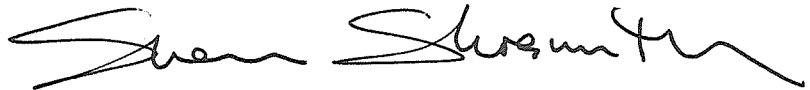




Agenda item:

[No 1

Cabinet Procurement Committee **On 24 July 2007**

Report Title: Connexions Services from April 2008	
Forward Plan reference number (if applicable):	
Report of: Sharon Shoemith – Director of Children and the Young People’s Service	
Wards(s) affected: All	Report for: Key Decision
<p>1. Purpose</p> <p>1.1 This report seeks Cabinet Member authority for the proposed commissioning approach to the delivery of Connexions services from April 2008.</p>	
<p>2. Introduction by Cabinet Member</p> <p>2.1 These proposals have been approved by the Cabinet and I recommend to the committee the commissioning process detailed in appendix 2.</p>	
<p>3. Recommendations</p> <p>3.1 That Members agree the commissioning approach as outlined in Appendices 1 & 2.</p>	
<p>Report Authorised by: </p> <p style="text-align: center;">Sharon Shoemith Director The Children and Young People’s Service</p>	
<p>Contact Officers: Janette Karklins, Deputy Director, School Standards and Inclusion Telephone 020 489 5048 Belinda Evans, Head of Youth Service Telephone: 020 8493 1009</p>	

4. Executive Summary

- 4.1 Connexions services for Haringey are currently delivered by Connexions North London Partnership. From April 2008, these services will become the responsibility of the Local Authority and will become part of our integrated youth support. The value of Connexions work in 2007-08 is £2,456,104 which is determined through a national funding formula. An indication of the level of grant for 2008-9 and up to 2010 has been given which is based on assumptions around the number of young people and weighted for particular needs. The indicative sum for 2008-9 is around £2.7m, including around £0.45 million for Positive Activities for Young People (PAYP) which transferred to the Local Area Agreement in April 2007.
- 4.2 **Connexions services provide all young people in Haringey aged 13-19 and up to 25 for those with Special Educational Needs, with information, advice and guidance around education, employment and training (careers advice and guidance). From April 2008 it is proposed that some services will be centrally delivered**, with others being commissioned through a range of agencies, to both reshape delivery and ensure value for money. This report outlines the proposals for this commissioned approach.

5. Acting Director of Finance Comments

- 5.1 The Acting Director of Finance has been consulted on this report and supports the recommendations subject to the Directorate ensuring that service delivery will be contained within the finite amount of grant funding, outlined in the financial implications paragraph, that will be made available for this purpose.
- 5.2 The commissioning process will need to have regard to the principals of best value and service level agreements need to clearly specify financial responsibility and outcomes.

6. Head of Legal Services Comments

- 6.1 The potential transfer of Connexions Personal Advisers to schools and post 16 providers will constitute a relevant transfer for the purposes of the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE). Such a TUPE transfer to the employment of the Council will affect those staff currently employed by Prospects to deliver for Haringey young people and those who are directly employed by Connexions. Advice should be sought in relation to the steps that need to be taken under TUPE to effect the transfer by the due date of April 2008, including the statutory consultation requirements. Most of these requirements will be the responsibility of the transferring employers. However, the Council will need to consult staff whom may be affected by the forthcoming transfer. In addition it may be necessary to consider the staffing impact of the transfer of functions within the

commissioning process within the same context of a potential TUPE transfer.

- 6.2 It is noted that the commissioning process has to be completed before April 2008. Due consideration must be given to the detailed procurement strategy required to meet that tight time table consistently with Contract Standing Orders. Legal Services should be consulted early in the procurement process to ensure proper and significant legal input in the preparation of the contract and other documentation.

7. Head of Procurement Comments

- 7.1 The Head of Procurement has been consulted throughout the process of developing the commissioning strategy that is now put before Members for approval.
- 7.2 In line with Government recommendations, the strategy aims to maximise value for money and ensure a high level of service quality to young people.
- 7.3 It is neither necessary nor appropriate to procure the entire service since some aspects are being brought in-house, other elements of best practice will be maintained and strengthened and the remainder will be selectively procured as outlined within Appendices.

