of intensive, specialist support. In addition to the work to reduce the number of teenage conceptions, the Connexions Service will also work with teenage parents to meet the needs of a potentially vulnerable group of young people. Connexions Partnerships outside the Sure Start Plus pilot areas will need to consider how they can provide specialist advice to pregnant teenagers and teenage parents to ensure that they remain engaged in learning and that their risk of social exclusion is minimised.

Connexions Partnerships, at local Learning and Skills Council area level, will be responsible for planning the new service, while delivery will be organised by local management committees. Connexions Partnerships and local management committees are both multi-agency bodies, made up of a range of partners such as LEAs, careers services, Yots, health authorities and voluntary sector agencies. The Connexions Business Planning guidance makes clear that Local Teenage Pregnancy Co-ordinators should be represented on local management committees. The aim will be to develop a cross-cutting strategy to address the identified needs of 13 – 19 year olds. By developing the service across organisational boundaries, Connexions will help to provide consistency in the support young people receive, based on a shared understanding of their needs, and will help to strengthen the links between agencies.

The 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 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 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.
- **Evidence based practice** – ensuring that new interventions are based on rigorous research and evaluation into what works.

The role of the personal adviser

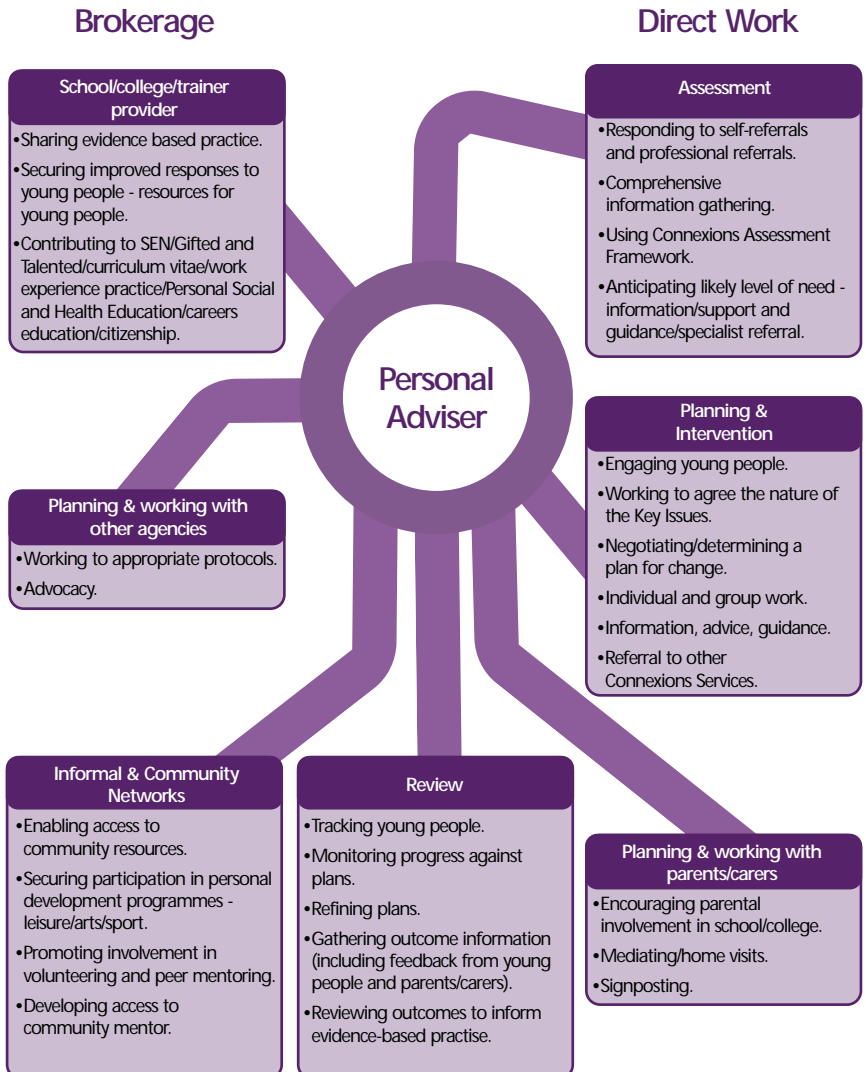
Central to the Connexions Service will be the role of the personal adviser. All young people will have access to a Connexions personal adviser. The aim of the role is to ensure that young people, including teenage parents and pregnant teenagers, are able to engage in learning and reach their full potential. The exact role the personal adviser fulfills for each young person will depend on the support the young person requires. However, for those who need it, the role of the personal adviser will include the following elements:

