



# DurhamWorks

## Programme for Schools

# Handbook



**European Union**  
European  
Social Fund



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“

From doing this I have moved into training.

”

# Welcome

Your future is created by what you do today

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We are delighted you have joined DurhamWorks Programme for Schools.

DurhamWorks Programme for Schools is funded by the European Social Fund (ESF) and delivered by Durham County Council and Groundwork North East.

We want you to get the most out of your time with us and have developed this handbook to provide key information about DurhamWorks Programme for Schools, our partners and our commitment to you.

The next few pages will tell you about the type of support available and what we can do to ensure you progress to the next step, whether this is employment, training, further education, volunteering or apprenticeships.

It provides useful contacts and links to further information which will help you during your time with us.

We hope you enjoy your journey with DurhamWorks Programme for Schools.

You can now speak to your advisor through the DurhamWorks Facebook Messenger service **@DurhamWorks**.



## Privacy notice

Your details will be stored securely and retained in compliance with the Data Protection Act 2018. This information will be used to evaluate this project and to report to Durham County Council and European Social Fund for monitoring purposes. You may be contacted to discuss your involvement in the project. For the purposes of the Data Protection Act 2018, the DWP is the data controller in respect of information processed which relates to your participation in the project funded by the European Social Fund, whilst Durham County Council are the data processors. <https://durhamworks.info/privacy-policy>

# About Us

## So what is DurhamWorks Programme for Schools?

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DurhamWorks Programme for Schools is for young people aged 15-16 years old. Its aim is to prepare you for leaving school, help you to make the right career choices for you and support you with your transition into post 16 Education, Employment or Training.

**DurhamWorks Programme for Schools offers a range of support which may include:**

- Independent quality information, advice and guidance
- One to One support with a dedicated member of the team
- Help with finding out what options are available to you
- Working with employers to explore the world of work.

## Your Journey

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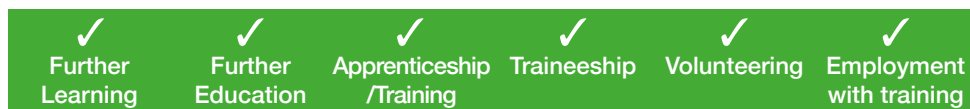
Your journey may start from the beginning of Year 11 academic year from when we will support you to access a number of activities ranging from one-one guidance, interviews, visits to college, travel support, groupwork in schools and home visits with parents and/or carers. This will continue until you have moved into post 16 education, training or employment. For those requiring additional interventions, support may commence from year 10 and for those requiring additional support after leaving school, may continue after 1st October.

**Support after leaving school:**

- Helping you to make informed choices about your next steps
- Support to access your chosen destination
- Access financial support to enable you to take up the opportunities you desire
- Support once you are in your post 16 placement to help you settle in and alleviate any initial concerns or issues
- Help with transport arrangements.

## What's next?

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A young male chef with a mustache and goatee, wearing a white chef's hat and a white chef's jacket with dark piping, is smiling at the camera. He is holding a white plate with a textured rim. On the plate is a dish of yellow rice, topped with two large orange shrimp, three dark mussels, and a green herb leaf. A black-handled knife is visible on a wooden surface to the left of the plate.

“

I am now engaged in a college course thanks to the support and guidance of my progression worker.

”



“

They are a very good service and they help you find a job.

”

# Expectations

## What can I expect from DurhamWorks Programme for Schools?

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- You can expect to be treated with respect, dignity and fairness
- You will receive information, advice and guidance from qualified staff on opportunities available in your area
- You will get help to access courses and employment opportunities on leaving school
- We will support you to resolve problems that might be causing barriers to your development
- We are an inclusive and accessible programme
- We will ensure there is a named worker allocated to your school or establishment for you to get in touch with should you need us
- We provide practical support where required such as help with applying for bursaries, transport support and travel arrangements.

## What will DurhamWorks Programme for Schools expect from me?

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You need to be committed to making your journey to education or training a success.

We ask that if you are part of DurhamWorks Programme for Schools that you...

- Treat other young people and staff with respect, dignity and fairness
- Follow any health and safety procedures or instructions
- Keep in touch with your advisor. If you cannot attend an appointment or an activity please let us know
- Complete the paperwork required
- Follow the rules of DurhamWorks Programme for Schools, including no drinking of alcohol, using illegal drugs or other banned substances including 'legal highs'
- Understand that there is a zero tolerance for behaviour such as aggression, bullying, cyberbullying, harassment or any types of abuse, damage to property and the use of indecent language.

**Be positive about the opportunities available and give it a go!**



# Paperwork

## Forms and confidentiality

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During your time with us there will be forms that you will be asked to complete. These provide us with information for the people who provide the funding for DurhamWorks Programme for Schools.

We thought it might be useful to tell you why we collect this information and what we do with it.

## DurhamWorks Programme for Schools Registration Form

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This provides us with general information about you so you can be contacted.

It may also be shared with other organisations for education, training, and wellbeing related purposes, including research if we feel it will support you.

Please ensure you have read and understood the section included on the registration form related to *'How we use your personal information'*.







“

Advisors are brilliant.  
They don't mess  
about they get the  
job done.

”

# Safety

## How we keep you safe

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We believe everybody should have a safe and welcoming learning environment.

### To achieve this we:

- All staff have suitable checks and qualifications
- Ask everybody to respond positively to providers' advice about safe practice in their learning
- Are all responsible for health and safety so we ask that everybody reports any hazards they are aware of
- Ensure the safety of everybody taking part in DurhamWorks Programme for Schools by abiding by the safeguarding policy, procedures, and risk assessments of the school.