8. Local Government (Access to Information) Act 1985

Documents used in the preparation of this report include:

- Youth Matters: Next Steps 2006
- Targeted Youth Support Toolkit 2006
- Draft National Quality Standards for Information, Advice and Guidance 2006
- Targeted Youth Support – a guide 2007
- Various documents on Connexions transition

9. Strategic Implications

- 9.1 It is essential that there is no break in Connexions service delivery and that quality levels are maintained and where possible improved.
- 9.2. The changes should be set against a background of change for 14-19 curriculum provision and the development of targets through the Local Area Agreement. The curriculum changes will also enable considered strategies to prevent NEET through better choices at 14 and 16 and greater synergy across a wider range of services through the Children's Networks. There is also a ten year Department for Education and Skills strategy for youth expected in July 2007.

10. Financial Implications

- 10.1 The current value of the Connexions work in 2007-08 is £2,456,104, which is determined through a national funding formula. In 2005-06 the grant was £2,405,754 and in 2006-07 £2,653,484. The level of grant from 2008-9 is predicted to be £2.7m including around £0.45 million for PAYP which transferred to the Local Area Agreement in April 2007.
- 10.2 Any proposal for delivering Connexions services will be subject to a planning process which will include careful costing of each strand. However there will be a finite amount of grant funding, which will require service delivery to be within that amount.
- 10.3 Achieving Best Value will be central to any commissioned approach and procurement guidelines will provide challenge through best value review.
- 10.4 The funding will be made available through the LAA.
- 10.5 The commissioning budget including the Service Level Agreements with schools is estimated to be in the region of £1.5 million.

11. Legal Implications

- 11.1 The contracts to be issued are categorised as Part B Service under the Public Contracts Regulations 2006, which means that there is no requirement to carry out a European tendering exercise. However, the European tendering rules will be used as good practice guidelines and tendering exercises will be in line with the Council's Standing Orders.

12. Equalities Implications

- 12.1 Connexions services are delivered to all young people with a targeted service for those most at risk of becoming NEET. Services will be targeted at those at risk of becoming NEET. This will include children and young people with learning difficulties and disabilities and those at risk of offending.

13. Health and Safety Implications

- 13.1 The contract terms will include requirements to comply with all relevant legislation.

14. Sustainability Implications

- 14.1 Sustainability has been taken into account as part of the proposed model. In consultation with the Human Resources department, it was recommended that staff be employed centrally as Haringey employees for the first year (2008/9), to enable a phased approach in which we will monitor implementation of the new service provision. Human Resources has recommended that 2008/09 is seen as a transition year, with staff being seconded to schools and post 16 providers. This will provide a phased approach and allow us to monitor how well the new arrangements are working as well as the robustness of the Service Level Agreements and the quality assurance checks. Revisions will be made in subsequent years as appropriate.

14.2 As part of the commissioning approach the contracting arrangements will make clear that any renewal of contract is based on the availability of funding from Central Government and on performance. All Service Level Agreements and contracts will be for one year in the first instance.

15. Consultation

15.1 An extensive consultation exercise has been carried out by the Corporate Consultation Team to collect and analyse the views of young people, parents/carers, schools, providers and other stakeholders.

16. Description of Procurement Process

This is described in Appendices 1 and 2.

17. Key Benefits and Risks

17.1 Commissioning schools and post 16 providers to provide the information, advice and guidance service, will enable an integrated service within the wider provision existing within the schools.

- Services will be managed where they are delivered enabling staff to meet local needs and to fully understand wider service implications.
- Services can be better aligned with Haringey priorities, eg. NEET, worklessness and Council Services across these areas.
- Good synergy with existing services like the co-location of Council services such as at the Multi Agency drop in centre in Wood Green Library.
- Resources can be better aligned to Haringey young people and used to address particular priorities.
- Greater emphasis on universal services for all young people.
- Better services for those with Special Education Needs and improved assessments for Section 140.
- See Appendix 3 for the Risks and Issues

18. Contract and Performance Management

18.1 A robust performance management framework will be introduced. It is proposed that this will be monitored centrally, to ensure that commissioned universal information, advice and guidance services are accountable for the quality of the service delivered.