- Engaging with young people to identify and address their needs, offering information, advice and guidance on learning and career options and personal development opportunities, with a view to raising the aspirations of each young person.
- Working with and supporting education and training institutions and employers in meeting the needs of young people.
- Working with a network of voluntary, statutory and community agencies, and commercial bodies to ensure a coherent approach to support for the young person.
- Working with parents, carers and families to support young people in accessing learning and other personal development opportunities.
- Managing information effectively to facilitate the process of meeting the needs of young people.
- Reviewing and reflecting upon their own professional practice to achieve continuous improvement.

Personal advisers will come from a range of professional backgrounds, bringing a variety of expertise and experience. Some will be directly employed by the Connexions Service, others will be seconded to the service and some will remain within their existing professional context, working under a Partnership Agreement with the Connexions Service. Young people will be allocated personal advisers with the relevant skills and background and who best reflect their needs and circumstances.

The work of the Connexions personal adviser can be split into direct work with young people and brokerage of services. The balance between direct work and brokerage will depend on both the skills and knowledge of the personal adviser and the needs of the particular young person.

The role and functions of the personal adviser



What Connexions will offer young people

Every young person aged 13 – 19 can expect help from the service with the aim of ensuring a smooth transition to adulthood and helping them reach their full potential, delivered primarily through the personal adviser. The service will be fully inclusive but differentiated according to the varying needs of young people, and will take account of how these needs may change over time.

There will be three broad levels of service according to young people's need:

**INTENSIVE SUSTAINED SUPPORT
FOR THOSE WITH MULTIPLE PROBLEMS**

**IN-DEPTH GUIDANCE AND HELP
FOR THOSE AT RISK OF DISENGAGING**

**INFORMATION, ADVICE, GUIDANCE AND REVIEW OF
CAREER/LEARNING/EMPLOYMENT/PERSONAL DEVELOPMENT CHOICES**

Broad levels of personal adviser intervention

- All young people will receive information, advice and guidance on careers, learning, personal development and other issues and opportunities. This will include having access to advice about avoiding teenage pregnancy and details of local advice and contraception services, where appropriate.
- Young people at risk of disengaging from learning, including pregnant teenagers and teenage parents, will receive more intensive one-to-one support based on a full assessment of their needs. The personal adviser will develop an action plan with the young person to address the underlying factors, such as problems at home and school, accessing local childcare, transport and ensure their continued engagement in learning.
- For those facing multiple problems, for example, drug, mental health or housing problems, the role of the personal adviser will be to broker access to specialist support as necessary and ensure a co-ordinated approach to supporting the young person across agencies.

Personal advisers will operate from a range of settings, including schools, colleges, one-stop-shops and other outreach sites.

Teenage Pregnancy Co-ordinator

There is a Teenage Pregnancy Co-ordinator in all areas in England, nominated jointly by the health and local authorities. Their role is to drive forward implementation of the Government's Teenage Pregnancy Strategy at local level. This strategy has the two main goals of: halving the rate of conceptions among under 18 year olds by 2010 (which is reflected within the Connexions wider cross cutting targets); and getting more teenage parents back into education and work. Each local area has agreed a local conception reduction target, within the range of achieving a 40% to 60% reduction in under 18 conceptions by 2010, with the greatest reductions sought in the areas with the highest rates. The Co-ordinators have undertaken an analysis of current service provision, and have developed full local teenage pregnancy strategies for each top-tier local authority, in discussion with service providers and young people themselves. In each area, the Co-ordinator convenes a Teenage Pregnancy Strategy Group to drive forward and monitor implementation of the local strategies. For 2001-02, implementation is supported by a £11.5 million Local Implementation Fund and a £4.5 million Local Co-ordination Fund, in addition to mainstream investment from key partners.

