



**BRENT**  
**CONNEXIONS SERVICE**  
**REFERRAL & SERVICES GUIDE**  
*May 2007*

## BRENT CONNEXIONS SERVICE

Connexions is an integrated service providing advice, guidance, support and personal development services for all 13-19 year olds and up to the age of 25 for young people with special needs (LDD).

Connexions aims to help young people engage in learning, training or employment, whilst also helping them to achieve their full potential and assist in ensuring a smooth transition to adult life. The service is delivered through a network of well-qualified Personal Advisers (PAs) drawn from a number of different agencies.

All young people can have access to a Personal Adviser, although the level of contact and support will vary depending on the needs of each young person. Services may include careers interviews arranged through school and /or intensive and ongoing one-to-one support where needed. There is a Personal Adviser in every maintained secondary school and Further Education College, together with a range of community-based Personal Advisers, and a drop-in Connexions Centre.

When making a referral it is important to remember that the primary focus for a Personal Adviser is to help remove barriers to learning, ensuring that the young person is re-engaged in education, training and/or employment. Factors such as offending, disability, pregnancy, homelessness, social isolation, can all act as barriers to learning. The role of the Personal Adviser is to work with a young person, identifying what would help remove these barriers and co-ordinate support services.

As you will see contained in this guide are details of the full range of agencies hosting Connexions Personal Advisers in Brent. You will find full details of the services and the referral criteria for each agency. At the time of writing (Nov 06), Personal Advisers were deployed in the following agencies/service areas.

|                              |  |
|------------------------------|--|
| Prospects                    | The Youth Service                              |
| Youth Offending Team         | Unaccompanied Minors<br>Team – Social Services |
| Teenage Pregnancy Unit       | O.K club                                       |
| College of North West London | Alternative Education Service<br>- Exclusion   |
| Housing Services             | Bang Edutainment                               |
| Fix-up Programme             | Kilburn Youth Centre                           |

Every effort will be made to ensure an up-to-date e-mail version is sent to all relevant agencies.

This guide is designed to assist in the process of making a referral to a Connexions Personal Adviser and to give details on the wide range of agencies providing this service

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**PROCEDURES FOR YOUNG PEOPLE  
'NOT IN EDUCATION, EMPLOYMENT OR TRAINING' (NEET)**

One of the key targets for Connexions is to reduce the number of Young People who fall within the NEET category. Specific targets have been set to reduce by 10% the proportion of 16-18 year old Young People who are not in education training or employment.

In assisting Connexions to identify, keep in contact with, and work with this particular cohort, it is particularly important that these Young People are picked up and referred to the Connexions Service.

**All young people who have *not* already been assigned a Personal Adviser should to be referred to the Brent Connexions centre.**

**(see page 18 for details)**

## NEET TO EET – JOINING UP PA SUPPORT

All Brent Connexions Personal Advisers share the aim of helping young people enter and remain in education, employment or training (EET). Often the support young people need to help them move from being Not in Education Employment or Training (NEET) to EET is achieved through the work of both an “intensive support” PA and a PA with specialised skills/knowledge in information, advice and guidance (IAG). In particular, the intensive support PA may have skills/knowledge of either working with particular groups of young people (for example, young offenders, young people in care, teenage parents) or helping young people with multiple barriers to entering learning and employment.

The two models below describe the process to be adopted where this combination of intensive and IAG Personal Adviser support is most likely to support a young person (YP) in entering and remaining in EET; more specifically, it describes two different models where initial support has been provided by an intensive support PA and differing levels of IAG support are required/appropriate.

### NEET TO EET – JOINING UP PA SUPPORT

| <b>MODEL 1 – YOUNG PERSON NEEDS SUBSTANTIVE INFORMATION ADVICE AND GUIDANCE (IAG) SUPPORT</b>   | <b>MODEL 2 – YOUNG PERSON NEEDS MINIMAL INFORMATION ADVICE AND GUIDANCE (IAG) SUPPORT</b>  |
|---|--|
| <ul style="list-style-type: none"> <li>• Targeted PA identifies yp needs substantive IAG to enter EET</li> <li>• Targeted PA refers YP to Prospects</li> <li>• Prospects PA takes lead on IAG in assisting YP into EET</li> <li>• During this period targeted PA may need to continue to support YP on non IAG matters</li> <li>• Prospects PA and targeted PA stay in contact with each other and agree who/how YP will be supported in early period of EET</li> </ul> | <ul style="list-style-type: none"> <li>• Targeted PA identifies YP needs minimal IAG to enter EET</li> <li>• Targeted PA liaises with Prospects if basic information required</li> <li>• Targeted PA stays as lead contact with YP during process of moving from NEET to EET and in early period of EET</li> </ul> |