18.2 Quality Assurance (QA) will be an essential aspect of the work. It is intended that this will be a separate function and independent from the team responsible for delivery. This team will QA all aspects of the service and ensure that work is being carried out according to contracts and Service Level Agreements, but more importantly that it meets the needs of Haringey young people. Reports will analyse and detail the QA process and include qualitative and quantitative judgements on delivery.

19. Conclusion

19.1 This is an important opportunity to consider the future delivery of Connexions services in Haringey. It is closely aligned with developments locally and nationally in the 14-19 field and integrated youth support which will enable young people to have a greater range of choice in terms of vocational provision and opportunities. It will also contribute to better prevention of young people becoming NEET. The recommendation is for a mixed model which includes some aspects of services being commissioned, with others delivered centrally through the review and development of existing Council services.

20. Use of Appendices

Appendix 1 – Provision of in-house centrally managed services

Appendix 2 –Commissioning process from April 2008

Appendix 3 – Risks and Issues

Appendix 4 – Draft Service Structure Diagram



Appendix 1: Provision of in-house centrally managed services

Service	Target Group	Internal Services - Delivery Approach
a) Targeted information, advice and guidance	Young people 13-19 and up to 25 who have a special need where there are additional factors which could impact on their engagement such as mental health, teenage pregnancy.	It is recommended that this area of work is delivered by Personal Advisers (PA) allocated to the specialist teams providing support and that the PA staff are managed by those teams eg YOT. There will also need to be a small central team who work with targeted groups who are not covered within the specialist teams.
b) Intensive intervention information, advice and guidance	Young people 13-19 and up to 25 who have a special need where there are exceptional factors that are preventing their re-engagement with education, training or employment and those who are NEET.	This will be quality assured through a separate centralised QA team within the 14-19 section. It is recommended that this area of work is delivered through the Connexions central team (see appendix 4) focused on working with young people who are NEET. It will link with contracting for provision through local providers including the voluntary sector for entry to employment type programmes.
c) Quality Assurance	Systems and processes for delivery to all young people.	The Children & Young People's Service, 14-19 team will take overall lead on quality assurance as part of the reshaping of the service. The role will include a scrutiny function linked to Performance Management and Workforce Development below.
d) Performance management	All staff	It is recommended that this area of work is managed by the Head of Youth Service with close links to the QA function above, as part of the reshaping of the service. All staff will be part of a performance management scheme.
e) Increasing participation	Young people 13-19 and up to 25 who have a special need	It is recommended that this area of work is managed by the Head of Youth Service with close links to the Head of Participation, Parental and Community Involvement. Building on the work currently undertaken by Connexions to promote participation and decision making in all aspects of service delivery.

Appendix 2: Commissioning process from April 2008.