Sure Start Plus Adviser

Sure Start Plus is a new programme, which is part of the overall Teenage Pregnancy Strategy, which will give co-ordinated support to pregnant teenagers and teenage parents under 18. It is being piloted over at least 3 years in 20 areas which are also covered by Sure Start and Health Action Zones. The role of a Sure Start Plus Adviser is twofold and pilot programmes may not necessarily appoint the same person to fulfil both roles.

The two roles are:

- 1 To provide personal advice and support for teenagers who discover they are pregnant, to enable them to make responsible and well-informed decisions according to their personal circumstances about whether to continue with the pregnancy and possible adoption. The Adviser will need to listen to and counsel the teenager, gaining her confidence in order to support her in decision-making and accessing services.
- 2 The Adviser is required to be responsible for co-ordinating a tailored support package for teenagers who decide to continue with the pregnancy, and teenage parents, both mothers and fathers. This role will address matters such as healthcare, parenting skills, education / employment, childcare and housing. Both pregnant teenagers and teenage parents will be given advice on contraception.

It will be for the partnership of each pilot area to decide the method of service provision, based on local needs and existing services. Partnerships are free to decide their preferred titles for either of these roles. Where good local services already exist, the role of the Sure Start Plus Adviser should be more of a signpost or referral point rather than a service provider.

The role of the Sure Start Plus Adviser(s) is also an important link to existing services and sources of support for teenagers who discover they are pregnant. These are likely to include GPs, family planning clinics, parents, pharmacies, mobile outreach projects, Brook and other youth clinics. Links will also be important with health professionals such as school nurses, health visitors, as well as teachers, social workers and youth workers.

The Adviser will also be able to add value to existing services by explaining to teenagers the confidentiality policies of these services and by helping to build their confidence, for example by preparing them for what to expect.

Teenage Pregnancy Re-integration Officers

Many LEAs receiving the Standards Fund Teenage Pregnancy grant and some others have a specialist Re-integration Officer for school age mothers. A list of areas supported by the Teenage Pregnancy grant is on the Standards Fund web site at www.dfes.gov.uk/standardsfund. The Re-integration Officer:

- Works with schools to overcome barriers to re-integration for pregnant school girls and school age mothers, effecting culture change where necessary.
- Advises on alternative education in the area, for example Pupil Referral Units and Further Education colleges.
- Holds a budget to overcome barriers to education, such as travel costs and childcare.
- Collects data on the educational attainment of school age mothers.

Re-integration Officers are responsible for the education of compulsory school age mothers, although they take an interest in transition to post-16 education. Where there has been a lack of other support for teenage parents, they have also taken on a wider support role in talking to teenage mothers and offering more holistic support. It is anticipated that personal advisers will assume this one-to-one support role when they are in post.

Key Principles

There is clear common ground between the Connexions Service and those involved in the teenage pregnancy strategy locally to work together to reduce teenage conceptions and to ensure that teenage parents receive the support they need and are re-integrated into learning. Connexions Partnerships will need to work with existing services to ensure the young person receives a cohesive service. The way to do this will differ according to the young person's views, local circumstances and provision, but there are some principles which underpin successful, joined-up working:

The Connexions Service should not duplicate the work of existing agencies, but rather build on and work with existing services, and should ensure that resources are used to best effect and there is more cohesive service planning and delivery for 13 – 19 year olds, ensuring resources are used to best effect.

The most appropriate worker should be identified to lead the young person's case management, broker and co-ordinate support from other agencies as appropriate (thus in effect acting as the young person's Connexions personal adviser), drawing on all the resources available through different routes.