## REFERRAL CHECKLIST

|  | <b>Yes</b>               | <b>No</b>                |
|--|--------------------------|--------------------------|
| <b>Has the young person been consulted?</b>  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Does the Young Person understand the consent form and has he/she signed it?</b>     | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Have other relevant key agencies/parents/carers been consulted?</b>                 | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Does the Young Person already have a Personal Adviser with whom you can liaise?</b> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Have the NEET procedures been followed where necessary?</b>                         | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Has the referral form been completed?</b>   | <input type="checkbox"/> | <input type="checkbox"/> |
|  | —                        | —                        |
| <b>Has the referral been accepted and has an appointment been made?</b>                | <input type="checkbox"/> | <input type="checkbox"/> |

**Have arrangements been made to accompany the Young Person to this appointment?**

**Have there been discussions on follow-up/ review and any joint-working arrangements?**

**If there are difficulties with accessing Personal Adviser services or if you are unsure of which agency to refer the Young Person to, has contact been made with the Connexions Local Manager?**

## **Referring Protocols**

The following guidance is based on good practice that all PA's should aim to adhere to.

### **Making referrals**

All referrals should be made on the forms given at the back of this document. The forms may be faxed, posted or emailed to the referring agency. The forms as well as any additional paperwork when being posted should be sealed in an envelope marked 'private and confidential'.

### **Receiving referrals**

When referrals are received they should be acknowledged in writing, using the reply slip attached to this document. The reply slip can be faxed, emailed or posted back to the referring agency. Acknowledgement should be made within 48 hours of receiving the referral.

### **Response times**

Initial contact with the young person should be made within 5 working days of receiving the referral. If, however, this deadline cannot be met for reasons such as leave or sickness, the referee should be informed in writing of the following;

- Reason for delay in initial contact
- Estimation of when initial contact will be made and by whom
- A date when referring agency will be contacted with an update

### **Feedback**

It is important for the sake of tracking that the referring agency is given feedback on interventions. The referring PA should request written feedback from the PA that received the referral within 6 weeks of sending the referral. The feedback should include a brief summary of the following;

- Initial contact
- Methods of intervention
- Barriers
- Positive outcomes
- Referrals to other agencies

Please note that the above guidance does not aim to override any existing good practice amongst PA's. It aims to enhance and bring structure to current ways of working. PA's should continue to use informal means of referral (such as via telephone) IN ADDITION to the above guidance in order to convey information the best way possible

**Connexions - Referrals**  
**Fax Back Form**

To:

From (Name of PA):

Agency:

Direct contact details;

Client name:

Date referral received:

Action to be taken;

BRENT CONNEXIONS SERVICE AT A GLANCE

| <b>ORGANISATION</b>                    | <b>DESCRIPTION OF THE SERVICE</b>   | <b>WHAT CX SERVICE PA PROVIDE</b>  | <b>OTHER SERVICE ON OFFER</b>   | <b>PAGE REFERENCE</b> |
|--|---|--|---|-----------------------|
| <b>Education Welfare Service (EWS)</b> | To support 13-16 year olds to remain in education   | Liaise between home and school. Arrange meetings with parent, pupil and school. Broker services specific to the needs of the young person. Act as key worker for the young person. | To source education other than school for disaffected pupils.   | Page 15/16            |
| <b>Housing</b>                         | Assist 16/18 yr olds providing they haven't made themselves homeless.   | The PA looks at the whole picture, as well as visit households and liaise with social Services   | Identification and referral; Household issues e.g. re-housing, health/mental health, learning disabilities, Child at Risk issues assessed NEET.   | Page 17               |
| <b>Prospects</b>                       | <p>Provides information, advice, guidance and employment services under contract to the borough of Brent as part of its Connexions services.</p> <p>Connexions service open to all 13-19 year olds resident in or attending an educational establishment in Brent.</p> <p>Service also open to YP aged up to the age of 25 who have a learning difficulty or disability</p> | Personal Advisers work closely with schools, colleges and a range of community services to provide and deliver careers education and personal support programmes.                  | PA's work closely with young people not in education, employment or training (NEET), providing advice, guidance and support to enable them to re-engage in learning or employment. The Centre has extensive information on a wide range of teenage concerns including information about health, leisure, housing, finance, relationships, personal rights, alcohol and drugs. | Page 18/19            |