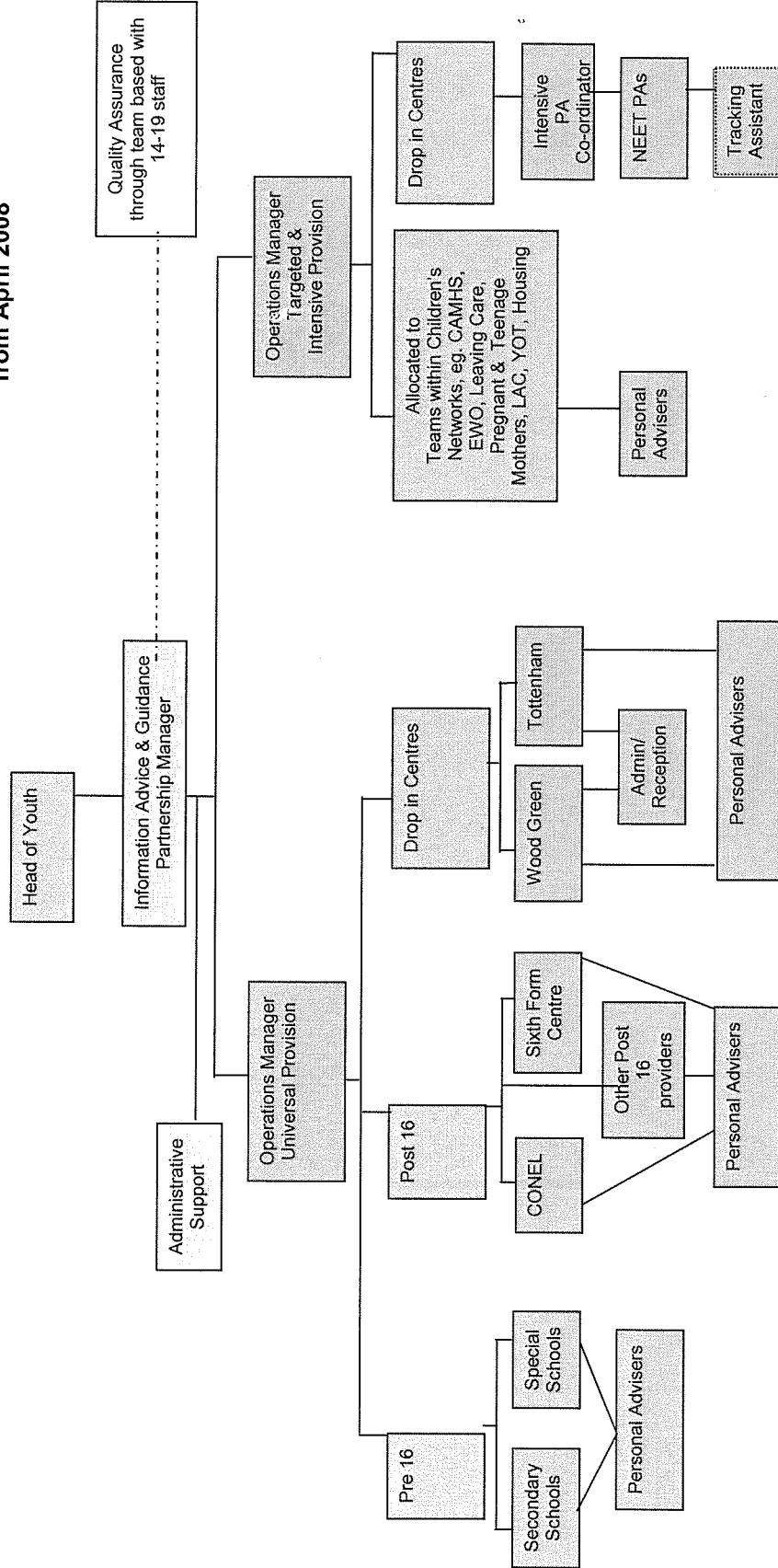
Service	Target Group	Commissioning Approach
<p>a) Universal Information, advice and guidance services</p> <p>Value approximately £1 million</p>	<p>All young people 13-16 registered at a Haringey school (secondary/special)</p>	<p>To directly contract with secondary and special schools to provide a core offer of universal IAG services, through a Service Level Agreement.</p> <p>Special Schools to provide enhanced training and support PA's to deliver a universal service for children and young people with LDD/SEN and to meet standards, eg. for Section 140 assessments.</p>
	<p>Haringey young people 16-19 and up to 25 with SEN who access post 16 education and training through school sixth forms, the Sixth Form Centre, further education providers (CoNEL) and work based learning.</p>	<p>This should be a transparent but closed/ selective tender established from existing services in the first year and reviewed in year two.</p> <p>Core offer to be established – expressions of interest sought. This is a Part B service under EU regulations.</p>
	<p>Young people 13-19 and up to 25 with SEN who access youth service provision or drop in centres at Wood Green and Tottenham.</p>	<p>The Youth Service to take the overall lead on integrating the work of Connexions within the targeted youth support framework. Reshaping the service and delivery of Connexions.</p> <p>IAG not being delivered by the Youth Service to be commissioned at pre and post 16 stages. Drop in centres providing support to young people who come to the centres.</p>
<p>b) Targeted information, advice and guidance</p>	<p>Young people 13-19 and up to 25 who have a special need where there are additional factors which could impact on their engagement such as mental health, teenage pregnancy.</p>	<p>Commission specialist services to deliver targeted/intensive work e.g.</p> <ul style="list-style-type: none"> • YOS • Leaving Care • CAMHS • Pupil Support Centre • LAC Team • Voluntary Controlled Services <p>(This is not an exhaustive list).</p>