The number of other professionals working directly with the young person should be rationalised, to avoid confusion or duplication from the young person's point of view and to stop them being passed between agencies unnecessarily. For example, by a personal adviser getting advice from a specialist colleague where appropriate, rather than automatically making a referral. Where specialist intervention is required, the personal adviser will need to ensure clearly differentiated roles are agreed between workers. Awareness and understanding of one another's roles should be developed between support workers; for example through joint training, meetings and secondments, exchanges, or using shared/adjointing premises.

Young people should receive continuity and consistency of support and professional boundaries should not impair the support the young person receives. Referrals to specialist advice and key transitions should be managed in as supportive a way as possible.

Information about young people needs to be managed and shared (with the young person's consent) and a dialogue maintained, to ensure that repeat assessment of the young person is avoided and an overview of their needs is maintained over time and across agencies, ensuring that the young person does not fall through gaps.

There should be co-ordinated, complementary accountability and quality assurance arrangements so that each young person can be sure they will receive all of the support they need.

Ways in which Connexions and Teenage Pregnancy Strategies can work together

It is important that strategic links are developed between Connexions and those involved in the local teenage pregnancy strategy, through, for example, protocol agreements and representation on the Connexions Local Management Committees, as well as individual Teenage Pregnancy Workers and Connexions personal advisers working together in the best interests of the young person. The Connexions Business Planning guidance makes clear that the Teenage Pregnancy Co-ordinator should be represented on the Connexions Local Management Committee. In areas where Connexions Partnerships are already operational, they should be represented on the local Teenage Pregnancy Strategy Group. Connexions Partnerships will need to be aware of the content of and involved in the further development of local teenage pregnancy strategies. Teenage Pregnancy Co-ordinators will have undertaken an analysis of the profile of teenage pregnancy and of current service provision in their local areas, which can usefully be shared with Connexions Partnerships. Connexions Partnerships and Local Teenage Pregnancy Co-ordinators will need to co-operate on the production of Service Checklists for Young People by September 2001 and Directories of Services for Young People by March 2002, which are milestones of the national Teenage Pregnancy Strategy.

In areas with high rates of teenage pregnancy there may be a number of other agencies working with teenage parents, and where appropriate other workers may take on the lead personal adviser role. This will need to be decided by considering the following:

- Which agencies are already delivering personal adviser roles and how can this work be best linked into the Connexions Service?
- Where do gaps in provision for personal adviser support for young people exist? How can these gaps be best filled in a way that provides the right expertise in the most appropriate location?
- How can links between personal advisers in different organisations and other workers be maximised to ensure that young people receive consistent support?

This section focuses in particular on the relationships between the role of the Connexions personal adviser and the Sure Start Plus Adviser or Re-integration Officer, but the principles stated earlier and suggested ways of working can be extended to other teenage pregnancy services in the local area. These suggestions are not prescriptive but intended as an illustration to help Connexions Partnerships and teenage pregnancy services consider how their respective roles can relate to one another. To avoid duplication while also ensuring that the young person receives the help and support they need, it is important that the different people involved are clear about who will take responsibility for each area of work.

1. Sure Start Plus Adviser delivers the personal adviser role

Given the similarities in the role, it would usually be appropriate for the Sure Start Plus Adviser to become the key worker for the period of specialist support needed by the young person and to fulfill all the roles of a personal adviser, including overall case management, in depth one-to-one support, assessing the young person's needs and brokering access to other services. The more in depth work and overall responsibility would have passed to the Sure Start Plus Adviser and the young person must be clear about this. The personal adviser can call on the Connexions Service to offer any specific Connexions provision if required, for example personal development opportunities and the specialist careers advice. In the same way, advice on education options for young people under 16 could be provided by the Re-integration Officer.

Advantages

- Avoids duplication when a young person needs to work closely with a specialist worker.
- Ensures that the young person and the Connexions Service benefit from the expertise and knowledge of existing agencies.
- Develops a consistent way of working with young people across the different agencies.

