

## Connexions Greater Manchester – what needs to be achieved

Connexions is a needs driven service, which means that local services should be designed and delivered in ways which best meet the needs of local young people, and will, therefore, all be slightly different from each other.

However, there are also a number of national requirements, which all Connexions Services must meet. These requirements are there to ensure that there is clarity about the overall aims and objectives of the Service, and that a set of minimum standards are met, irrespective of local differences.

### Six Outcomes

All Connexions partnerships are required to achieve a set of six outcomes: -

1. A reduction in the proportion of 16-18 year olds not in employment, education or training
2. An increase in 13-19 year olds participating in learning
3. An improvement in the behaviour of young people and a reduction in their involvement in crime and disorder
4. Better outcomes for young people from black and minority ethnic communities
5. Improving the overall effectiveness of services for young people
6. Working in partnership and supporting cross Government strategies

*(Source – Vision 2006)*

### Eleven Key Requirements and Drivers

To achieve these outcomes, Connexions is required to: -

- (a) produce quality service;
- (b) build partnership working
- (c) ensure value for money.

There are a number of key aspects of the service, which, if they are delivered properly, will serve as “drivers” in achieving these outcomes.

These are: -

1. Access for all young people to services at the time, location and in a form that meets their needs
2. Personal advisors demonstrate a high degree of knowledge, skills and competence to assess, advise and support young people in addressing their barriers to learning, and providing opportunities for personal development.
3. Personal advisors identify and offer additional support to those that need it especially those at risk of disengaging from learning, or who have already done so.
4. All young people have an opportunity to make a contribution to the community including influencing the delivery of Connexions and can see the impact they have.
5. Personal advisors operate in multi-disciplinary, multi-agency teams to provide a holistic service to young people.
6. Jointly planned services and learning provision to reflect the characteristics of young people and the options they have.
7. Robust client information use to inform the deployment of personal advisor resources and location of services.
8. All Connexions services, personal and development provision and other activities are assessed or evaluated, and future developments based on evidence of “what works”.
9. Effective deployment of CSNU grant.
10. Contribution of funds from key partners.
11. Benchmarking and use of performance data to challenge delivery.

*(Source – Guidance on the Performance Management Framework, November 2003)*

*There is further, very detailed, guidance on what Connexions must do to meet these requirements, and meet the standards established by Ofsted.*

### **Targets and Shared Targets**

Connexions also has a set of national targets through which to measure its impact.

The ones which belong only to Connexions are: -

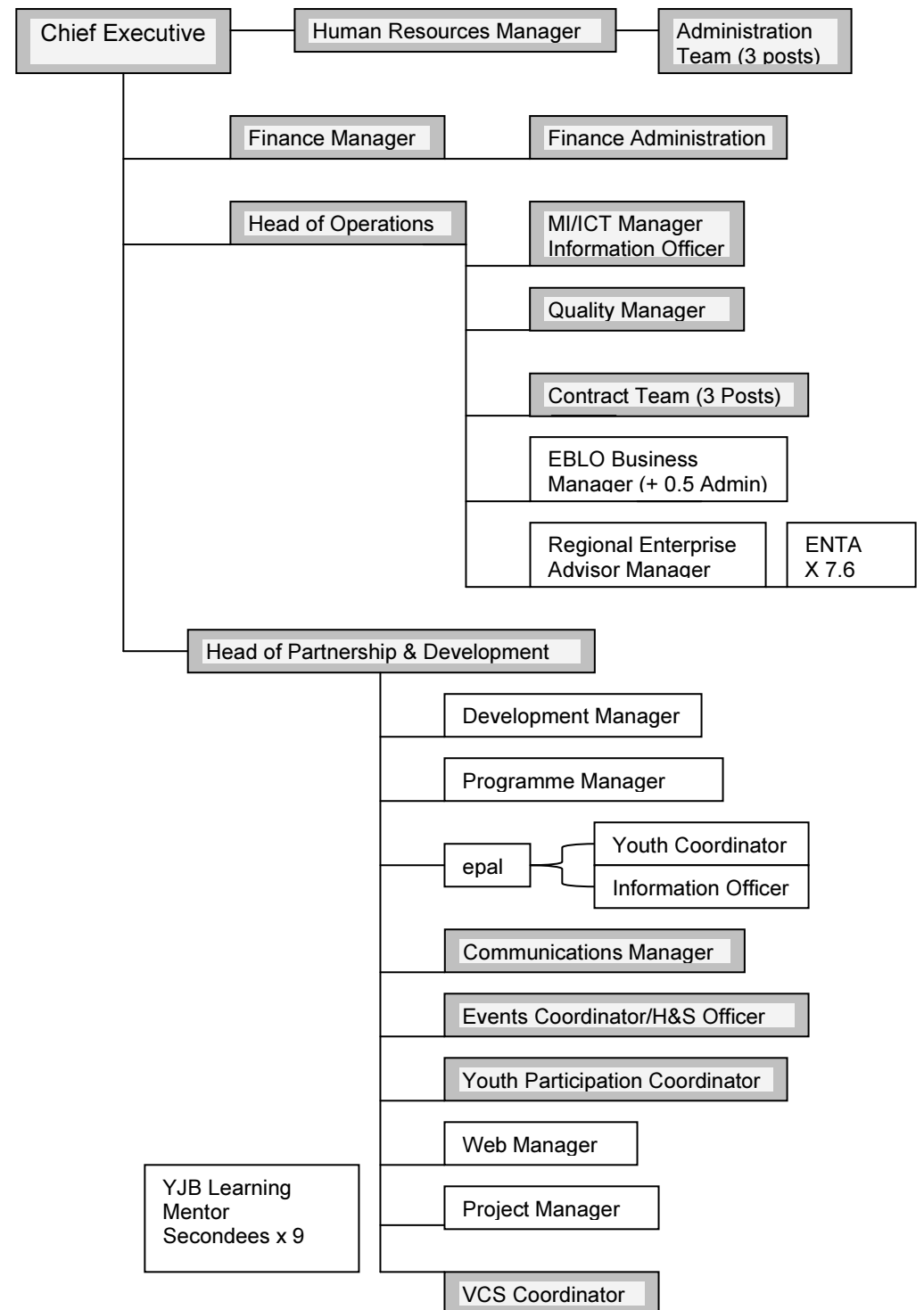
- 10% reduction in the number of 16-18 year olds who are not in education, employment or training from November 2002 to November 2004
- locally set targets for improving outcomes for black and ethnic minority young people