|   |   |   |   |         |
|---|---|---|---|---------|
| <b>Brent Youth Offending Service</b>      | The Brent Youth Offending Service works with young offenders on court orders to identify suitable intervention programmes to prevent further offending.                                       | The Connexions PA works alongside the YOT officers in providing support and overcoming barriers to move a young person into education, training and employment. | The young people at the Youth Offending Service are on court orders.  | Page 20 |
| <b>Fix Up</b>                             | The Fix-Up Programme aims to provide a range of structured creative resources and opportunities to young people aged between 14 – 25 years.   | Intensive support and one2one sessions. Engage with YP who are or at risk of becoming NEET's  | The Fix-Up Programme at present offers: Drama, Dance, Singing and Radio Production workshops, Careers Advice, Education, Training and Employment Advice, Health & Fitness advice and Housing support. | Page 21 |
| <b>Kilburn Youth Centre</b>               | Advice, information, advocacy, for young people 16-25 yr olds holistic service – client centred.  | Intensive support: benefits, housing, homelessness, health debt, employment, training, education, individual action programme                                   | Referrals: counselling / sexual health worker, at KYC and external as appropriate. Floating support for young people most in need.  | Page 22 |
| <b>Brent Asylum &amp; Refugee Service</b> | Advice and information for new arrivals to Brent Education support project for young people. Support & advice with translation service, support with school, college and training admissions. | Intensive support, employment, training and education.  | One to one, group work, advice assist with integration into mainstream school.  | Page 23 |
| <b>Unaccompanied Minors</b>               | Intensive Support, education, training, employment advice and guidance.   | Intensive Support, education, training, employment advice and guidance.   | Attending interviews (college, DSS, etc). Assisting unaccompanied asylum seeking young people to access all social organisation in other to   | Page 24 |

|   |  |  |   |         |
|---|--|--|---|---------|
|   |  |  | get necessary welfare support.  |         |
| <b>Think First Young People Access Centre</b> | Help young parents and pregnant young women aged 16+ to remove the barriers that prevent them from accessing education, employment and training.   | The PA gives advice and guidance and support them to access the services that they need.                                 | One to one and group sexual health work, this is to try to help prevent pregnancy and STI's amongst young people. We are also a drop in centre for young people to get advice on sexual health. | Page 25 |
| <b>Brent Youth Service</b>                    | Support young people in their transition from child to adulthood through educational and recreational activities. Provide opportunities for young people living, studying or working in Brent to engage in a range of programmes at venues throughout the borough. | One to one support, advice and information. Advocacy work, Provide support to young people in schools and family crisis. | Accredited training programmes, residential, personal development programmes.   | Page 26 |
| <b>Bang Edutainment</b>                       | Young People in Brent who are between the ages of 13 – 19 and up to 25 if they are considered an at risk group or have learning difficulties   | One 2 one support and advice on a range of issues including education, employment and Training                           | Encourages young people to unlock their potential through training and skills development in the field of contemporary music media.   | Page 27 |
| <b>The College of North West London</b>       | Advise and support 16-19 year olds at the college of North West London<br>Also work with students at the college up to the age of 25 with a Learning Difficulty or Disability  | Work in partnership with Tutors and other members of staff in the college to ensure that students complete their studies | The college of NorthWest London is a higher education establishment offering a varied range of non vocational and vocational courses.   | Page 28 |
| <b>Oxford Kilburn Club (OK Club)</b>          | Advise 13-19 year old in making the right choices for training and employment.   | Working in partnerships with other community groups to ensure a strong network of provision for young                    | A range of social, leisure art and sports activities Monday – Fridays for 5-15 year olds.   | Page 29 |

|                              |                                    |  |   |         |
|------------------------------|------------------------------------|--|---|---------|
|                              |                                    | <p>people in South Kilburn.</p> <p>Implement a weekly photo training session in partnership with Fairbridge.</p> <p>The photography session is aimed to engage young people in an activity where they can produce work they are proud of as well as learning invaluable vocational skills.</p> |   |         |
| <b>Alternative Education</b> | Intensive support to NEET students | <p>Placement of NEET pupils 14 – 16 into alternative education provision</p> <p>Monitoring of placement.</p> <p>Supporting the various needs of the pupils during their placement.</p> <p>Ongoing transitional support post 1</p>  | <p>Work with schools who have pupils in danger of being excluded.</p> <p>Specialist Staff monitor and run programmes for these young people</p> | Page 30 |

## TROUBLE SHOOTING

- ✚ **Young Person has a range of needs, not sure which agency to use?**
  
- ✚ **Working through cross-borough issues:**
  
- ✚ **As a general rule of thumb, a Young Person should be registered to the Connexions service within the LEA borough of her/his school/college.**
  
- ✚ **For specialist intervention from community-based Personal Advisers and for those Young People who fall within the NEET group, a Young Person should be registered to the Connexions service within their borough of residence.**

**If you have any queries on the above issues or any other queries please contact the Connexions Manager for Brent;**

**Anjali Raja  
Connexions Manager Brent  
Brent Connexions Service  
3rd Floor, Chesterfield House,  
9 Park Lane,  
Wembley, Middlesex  
HA9 7RW  
Tel: 020 8937 3693  
Fax: 020 8937 3659  
E-mail : [anjali.raja@brent.gov.uk](mailto:anjali.raja@brent.gov.uk)**