<p>c) Intensive intervention information, advice and guidance</p>	<p>Young people 13-19 and up to 25 who have a special need where there are exceptional factors that are preventing their re-engagement with education, training or employment and those who are NEET.</p>	<p>This would be led by the central NEET team of Personal Advisers able to commission specialist services to deliver targeted/intensive work as required for the client group.</p>
<p>d) CCIS data tracking system</p>	<p>All young people are recorded on a pan London database to enable tracking of progression post 16.</p>	<p>To be commissioned following market research.</p>
<p>e) Workforce development</p>	<p>All staff</p>	<p>Connexions are currently providing this service. Will explore as part of the market research the viability of Connexions continuing to provide this service from April 2008.</p> <p>Prospects currently provide the CPD training for Connexions; this will need to be commissioned following market testing with a PQQ stage. Training provisioned by OD&L will be explored</p>
<p>f) Communications and marketing and provision of careers information</p>	<p>All young people</p>	<p>Restricted tender following market research with a PQQ stage.</p> <p>In 2 parts</p> <ol style="list-style-type: none"> 1. Market testing to identify service providers that can provide the booklets, library, employer links and IT based programmes. 2. Careers Event –tendered e.g. through the VCS. Must link to employers to ensure progression routes to avoid NEETs (see below).
<p>g) Employer Links</p>	<p>Young people post 16</p>	<p>Restricted tender following market research with PQQ stage.</p>
<p>h) Positive Activities for Young People (PAYP)</p>	<p>Young people 13-19 and up to 25 who have a special need where there are exceptional factors that are preventing their re-engagement with education, training or employment and those who are NEET.</p>	<p>The tender process to consider creating a dedicated employer links and events organiser. The communications aspect of the work detailed above could also be combined. This will be dependent on the outcome from the market research.</p> <p>There needs to be central co-ordination and commissioning through the LAA to link with the targets and meet needs analysis. This could lead to commissioning services through a competitive tendering process and also through direct commissioning of Council services.</p>

Appendix 3: Risks and Issues

Category	Probability	Impact	Risk	Mitigation approach
Potential loss of staff during the transition due to uncertainty concerning future posts.	High	High	High	Regular communication with Connexions staff/Prospects staff as part of stakeholder communication and to establish a good working relationship with staff likely to be transferred. To get agreement to the transfer process. The borough will need to resource keeping the priority/focus high on having a robust NEET strategy and ensuring that it delivers reductions.
NEET levels rising during the transition if the focus and/or resources applied to reducing them falls during or after the transition.	High	High	High	
The capacity of schools to deliver on the Service Level Agreements or post 16 providers not able to deliver on the contracts.	Low	High	Low	PA resource and further resources will be allocated on a formula based on free school meals, GCSE results, number of young people from each school who went onto become NEET etc. SLA/contract specifications will be precise and provide measurable outcomes. QA processes will be robust and where necessary able to direct compliance. The staffing structure also enables the team leader for universal services to monitor the impact of the work of the PAs across the schools and to take early action if necessary.
Exit strategy if contracts are not delivered to the specification	Low	Low	Low	All SLA and contracts will be for one year in the first instance but will include specific outcomes at key points during the year which can be used to monitor compliance. A staged process of addressing any deficiencies in meeting SLA/contracts will be built into the SLA/contract. Payments will be phased and if delivery is a problem alternative provision would be made using the resources available. In the first year PA will be seconded to schools and providers as part of the phased approach to ensure service delivery.

Draft Structure for Connexions Services –
from April 2008



A range of functions will be either commissioned or delivered through teams already in the Children and Young People's Service or Council. These include IT and data support, CPD Co-ordination, workforce development, marketing and communication and employer engagement.