Connexions also contributes to targets shared with partner agencies. These are: -

- GCSE attainment
- School attendance
- Numbers of 19 year olds qualified to NVQ2 or above
- Numbers of 16-18 year olds in structured learning
- Reduction in numbers of under-18 conceptions
- Increase number of teenage parents in employment, training or education
- Increase number of care leavers in employment, training or education
- 90% of 13-18 year olds supervised by Youth Offending Teams to be in education, training or employment (by March 2004)
- Referrals of young people with a drug related problem to specialist support.

## Connexions Greater Manchester – our job

- To ensure contract compliance and performance management. Connexions GM has a range of tools and processes in place to achieve this including a contract management process and quarterly performance improvement meetings. In 2004/5, Connexions GM has introduced a set of standards based on the Key Results Drivers to give clear guidance across Greater Manchester and to underpin the performance management approach
- Partnership and development. To broker appropriate regional and Greater Manchester Partnerships and to support those Partnerships at local level. The GM Core works on developing Connexions Services e.g. in epal, bringing a modern approach to service delivery and young people's participation and in securing funding for service development e.g. The Modern Apprenticeship initiative that has funded 11 trainee PA posts across Greater Manchester
- Strategic and Enabling. The GM Core develops and coordinates strategy, linking in with sub regional bodies such as the Greater Manchester Forum and planning processes including the Regional Economic Strategy and Skills Strategy. The GM Core identifies and disseminates good practice, focusing on key delivery requirements such as reducing the numbers of young people not in education, employment or training using a variety of partnership activities and the website.
- Income generation. GM has been successful in increasing resources for frontline delivery (e.g. 10 MA-Pas) and reducing the Central Cost charged to the mainstream Connexions funding.
- The structure chart outlines interim management arrangements. The posts in the shaded boxes are mainstream Connexions posts



## Connexions Greater Manchester – the vision

Our ambition is to provide the best Connexions service in England. Connexions in Greater Manchester will be an instantly recognised and respected service.

Connexions GM will set clear standards of service for young people and will put in place a quality assurance process to ensure the service meets those standards. The effectiveness of the service depends on the quality and skills of the Personal Advisers and key workers; Connexions GM will support and develop these staff.

We aim to:

- Make the greatest difference for those young people facing the greatest challenges. We will focus resources on those with the greatest needs. We will create opportunities for young people to maximise their learning potential. We will meet national targets for 16 to 18 year olds not in education, employment or training. We will respond positively to the diversity of young people in Greater Manchester and achieve better outcomes for black and minority ethnic young people. We will implement preventative strategies to improve young people's attendance and behaviour and reduce entry into crime.
- Maintain a universal support, information guidance and advice service to empower young people, enabling them to reach their full potential.

- Create genuinely joined up and integrated services for young people. We will respond to the imperatives of 'Every Child Matters' and continue to bring agencies together to provide a more positive and effective support structure for young people. We will underpin this with clear arrangements to share information and collect management information.
- Promote the active involvement of young people in shaping and driving the service, removing obstacles to learning and enabling them to recognise and believe in their own abilities and potential.

To achieve this challenging agenda we will be prepared to take risks, innovative and creative, promoting good practice and supporting improvement where needed. We will place the safety and well being of young people first in everything we do. We will manage resources wisely to help us deliver this vision for young people.

**Our mission is to enable all young people in Greater Manchester to maximise their potential and make an effective transition to adult and working life.**