## Online Safety

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We use the internet for almost everything. As well as being a useful social tool it's becoming a vital tool for learning and employment.

However accessing the internet poses potential dangers and it is important that we raise awareness of the dangers, minimise the risks and offer information to keep you safe.

### The internet can pose risks such as:

- **Cyber bullying** this includes stalking and harassment
- **Inappropriate content** being sent or being invited to view unwelcome sexual/pornographic/violent/hateful/racist content
- **Scams/fraud** being targeted to obtain money or information illegally
- **Grooming** unwanted approaches of a sexual nature or with sexual intent.

We provide support for everybody on DurhamWorks Programme for Schools to keep you safe.

For further information and support in staying safe online please speak to your advisor who will be able to provide a wide range of useful information.



“  
Offered all the  
support I needed.  
”

## The Prevent Duty

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Another aspect of safeguarding is the Prevent Duty which requires DurhamWorks Programme for Schools to have “due regard” to the need to prevent people from being drawn into terrorism, supporting terrorism or being drawn into non-violent extremism.

Prevent keeps you safe and within the law. The Prevent Duty is not about preventing you from having political and religious views and concerns but about supporting you to use those concerns or act on them in non-extremist ways.

## What is Extremism?

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The government has defined extremism in the Prevent strategy as: *“vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.”*



## What are British Values?

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British values are defined as *“democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs”*; institutions are expected to encourage learners to respect other people with particular regard to the protected characteristics set out in the Equality Act 2010.

Talk to your advisor if you have any questions related to Prevent or about concerns over anyone who you think is showing signs of extremist or radical behaviour – you should speak to a member of staff at your school.

## Health and wellbeing

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DurhamWorks Programme for Schools is committed to your health, safety and wellbeing.

If for **any** reason you feel unsafe, threatened or under pressure to do something that makes you uncomfortable, speak to your advisor or school.

# Equal Opportunities

## Equality and diversity

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DurhamWorks Programme for Schools will provide a high quality programme.

We believe that every person has the right to be treated as equal and we value and enjoy people's differences.

**DurhamWorks Programme for Schools promotes equal opportunities by:**

- Making sure everyone has the opportunity to learn
- Making sure everyone is treated fairly
- Providing suitable learning materials and support, where needed
- Understanding people's backgrounds, individual needs and concerns

- Celebrating people's differences
- Holding programmes in local places.

If you feel you have been treated unfairly, please speak to your advisor initially.

“

Advisers come to my home as I have a physical disability.

”







# Sustainability

## DurhamWorks Programme for Schools commitment to sustainability

Sustainability is about preserving the planet for future generations and the role we can all play to ensure we are environmentally friendly.

DurhamWorks Programme for Schools is committed to raising awareness about sustainability and creating a more energy efficient and environmentally friendly service.

There are a number of steps that each of us can take to reduce the amount of energy we use.

### **These include:**

- Turning off computers and other equipment when not in use
- Turning off lights and closing doors/windows/fans when leaving a room
- Using double sided black and white photocopying whenever possible

- Recycling equipment, paper, materials, ink cartridges, etc
- Reducing the use of single use plastics
- Learning about environmental issues on your programme and how you can transfer efficiency savings into your environment.

“

General help with job ideas and how to form a good application.

”



“

The course they have put me on is really good and I hope to become a bricklayer.

”

# Feedback

## Your feedback matters

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We will ask you for your opinion about our service in a number of ways...

- Staff delivering your programme may invite you to give feedback at a break or other informal meeting
- Participants may be asked to complete 'satisfaction surveys' online or on paper, please answer honestly giving constructive criticism so we can continue to improve our service
- Our funders may conduct a telephone survey and contact you for your views
- You may also be invited to participate in our focus groups to give your views on the service you receive.

Your suggestions to help us improve our service are welcome at any time.

“

Thank you for all the help, it has changed my life. If I had not got in touch I would not be where I am now.

”

### Sharing Success

If you have a positive story to tell as a result of your DurhamWorks Programme for Schools, like getting accessing college, gaining an apprenticeship/job or having overcome barriers to further learning, it would be great to hear from you so that we can celebrate your success and inspire others. Do so by contacting us on the number or email address below.

### Complaints/Concerns

If there any aspects of your DurhamWorks Programme for Schools experience that you are unhappy about please speak to a member of staff straight away or contact us on the number or email address below.

Alternatively you can contact Durham County Council Corporate Complaints on 03000 269 007 or online at:

[durham.gov.uk/complaints](https://durham.gov.uk/complaints)

### After your Programme

We may contact you by telephone or email following the completion of your time with DurhamWorks Programme for Schools. This helps us to ensure that the services we offer have provided you with the skills and knowledge that you need to progress and to demonstrate the positive impact of DurhamWorks Programme for Schools to our funders.

Thank you for your help and co-operation.  
To leave feedback  
call: 03000 266 183\*  
or email: [DWPFSadmin@durham.gov.uk](mailto:DWPFSadmin@durham.gov.uk)

\*You will be charged at your normal rate for this call.

# Funding

## How DurhamWorks Programme for Schools is funded

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DurhamWorks Programme for Schools is funded by the European Social Fund, and one Delivery Partner, Groundwork North East & Cumbria.

The programme is funded until 2023 and aims to support nearly 3,200 15-16 year olds in County Durham.

Please ask us if you would like this document summarised in another language or format:



Braille,



Audio,



Large print.

**Telephone: 03000 266 183**

**Email: [DWPFAdmin@durham.gov.uk](mailto:DWPFAdmin@durham.gov.uk)**



**European Union**

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Social Fund