Specific issues to be considered at a local level:

- The Sure Start Plus Adviser would require additional training about Connexions.
- It would have to be decided whether, having completed any additional training, the key worker, in this case the Sure Start Plus Adviser, would call themselves a personal adviser. This would ensure that, from the young person's perspective, they were not being passed around from one agency to another. However, it would still be important to ensure that the young person knew that they were receiving specialist support.
- If the Sure Start Plus Adviser is fulfilling the personal adviser role, the protocol agreement between the Connexions Service and Sure Start Plus will have to set out clearly the level of support they will deliver to the young person, how they will integrate with Connexions procedures and practice, (for example, the adoption of Connexions quality standards, the use of the Connexions Framework for Assessment, Planning, Implementation and Review), and systems for reporting back to the main service and establishing co-ordinated accountability arrangements, along with the management structure they are working under.

Example Case study

Natalie became pregnant aged 17. She had not been attending college and a Connexions personal adviser had been working with her to identify options for courses and to help her access personal development opportunities. When Natalie became pregnant, they identified that she needed more specialist information related to her pregnancy.

There was a Sure Start Plus Pilot in the area and the Connexions personal adviser therefore went with Natalie to meet the Sure Start Plus Adviser, who she agreed should take on the role of her personal adviser. The Sure Start Plus Adviser discussed with Natalie the options open to her. Natalie decided she would continue with her pregnancy. They were able to co-ordinate support for Natalie and to draw on the wider Connexions Service for advice on education options and personal development opportunities.

Natalie had expressed that she would like a future career in Child Development and using her contacts with the wider Connexions Service the personal adviser was able to identify a local training initiative. The personal adviser also helped Natalie to complete a number of college application forms and Natalie was offered an unconditional place on a college childcare course.

As Natalie's parents were unable to help with childcare, the personal adviser worked closely with Natalie to identify suitable local provision. With Natalie's consent the personal adviser also fed information back to the Connexions Service, this helped ensure that Natalie received consistent support through her pregnancy and afterwards. Natalie felt that she had received the specialist support that she needed and was happy that there was one person who could provide and co-ordinate this.

2. Existing workers deliver specialist support alongside a Connexions personal adviser

In this instance, the Connexions personal adviser works with the other people involved in delivering the local teenage pregnancy strategy, continuing to provide the one-to-one support and overall case management, but with others taking on specific roles where this is beneficial to the young person. For example, if there is only a Re-integration Officer and a Connexions personal adviser, the Re-integration Officer would advise on education options, while the Connexions personal adviser provided the main one-to-one contact with the young person. The Re-integration Officer may receive some additional training on Connexions to ensure a coherent approach. Working in this way would be particularly appropriate if the young person already had a good relationship with the Connexions personal adviser.

It will be important that specialist workers, while not necessarily delivering the full personal adviser role, understand and are able to use the structures of the Connexions Service to the benefit of their client group. This might include referring young people to Connexions when they are not already engaged with the service, using shared needs assessment and referral processes, actively engaging with the young person's Connexions personal adviser to contribute to the overall case management, sharing information where appropriate (with the young person's consent). Connexions Partnerships and other agencies will need to identify workers who might benefit from participating in the Understanding Connexions course. Ideally, the different workers involved would share common assessment, referral and case management systems to avoid duplication.

Advantages

- Helps to ensure the different services fit together more cohesively.
- Where the young person has already developed a particularly good relationship with the Connexions personal adviser, this could be maintained.
- Help to ensure young people's needs are assessed and met fully, regardless of the remit of the agency they work with.
- Training can be offered to other workers on Connexions to ensure the other agencies better understand Connexions.

Specific issues to be considered at a local level:

- The Connexions personal adviser would need additional training to be able to give the more specialist information relating to teenage pregnancy that would be needed by the young person.
- It is important to be clear about who is fulfilling which roles, including the case management and assessment of need to ensure this work is not duplicated.
- It is important to clarify who would take the final decision if advice or opinions are conflicting and therefore who has overall responsibility.
- Establishing common assessment, referral and case management systems.

