

*nextstep* Tyne and Wear

**DELIVERY OF *nextstep* SERVICE IN TYNE AND WEAR GUIDELINES FOR SUB-CONTRACTORS.**

1. Organisations wishing to deliver advice and/or enhanced services using LSC Information and Advice programme funds (*nextstep*) must meet the criteria set out by the Learning and Skills Council (LSC). These criteria are:
  - a) A commitment to the DfES National Policy Framework for IAG for Adults and the LSCs Aims and Corporate Objectives.
  - b) An ability to demonstrate how the LSC'S Information and Advice programme funded services add value to their existing services.
  - c) A commitment to work in partnership with other sub-contractors in the Delivery Network to plan, provide, monitor and evaluate the LSC Information, Advice programme funded service.
  - d) A commitment to continuously improve local information and advice services.
  - e) To have achieved (and retained) **matrix** accreditation.

NB If sub-contractors do not achieve matrix accreditation within 6 months, or are not successfully re-accredited within 6 months they will not be able to continue to receive funding from *nextstep*.
2. Organisations wishing to deliver advice and/or enhanced services in Tyne and Wear using LSC Information and Advice programme funds (*nextstep*) must agree to:
  - a) Ensure that data about service users is added to the client database (PROFILE) by the 5<sup>th</sup> of the month following that in which the service was provided, in accordance with Process Map G.PM.020.
  - b) Submit an invoice to New Pathways Tyne and Wear within 10 working days of receipt of the service user list from New Pathways, in accordance with Process Map G.PM.020. This should include a copy of a signed action plan for each client interviewed.
  - c) Carry out observation of all delivery staff using the Observation Checklist, Key Steps to Quality (a minimum of two peer and one line manager assessment per adviser per year). Training will be provided.
  - d) Provide New Pathways with a timetable of observations at the start of each contract year.
  - e) Provide New Pathways with copies of the observation checklist within one month of completion.
  - f) Take part in a quarterly review of their Service Level Agreement with the Delivery Network Co-ordinator. Organisations achieving 75% of their monthly target or less will receive additional support from the Delivery Network Co-ordinator.

- g) Participate in an annual audit of information resources.
  - h) Send at least one representative to quarterly network development meetings.
  - i) Check the New Pathways website monthly for updates to procedures
3. Funding must be used solely for the purpose stated and cannot be used retrospectively.
  4. Funding is for delivery and must not be used for revenue or capital items.
  5. Applications must be made using the form provided.
  6. Funding will be granted after consideration by the Adult Services Manager of New Pathways (Contract Manager) and Delivery Network Co-ordinator and a member of the Tyne and Wear Strategic IAG Board.
  7. Applications will be assessed according to the following criteria:
    - Ability to provide information, advice and enhanced services.
    - Provision of and analysis of data about proposed client groups, including age- groups, post-code/ward areas and other characteristics. This should include benchmark data and targets e.g. 17% of those without a level 2 qualification will be aged 50 and over.
    - Proof of “additionality”.

The easiest way to assess this is to check whether other similar activities already happening will be adversely affected or cease if *nextstep* goes ahead. Any activity in receipt of public funding must be able to show that it hasn't duplicated activities, which are already happening and so cause the earlier activity to reduce in scale or stop completely.

    - Achievement (and retention)of the **matrix** standard.
    - Delivery staff qualified to NVQ 3 or equivalent in Advice and Guidance for advice and NVQ 4 or equivalent for enhanced services.
    - Proof of robust quality assurance processes including: staff recruitment and development, supervision and appraisal, staff, partner and service user feedback, continuous quality improvement (CQI) equality and diversity, health and safety.
    - Arrangements for following up clients and obtaining feedback.
  8. In line with national guidelines from LSC, the purpose of this funding is to target delivery of information, advice and enhanced services at people aged 20 and above yet to achieve NVQ Level 2, or equivalent.
  9. The definition of Information, Advice and Enhanced Services:
 

**Information**

‘ The provision of information on learning and work, without any discussion about the relative merits of the options through

    - printed materials such as leaflets
    - audio-visual materials such as videos

- computer software on CD-ROM and via the internet; and verbal information to the client on a face-to-face basis or through local or national help-line services such as learndirect and Worktrain.’ \*1

### **Advice**

‘The provision of advice requires more interaction with the service user, usually on a one-to-one basis. It may require explanation of some of the information provided, how to access and use information, and a recognition of when more in-depth services may be required by the user.’

Core advice services may include:

- interpreting any information and taking into account personal circumstances
- an individual service tailored to users’ needs
- personalised information including possible referral to in-depth service
- helping users to use decision making tools
- helping service users to link their personal interests and/or skills to their desired job/career requirements
- identifying basic skills needs and referring those clients to sources of help
- meaningful interpretation of Labour Market Information and Intelligence
- advice on financial and or other support to adult learners, such as Level 2 Entitlement and the Adult learning Grant
- advice about services available during redundancy
- advice on job-search methods (CV, interview skills, applications for support or referral to enhanced services
- considering possible progression paths, personalising options
- knowing what is and is not available and/or possible and discussing options’ \*1

\*1 Taken from DfES National Policy Framework and Action Plan for IAG for adults

### **Enhanced services**

‘ In-depth structured support for service users, which may cover a combination of a number of the activities, listed below. Access to ‘enhanced services’ will normally be preceded by information and /or information and advice services. It may be described by the following.

- helping service users to explore, clarify, assess and understand their needs, skills and interests in relation to learning and work and how to meet them, together with the opportunities/options open and how to access them
- helping service users to make realistic judgements about the appropriateness of options/opportunities for learning and work
- enabling service users to develop and move to the next stage of their plan by supporting them in dealing with learning and work providers including their employer

- lobbying and negotiating with learning and work providers on behalf of service users when provision to meet identified needs is not readily available or accessible
- helping service users to construct a plan including realistic goals and objectives, identified barriers and timescales for action
- helping service users to access learning and work by identifying gaps in provision and bringing these to the attention of funding bodies and providers

Activities may include:

- Intensive structured one to one interventions
- Psychometric and aptitude tests; occupational inventories and checklists
- In employment initiatives such as coaching for promotion and development, developing 'learning for life plans and redundancy counselling
- Intensive support in developing a CV from scratch
- Career management support programmes
- Arranging work/learning tasters ' \*2

\*2 Taken from LSC's Specification for Delivery 2005.

10. Remuneration will be offered at the rate of £47 per person for advice with an additional £90 per person for enhanced services ( both VAT exempt). The allocation will be agreed in a signed Service Level Agreement. Variations to the original allocation may only be agreed in quarterly review meetings, following discussion with the Delivery Network Co-ordinator
11. Payment will be made on a monthly basis, following receipt of completed paperwork by New Pathways Tyne and Wear.
12. All statistics collected in relation to this agreement will be for the use of the Delivery Network, New Pathways, in its role as contract manager, and the LSC.
13. Personal information that is collected by us will be stored securely and used only for the purposes of MI. It will not be passed on to any third parties without prior consent.
14. Contracts to carry out this work will be between partner organisations and New Pathways Tyne and Wear, the separate adult division of Connexions Tyne and Wear, which has won the contract to procure and manage the LSC's Information and Advice Programme. Connexions and New Pathways are hosted by the City of Sunderland and use the finance systems of the City of Sunderland.
15. A comprehensive support programme will be offered for all members of the Delivery Network focussing on continuous quality improvement, impact

analysis, the provision of information and advice services, working with key partners and national resources.