## Details of all agencies providing the Personal Adviser role within Brent

|   |   |
|---|---|
| <b>NAME OF AGENCY</b>                     | <b>London Borough of Brent<br/>Education Welfare Service<br/>(EWS)</b>  |
| <b>CONNEXIONS SERVICE(S)<br/>PROVIDED</b> | Education Welfare Officer's (EWO's) and PA's providing intensive work with young people aged 13-16 and their families to ensure that they receive education, training and improve their future employment prospects.  |
| <b>TARGET GROUP</b>                       | Pupils aged 13-16 years attending all secondary schools in Brent  |
| <b>REFERRAL CRITERIA</b>                  | <ul style="list-style-type: none"> <li>✚ Pupils of statutory school age (13-16) not in attendance at school and are not in receipt of education.</li> <li>✚ Pupils experiencing difficulty in attending school.</li> <li>✚ Pupils whose parents wish to provide education otherwise (i.e home education).</li> <li>✚ Pupils taking part in part-time and require an employment licence.</li> <li>✚ Pupils taking part in entertainment and require a Performance licence.</li> <li>✚ Pupils on Home Tuition but are not regularly available to access support.</li> <li>✚ School age mothers who wish to continue with their education.</li> <li>✚ Year 11 pupils who have not been entered for GCSE exams and are not in regular attendance.</li> <li>✚ Pupils who are regularly late for school.</li> <li>✚ Pupils whose behaviour at school results in fixed-term exclusion and non-attendance.</li> <li>✚ Sourcing education other than at school for disaffected pupils in years 10 &amp; 11.</li> </ul> |
| <b>REFERRAL<br/>PROCEDURE</b>             | Referrals will be taken on EWS referral forms, via phone or email. A duty officer is available during office hours on Tel 020 8937 3310   |

**CONTACT DETAILS**

Tessa Cumlajee: Tel 020 8937 3314  
tessa.cumlajee@brent.gov.uk  
Education Welfare Service  
Centre for Staff Development  
Gwenneth Rickus Building  
Brentfield Road, NW10 8HE

Fax: 020 8937 3320





Opening times: Mon-Thurs 8.45am-5.00pm  
Fri 8.45am-3.34pm

Line Manager: Amanda Hoyal

| NAME OF AGENCY                        | HOUSING  |
|---------------------------------------|--|
| <b>CONNEXIONS SERVICE(S) PROVIDED</b> | <ul style="list-style-type: none"> <li>✚ Intensive referrals</li> <li>✚ Housing advice</li> <li>✚ Homeless 16/17 year olds</li> <li>✚ 16 – 19 years old NEET who approach the Housing Resource Centre</li> </ul>   |
| <b>TARGET GROUP</b>                   | <ul style="list-style-type: none"> <li>✚ 16/19 year olds</li> </ul> <p>All within the Brent area:-</p> <ul style="list-style-type: none"> <li>✚ Harlesden</li> <li>✚ Kilburn</li> <li>✚ Stonebridge</li> <li>✚ Wembley</li> <li>✚ Alperton</li> <li>✚ Queens Park</li> </ul>   |
| <b>REFERRAL CRITERIA</b>              | Age Group:- 13-19  |
| <b>REFERRAL PROCEDURE</b>             | <ul style="list-style-type: none"> <li>✚ Via referrals from Connexions PA's</li> <li>✚ Housing Prevention Officers referrals</li> <li>✚ Self referrals</li> </ul> <p>All of the above except number 3 will have to submit a referral form. This includes referrals via phone</p>   |
| <b>CONTACT DETAILS</b>                | <p>Janet Hemmings<br/> Connexions PA – Housing<br/> Brent Housing Resource Centre<br/> Mahatma Gandhi House<br/> 34 Wembley Hill Road<br/> Wembley Middx<br/> HA9 8AD</p> <p>Tel: 0208 937 2005<br/> <a href="mailto:janet.hemmings@brent.gov.uk">janet.hemmings@brent.gov.uk</a></p> <p>Line Manager: Jenny Dunne<br/> Tel: 0208 937 2459</p> |