Example case study

Julie, aged 15, was raised by her grandmother and had very little contact with her parents. Her mother was a long term mental health sufferer, and her father lived with her stepmother, with whom she did not get along. Although she had been attending school, Julie had been having problems due to regular conflicts with other students and teachers and had been working with a personal adviser before her pregnancy, who she had begun to trust. As there was no Sure Start Plus Pilot in the area, the personal adviser continued working with Julie through her pregnancy, building on the trust they had developed.

The personal adviser set short-term goals for Julie to achieve, and met with her regularly during this period. The personal adviser called the Re-integration Officer for specialist advice and supported Julie's education through her pregnancy by talking to school staff about meeting the needs of a pregnant pupil. The personal adviser worked with Julie's teachers who set and marked work, acting as the link between her and the school during her absence for the birth. When Julie was ready to return to school the personal adviser worked with the Head of Year to provide a flexible curriculum so Julie could complete her GCSEs. The personal adviser also talked to Julie about her career aspirations and helped her identify the steps she needed to take to gain the qualifications she wants to achieve. Julie and her grandmother were unaware of what benefits Julie could apply for.

With help she successfully applied for Income Support and a Sure Start maternity grant. The personal adviser also helped Julie decide with her grandmother what Julie's weekly contribution to the family budget could be and helped her with her own financial budgeting. The personal adviser now describes Julie as a 'confident and realistic young woman, who is prepared for motherhood and is very happy and relaxed'. The relationship with her grandmother has improved and the personal adviser has given her space and time to concentrate on the impending birth of her child. Julie also feels happy with her plans for returning to education as a stepping stone to getting the career she wants.

Annex A – Additional Information on Connexions

Structure of Connexions

The Connexions Service has been piloted in different forms around the country. Twelve Phase 1 areas (listed below) began delivering the service in April 2001. The remaining three will start in September 2001. Phase 2 areas will begin in 2002/3.

Phase 1 areas

The twelve areas which started in April 2001 are: The Black Country; Cheshire and Warrington; Cornwall and Devon; Coventry and Warwickshire; Cumbria; Lincolnshire and Rutland; Milton Keynes, Oxfordshire and Buckinghamshire; London North; London South; Shropshire, Telford and the Wrekin; South Yorkshire; West of England.

The three partnerships due to start in September 2001 are: Suffolk; Humber; Merseyside.

The following structures have been established to deliver the new service:

The Connexions Service National Unit

The Connexions Service National Unit is part of DfES, and has responsibility for:

- Connexions Service policy
- establishing a Grant Agreement with Connexions Partnerships for development and delivery of the service
- monitoring performance; and
- quality improvement

Connexions Service Partnerships

Connexions Service Partnerships are the strategic bodies responsible for:

- the development and delivery of the Connexions Service within their partnership area (Connexions Service partnership areas have the same boundaries as the Learning and Skills Councils)
- deciding how local management committees will operate
- ensuring that the service is delivered at a local level
- contracting for local provision and specialist services

Local Management Committees

Local management committees should be chaired by local authority Chief Executives (or other local figures of similar status) and are responsible for:

- the day-to-day operational management of the Connexions Service at the local level (based on local authority boundaries or groupings of local authority areas);
- ensuring that a universal Connexions Service is available via a network of personal advisers;
- ensuring personal advisers work to uniform standards.

Connexions Training

The two main national training programmes for personal advisers are:

- the Diploma for Connexions personal advisers;
- the Understanding Connexions training programme.

Diploma for Connexions personal advisers

The Diploma for Connexions personal advisers is primarily for practitioners who will be working with young people needing in depth support and with significant barriers to learning. All personal advisers working with these young people should attend this training. It comprises pre-course reading and five core modules and each of the first four consists of:

- 25 hours distance learning;
- 12 hours live training;
- 3 hours work with smaller groups in an action learning set;

The last module, on reflective practice, is longer with around 40 hours of distance and reflective learning, 18 hours of live training and 3 hours in an action learning set.

