



DurhamWorks Statement of Service

DurhamWorks' vision is for young people aged 14-24 in County Durham to have the self-belief and opportunity to gain appropriate skills, knowledge and experience to prepare them to succeed in their future working life.

Our qualified DurhamWorks advisers provide high quality Information, Advice and Guidance (IAG) and support to help young people to progress into or move closer towards education, employment or training, that is:

- Free
- Impartial
- Inclusive
- Accessible
- Tailored towards individual needs

We use assessment tools, such as Outcomes Star, to help young people to understand and overcome issues that may be acting as a barrier to their progression. We support young people both pre and post-16.

Pre-16

We offer Information, Advice, Guidance and support to young people in school years 10,11 and 12, to help them to progress into sustained post-16 education, employment or training. We offer a range of support through our DurhamWorks Programme for Schools and our Workplaces Project to young people who are referred to us by their school or by another professional. We are accredited to the matrix Standard, which is a national award that recognises our high quality Information, Advice and Guidance.

Referrals

Referrals to DurhamWorks can come from a school or a professional. If young people would like help to explore their future options, they can contact their school for support.

A professional working with a young person who would like some help looking at their future options on a one-to-one basis when they leave school, can complete a referral form, available from the DurhamWorks website.

Year 10 and Year 12 – The Workplaces Project

The Workplaces Project gives identified young people in years 10 and 12 an opportunity to gain a valuable insight into the world of work. The project helps young people to discover the skills, qualities and attitudes that employers value.

Young people:

- Learn about the world of work and specific employment sectors.
- Are encouraged to develop their career goals.
- Spend time with employees to find out about different types of jobs available.
- Are encouraged to think about their own career plans and the actions they need to take to prepare for their future working life.

Young people participate in a programme delivered by a Workplaces Project Coach, which includes:

- Workshops to learn about employment sectors, job roles, entry routes, and skills.
- A visit to an employer consisting of a tour of the workplace and an opportunity to meet with employees.
- A review of what they have learned from the programme and how they can use this to plan their progression into post-16 education, employment or training. after year 11.

The Workplaces Project is funded through the County Durham Poverty Action Steering Group and young people are identified for the Project by their school.

Year 11 – Durham Works Programme for Schools

DurhamWorks Programme for Schools provides support to young people in year 11 to plan for and progress into sustained post-16 education, employment, or training. Our offer includes:

- One-to-one impartial Information, Advice, Guidance and support to young people from our qualified Progression Coordinators, Progression Coaches and Progression Mentors.
- Work related learning group activities to help young people to develop a greater understanding of the world of work, as well as the skills and attributes that employers value. Our work related learning activities are supported by Business Ambassadors, who are trained volunteers from local businesses and organisations.
- Opportunities for young people to learn about different career and learning routes, as well as to develop a greater understanding of themselves and their support needs.
- Information for parents/carers to help them to support their child to progress into post-16 education, employment or training.

Young people who access our one-to-one support receive an individualised programme that may include:

- Information, advice and guidance about post-16 education, employment and training pathways.
- Support to understand and manage barriers to progression e.g. confidence.
- Help to attend FE college open events and visits.
- Support to complete applications for FE colleges, training providers, and apprenticeships.
- Help to prepare for interviews.
- Help to access financial support for clothing and equipment required for FE college/training/employment.
- Support to access transport and to travel independently.
- Help to access volunteering and work experience opportunities.

16-24 year olds

DurhamWorks supports 16-24 years old who live in County Durham and are currently not engaged in education, employment or training.

We offer impartial Information, Advice, Guidance and support to help young people to progress into or move closer towards education, employment or training. We are accredited to the matrix Standard, which is a national award that recognises our high quality Information, Advice and Guidance.

Our qualified Progression Coordinators and Progression Coaches provide one-to-one support both in-person at accessible community venues across County Durham, or remotely via online platforms such as Microsoft Teams. They have excellent links with FE colleges, training providers,



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employers and support organisations, as well as extensive knowledge of the local labour market. They can offer:

- Information, advice and guidance about available education, employment and training opportunities.
- Support to understand and manage barriers to progression e.g. confidence.
- Support to apply for employment opportunities.
- Help to prepare for interviews.
- Help to access financial support for clothing and equipment required for FE college/training/employment.
- Support to access transport and to travel independently.
- Support to access benefits that you may be entitled to.
- Help to access volunteering and work experience opportunities.

We also provide opportunities for young people to take part in group activities through our Step-Up programme. This is a great way for them to meet new people, find out about local education, employment and training opportunities, as well as to access support to help you to progress.

Young people can refer themselves to DurhamWorks by phone or our DurhamWorks website.

DurhamWorks Complaints and Compliments Procedure

DurhamWorks welcomes feedback about our service so we can improve our support to young people. To this end, a DurhamWorks Complaints and Compliments policy has been developed and is available via our DurhamWorks website: <https://durhamworks.info/our-policies/>