| NAME OF AGENCY                        | Prospects Services   |
|---------------------------------------|--|
| <b>CONNEXIONS SERVICE(S) PROVIDED</b> | <p>Prospects provides information, advice, guidance and employment services under contract to the borough of Brent as part of its Connexions services.</p> <p>Personal Advisers work closely with schools, colleges and a range of community services to provide and deliver careers education and personal support programmes. Their role is to help young people prepare for and make learning, career and related life choices and to provide targeted support to those facing barriers to learning or at risk of dropping out of learning.</p> <p>Where appropriate our personal advisers will refer clients to other Connexions Service PA's for specialist help and support.</p> <p>PA's offer individual guidance sessions as well as advice, information and group work activities to enable young people to make informed decisions concerning career and learning opportunities in education training or employment.</p> <p>Connexions centre and community based PA's offer a vacancy and placing service for post 16-19 year old clients to enable them to access employment, training or education.</p> <p>The Centre has extensive information on a wide range of teenage concerns including information about health, leisure, housing, finance, relationships, personal rights, alcohol and drugs. It is particularly strong on information related to careers and learning.</p> <p>PA's work closely with young people not in education, employment or training (NEET), providing advice, guidance and support to enable them to re-engage in learning or employment.</p> <p>We offer advice, guidance and information to young people under the school leaving age who are not in education at the Brent Connexions Centre. We welcome referrals from Education Welfare, parents and other organisations. You can ring the office to book an appointment.</p> <p>We offer guidance and information to post 16 young people at risk of dropping out of education at the Connexions Centre.</p> <p>A drop in service operates from 9:00 – 5:00pm</p> |
| <b>TARGET GROUP</b>                   | <ul style="list-style-type: none"> <li>✚ Schools/college service – Young People aged 13-19 attending educational institutions in Brent.</li> <li>✚ Connexions Centre – Young People aged 16 –19 resident in or studying in Brent.</li> </ul>   |

|                           |  |
|---------------------------|--|
|                           | <ul style="list-style-type: none"> <li>✚ Young people who have a learning difficulty and/or disability can access help up to their 25<sup>th</sup> birthday.</li> </ul>  |
| <b>REFERRAL CRITERIA</b>  | <ul style="list-style-type: none"> <li>✚ Any young person aged between 13 and 19 who lives, studies or trains in Brent and who needs information, advice and guidance.</li> <li>✚ Young people with a statement of Special Educational Needs can be seen up to their 25<sup>th</sup> birthday.</li> <li>✚ Referrals are accepted from any agency who has completed the appropriate referral paper work.</li> <li>✚ The client has given their consent.</li> <li>✚ The Data Protection Act applies and Child Protection procedures are being adhered to.</li> <li>✚ It is also important to state the nature of the information that is currently being held and the named person within the agency that the information is being shared with and to agree a formal review and feedback process.</li> </ul> |
| <b>REFERRAL PROCEDURE</b> | <p>Referrals should be made directly to the Connexions Centre (if the young person is NEET) or directly to the relevant PA if the young person attends a Brent school/college.</p>   |
| <b>CONTACT DETAILS</b>    | <p>Brent Connexions Centre<br/> 169-171 Willesden High Road<br/> London, NW10 2SD</p> <p>Tel: 020 8438 1650<br/> Andrew Wilkinson<br/> Prospects Operations Manager</p> <p>Connexions Centre opening times Mon – Fri 9.00 – 5.00</p>   |

|                                       |  |
|---------------------------------------|--|
| <b>NAME OF AGENCY</b>                 | <b>BRENT YOUTH OFFENDING SERVICE</b>   |
| <b>CONNEXIONS SERVICE(S) PROVIDED</b> | <p>The Brent Youth Offending Service works with young offenders on court orders. It is made up of representatives from the police, Probation service, social services, health, education, drugs and alcohol misuse and housing officers.</p> <p>The YOT identifies the specific problems that make the young person offend as well as measuring the risk they pose to others. This enables the YOT to identify suitable programmes to address the needs of the young person with the intention of preventing further offending.</p> <p>Education is seen as an integral part of their intervention and is facilitated through the Connexions PA.</p> |
| <b>TARGET GROUP</b>                   | Young people in Brent ages 16-18 on supervision orders.  |
| <b>REFERRAL CRITERIA</b>              | <ul style="list-style-type: none"> <li> Age 16-18</li> <li> Self referrals Brent Youth Offending Service</li> </ul>  |
| <b>REFERRAL PROCEDURE</b>             | <ul style="list-style-type: none"> <li> Connexions referral form</li> <li> Email and telephone.</li> </ul>   |
| <b>CONTACT DETAILS</b>                | <p>Sushma Maharaj<br/> 5<sup>th</sup> Floor, Chesterfield House<br/> 9 Park Lane<br/> Wembley<br/> Middlesex HA9 7RW</p> <p>Tel: 020 8937 3846<br/> Email: <a href="mailto:sushma.maharaj@brent.gov.uk">sushma.maharaj@brent.gov.uk</a></p> <p>Line Manager: Ferwa Jaffery<br/> Tel: 020 8937 3816</p>   |