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Understanding Connexions Training Programme

The Understanding Connexions training programme will reflect the universal nature of the Connexions Service and will allow progression to the Diploma. It will primarily be for Connexions personal advisers who will be working within their practitioner base with young people needing less intensive support, but will also provide a way into personal adviser training for others with fewer relevant qualifications.

It is currently being designed and will comprise:

- a front end introduction (two-three days) training offering basic information on the Connexions Service which will be for anyone who needs to know about the Connexions Service. This may be delivered by approved training providers or possibly by Partnerships;
- further training for up to 10 days for people working as personal advisers;
- 5 days supervisory training for team leaders who will be supervising groups of personal advisers.

The 10 day training programme for personal advisers training will cover key areas such as:

- Contributing to the Connexions Service;
- Working effectively as part of a multidisciplinary team within the Connexions Service;
- Developing Connexions at the local level.

The programme will be available as a pilot for 5 partnership areas from September 2001 and nationally from October /November.

For further details on the training including how to get onto a course please contact your local Partnership via the Government Office contacts listed at the end of this annex.

Connexions Framework for Assessment, Planning, Implementation and Review

The Connexions Framework for Assessment, Planning, Implementation and Review has been developed to support personal advisers in helping young people make a smooth and successful transition to adult and working life. It outlines a process for identifying needs, planning effectively and taking action to address and review those needs. In particular, it is intended to help personal advisers co-ordinate more coherent service delivery to those young people facing significant or multiple barriers to learning some of whom may be currently be involved with a range of different agencies. It has been designed to support the Connexions quality standards and once trained in its use it will be good practice for personal advisers to follow the process outlined. The Connexions Framework was issued to all Partnerships in June 2001. An evaluation, as part of a larger piece of research looking at personal adviser practice and training, is planned for the autumn. The findings along with feedback from a range of sources will inform revisions to the guidance due to be re-issued in April 2002.

Connexions Direct

In addition to the traditional methods of delivery for the service, the potential for using new technology is being explored through Connexions Direct. It will use telephone and internet technology to help Connexions reach out effectively to all young people. The service will be piloted in the North East of England from September 2001.

Connexions Direct will be an integral part of local Connexions provision, offering a complementary tier of service delivery. It will offer information and advice through qualified practitioners who, where necessary, will also facilitate referrals to personal advisers and specialist support services on the ground.

Connexions Card

The Connexions Service aims to raise the aspiration of and motivate young people. Supporting this will be the new Connexions Card. The Connexions Card is an exciting and innovative cross-departmental project. Young people will be rewarded for their engagement in learning – all forms of learning, both formal and informal. The Card will reward 16 – 19 year olds for their participation in learning and for meeting agreed targets. You can find more information about the card at www.connexionscard.gov.uk

Further details about Connexions, including relevant publications, can be found the web site at www.connexions.gov.uk

Working together - Connexions and teenage pregnancy

To obtain contact details for your local Partnership please contact your Government Office:

GO	CONTACT	ADDRESS	TELNO	FAX NO	E:MAIL ADDRESS
GONE	ERIC BANNISTER	GO-NE Wellbar House Gallowgate NEWCASTLE NE1 4TD	0191 201 3300 GTN 5227 3559	0191 201 3510 GTN 5227 3510	ebannister.gone @go-regions.gsi.gov.uk
GOEM	PETER WARD	GO-EM Belgrave Centre Talbot Street NOTTINGHAM NG1 5GG	0115 971 2729 GTN 6205 2729	0115 971 2747 GTN 6205 2747	pward.goem @go-regions.gsi.gov.uk
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GOE	ROGER ALLEN (Phase 1)	GO-E Victory House Vision Park, Histon CAMBRIDGE CB4 9ZR	01223 202057 GTN 3052 2001	01223 202020	rallen.go-east @go-regions.gsi.gov.uk
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