| NAME OF AGENCY                        | THE FIX-UP PROGRAMME   |  |
|---------------------------------------|--|--|
| <b>CONNEXIONS SERVICE(S) PROVIDED</b> | <p>The Fix-Up Programme aims to provide a range of structured creative resources and opportunities to young people aged between 14 – 25 years.</p> <p>Through access to a broad range of opportunities for creative expression through the medium of a vocational course of training, the aim is to re-engage socially excluded young people or young people at risk of becoming excluded into further structured education and training provisions.</p> <p>The aim is to acquire skills to increase appropriate employment opportunities and in some cases to move young people from the project directly into employment.</p> <p>The Fix-Up Programme at present offers: Drama, Dance, Singing and Radio Production workshops, Careers Advice, Education, Training and Employment Advice, Health &amp; Fitness advice and Housing support.</p> |  |
| <b>TARGET GROUP</b>                   | Young people aged 13 – 25 years living in Brent.   |  |
| <b>REFERRAL CRITERIA</b>              | <p>Self referral, voluntary/statutory agencies with client consent.</p> <p>Training providers, Schools / Colleges, Social Workers etc.</p>   |  |
| <b>REFERRAL PROCEDURE</b>             | Referral Form from Connexions, informally ie. Verbally, by phone, email, fax etc.  |  |
| <b>CONTACT DETAILS</b>                | <p>Rohan Smith – Connexions PA<br/>1A Beethoven Street<br/>London<br/>W10 4LG</p> <p>Tel: 07877 796064<br/>Email: debra_ukay@yahoo.com</p> <p>Line Manger: Debra Blackwood<br/>Tel: 07956 690985</p>   |  |

|                                       |   |
|---------------------------------------|---|
| <b>NAME OF AGENCY</b>                 | <b>KILBURN YOUTH CENTRE ADVICE SERVICE</b>  |
| <b>CONNEXIONS SERVICE(S) PROVIDED</b> | <p>Support, information and advice for young people aged 16-25 years.</p> <ul style="list-style-type: none"> <li>✚ Benefits, Employment, Debt, Education, Careers, Sexual Health, Advocacy, Housing, Relationships, Drugs/Alcohol/Counselling.</li> </ul> <p>Appointments and drop in service</p>                           |
| <b>TARGET GROUP</b>                   | Brent 13-19 years   |
| <b>REFERRAL CRITERIA</b>              | Voluntary/statutory agencies with client consent  |
| <b>REFERRAL PROCEDURE</b>             | <p>Non urgent cases – by forms faxed, emailed after confirming we are able to take referral with Advice Worker/Advice Centre Manager.</p> <p>Referrals for young people to be made by phone in the first instance and with young person’s consent on their behalf or by self – referral by phone in the first instance.</p> |
| <b>CONTACT DETAILS</b>                | <p>Charles Kasseyet- Connexions Personal Advisor<br/> Email: <a href="mailto:Charles@kilburnyouthcentre.org.uk">Charles@kilburnyouthcentre.org.uk</a></p> <p>Address: 12 – 22 Kilburn High Road<br/> Kilburn, London<br/> NW6 4JY</p> <p>Tel 020 7328 7172</p> <p>Line Manager – Maureen Baker<br/> Tel: 020 7328 7172</p>  |

|                                       |   |
|---------------------------------------|---|
| <b>NAME OF AGENCY</b>                 | <b>BRENT YOUTH ASYLUM &amp; REFUGEE SERVICE</b>   |
| <b>CONNEXIONS SERVICE(S) PROVIDED</b> | <p>Mainly assisting newly arrived refugee young people With refugee or asylum status by :</p> <ul style="list-style-type: none"> <li>✚ Finding a place at Brent schools &amp; colleges.</li> <li>✚ Raise their awareness of local service available for them.</li> <li>✚ Providing academic support i.e., literacy &amp; numeracy skills.</li> <li>✚ Liaise with teachers about the specific linguistic and cultural needs of refugee young people.</li> <li>✚ advice and guidance by translating &amp; interpreting Information/ letters in their language.</li> <li>✚ providing interpreting services to parents and schools<br/>To communicate effectively.</li> <li>✚ support group activities, as well as educational trips and Visits.</li> </ul> |
| <b>TARGET GROUP</b>                   | <p>Refugee or new entrance young people aged 13-19<br/>Who mainly lives Brent &amp; surrounding area. Refugee young people who have learning difficult<br/>And needs academic support.</p>  |
| <b>REFERRAL CRITERIA</b>              | <p>Refugee or new entrance young people who are out of School/education, employment, or training, or those Who needs information, advice and guidance.<br/>Who needs translation/interpreting services to contact Schools, colleges or training providers.</p>  |
| <b>REFERRAL PROCEDURE</b>             | <p>Referrals can be made through any PA or directly with us by telephone, fax or email.<br/>Referrals from different community organisations e.g. Somali community organisation, Faith community.</p>   |
| <b>CONTACT DETAILS</b>                | <p>Abdi Mohamoud<br/>Refugee Personal Advisor<br/>Brent Youth Services<br/>Unit 23-28 Bridge Park Complex<br/>Brent field, Harrow Road,<br/>London, NW10 ORG</p> <p>Tel:0208 937 3668 / fax: 0208 937 3691<br/>Email:abdi.mohamoud@brent.gov.uk</p> <p>Line Manager: Eve Baker, 020 8937 3685</p>   |

| NAME OF AGENCY                        | UNACCOMPANIED MINORS   |
|---------------------------------------|--|
| <b>CONNEXIONS SERVICE(S) PROVIDED</b> | Guidance and help for mainly asylum seeking young people in overcoming barriers mainly to engage them in education and development also co-ordinating support directed in assisting young people to access social welfare, housing, health and settling in the community etc.                    |
| <b>TARGET GROUP</b>                   | Unaccompanied asylum seeking young people (13-21) looked after by Brent Social Services.   |
| <b>REFERRAL CRITERIA</b>              | Children looked after and those leaving care between the ages of 13-21   |
| <b>REFERRAL PROCEDURE</b>             | Referral from social workers: informally i.e. verbally, via phone, or email.   |
| <b>CONTACT DETAILS</b>                | <p>Sherine Briscoe<br/> Unaccompanied Minors &amp; Homeless Team<br/> 3<sup>rd</sup> Floor, Cottrell House<br/> 53-63 Wembley Hill Road<br/> Wembley, Middx<br/> HA9 8BE<br/> Tel: 020 8937 4745<br/> Email: sherine.briscoe@brent.gov.uk</p> <p>Line Manager: Goitam Mebrahtu 020 8937 4815</p> |

|                                       |  |
|---------------------------------------|--|
| <b>NAME OF AGENCY</b>                 | <b>THINK FIRST YOUNG PEOPLE ACCESS CENTRE</b>  |
| <b>CONNEXIONS SERVICE(S) PROVIDED</b> | <ul style="list-style-type: none"> <li>✚ Teenage Pregnancy Advice</li> <li>✚ Benefits Advice</li> <li>✚ Careers Advice</li> <li>✚ Education, Training and Employment Advice</li> <li>✚ Sexual Health</li> </ul>  |
| <b>TARGET GROUP</b>                   | Young parents and teenage young women age between 13-19  |
| <b>REFERRAL CRITERIA</b>              | As well as offering advice on an ad-hoc basis the advisors will also be on hand to offer young people that need or want it, inclusive support on a regular basis or while going through a difficult time.  |
| <b>REFERRAL PROCEDURE</b>             | Same as above  |
| <b>CONTACT DETAILS</b>                | <p>Claire Clotley &amp; Shirley Rickets<br/> Unit 15<br/> New Bridge Park Complex<br/> Brentfield, Harrow Road<br/> London<br/> NW10 0RG<br/> Tel: 020 8937 3696<br/> Email: <a href="mailto:claire.clotley@brent.gov.uk">claire.clotley@brent.gov.uk</a> and<br/> <a href="mailto:Shirley.rickets@brent.gov.uk">Shirley.rickets@brent.gov.uk</a></p> <p>Line Manager: Christine Chapman<br/> Tel: 020 8937 3347</p> |

|                                       |  |
|---------------------------------------|--|
| <b>NAME OF AGENCY</b>                 | <b>BRENT YOUTH SERVICE</b>   |
| <b>CONNEXIONS SERVICE(S) PROVIDED</b> | <ul style="list-style-type: none"> <li>✚ Support for young people who are at the risk of permanent school exclusion and or young people who are disengaged in EET and have requested support to enable them to re-engaging.</li> <li>✚ Supports also offered to young people who have a number of issues that have clouded their vision to success.</li> <li>✚ Act as a broker for young people wishing to access services.</li> <li>✚ Young people who wish to engage in out of school activities.</li> </ul> |
| <b>TARGET GROUP</b>                   | Brent young people between the ages of 13-19 or up to 25 for those who have special educational needs.   |
| <b>REFERRAL CRITERIA</b>              | Young people between 13-19 living, studying or working in Brent. Young people up to 25 with SEN.   |
| <b>REFERRAL PROCEDURE</b>             | Same as above.   |
| <b>CONTACT DETAILS</b>                | <p>Yvonne Scott<br/> Unit 23-28 New Bridge Complex<br/> Brentfield, Harrow Road<br/> NW10 0RG</p> <p>Tel: 020 8937 3680 Mobile: 07956 196 639<br/> Email: <a href="mailto:yvonne-j.scott@brent.gov.uk">yvonne-j.scott@brent.gov.uk</a></p> <p>Line Manager: Eve Baker<br/> Tel 020 937 3685</p>  |

| <b>NAME OF AGENCY</b>                 | <b>BANG EDUTAINMENT</b>   |
|---------------------------------------|---|
| <b>CONNEXIONS SERVICE(S) PROVIDED</b> | <p>BANG Edutainment encourage young people to unlock their potential through training and skills development in the field of contemporary music media.</p> <p>A Connexions PA is available to give information and advice on:</p> <ul style="list-style-type: none"> <li>• Employment</li> <li>• Education</li> <li>• Training</li> <li>• Careers</li> <li>• Benefits</li> <li>• Local services</li> <li>• Leisure</li> </ul> |
| <b>TARGET GROUP</b>                   | <p>Young People in Brent who are between the ages of 13 – 19 and up to 25 if they are considered an at risk group or have learning difficulties</p>   |
| <b>REFERRAL CRITERIA</b>              | <ul style="list-style-type: none"> <li>• Those who are not in education, employment and training (NEET)</li> <li>• 13 – 19 who are in full or part time education, employment and training</li> </ul>   |
| <b>REFERRAL PROCEDURE</b>             | <ul style="list-style-type: none"> <li>• Via Connexions PAs</li> <li>• Other people working with the above groups</li> <li>• Connexions referral form</li> <li>• BANG Edutainment application form</li> <li>• Self referral</li> </ul>  |
| <b>CONTACT DETAILS</b>                | <p>Minal Patel<br/>Connexions PA and Training Coordinator</p> <p>Unit 16<br/>New Bridge Park Complex<br/>Harrow Road<br/>London<br/>NW10 0RJ</p> <p>Tel: 020 8963 1108<br/>Email: <a href="mailto:minal@bang-ed.com">minal@bang-ed.com</a></p> <p>Line Manger: Alex Mastihi</p>   |

|                                       |   |
|---------------------------------------|---|
| <b>NAME OF AGENCY</b>                 | <b>COLLEGE OF NORTHWEST LONDON</b>  |
| <b>CONNEXIONS SERVICE(S) PROVIDED</b> | <p>Advise and support all students within the college in making the right choices for training and employment.</p> <p>Work closely with tutors and students in trying to make sure that the YP do not drop out or fail in their chosen studies.</p> <p>Also offer intensive support for students on a wide range of issues.</p> |
| <b>TARGET GROUP</b>                   | <p>Any student who attend the college up to the age of 19 or 25 if they have a Learning difficulty or disability</p> <p>Work particularly with Young Black Males and Young people from Refugee backgrounds</p>  |
| <b>REFERRAL CRITERIA</b>              | <p>All students who attend the college up to the age of 19 or 25 if they have a Learning difficulty or disability</p>   |
| <b>REFERRAL PROCEDURE</b>             | <p>Self referrals, referrals from tutors and staff within the college. Referrals from other Personal Advisors</p>   |
| <b>CONTACT DETAILS</b>                | <p>Vacancy<br/>College of North West London<br/>Willesden Centre<br/>Dudden Hill Lane<br/>London<br/>NW10 2XD</p> <p>Tel: 0208 208 5385<br/>Email:</p> <p>Line Manager: Obi Asika<br/>Tel: 020 8208 5324</p>  |

|                                       |   |
|---------------------------------------|---|
| <b>NAME OF AGENCY</b>                 | <b>THE OXFORD KILBURN CLUB</b>  |
| <b>CONNEXIONS SERVICE(S) PROVIDED</b> | <p>Advise 13 – 19 years old in making the right choices for training and employment. Working in partnerships with other community groups to ensure a strong network of provision for young people in south Kilburn.</p> <p>Implement a weekly photo training session in partnership with Fairbridge. (Fairbridge work with young people excluded from mainstream education)</p> <p>The photography session is aim to engage young people in an activity were where they can produce work they are proud of as well as learning invaluable vocational skills</p> |
| <b>TARGET GROUP</b>                   | <p>South Kilburn<br/>Age Group 13 – 19 years</p>  |
| <b>REFERRAL CRITERIA</b>              | <p>Age Group 13 – 19 years</p>  |
| <b>REFERRAL PROCEDURE</b>             | <p>Sports &amp; Leisure activities, Photography Session forms, via phone, email, text, self referral.</p>   |
| <b>CONTACT DETAILS</b>                | <p>Andrew Williams<br/>The Oxford Kilburn Club<br/>Christian Holt House<br/>45 Denmark Road<br/>London NW6 5BP</p> <p>Tel: 07866 103 663 (Direct)<br/>Email: <a href="mailto:andrew@okclub.org.uk">andrew@okclub.org.uk</a></p> <p>Line Manager: Keith Lunn<br/>Tel: 0207 372 6363</p>  |

| NAME OF AGENCY  | ALTERNATIVE EDUCATION SERVICE  |
|---|--|
| <b>CONNEXIONS SERVICE(S) PROVIDED</b>                       | <ul style="list-style-type: none"> <li>✚ Intensive Support.</li> <li>✚ Placement of NEET pupils 14 – 16 into alternative education provision</li> <li>✚ Monitoring of placement.</li> <li>✚ Supporting the various needs of the pupils during their placement.</li> <li>✚ Ongoing transitional support post 16.</li> </ul> |
| <b>TARGET GROUP</b>   | <ul style="list-style-type: none"> <li>✚ NEET 14 – 16 years (Key stage 4) living in Brent.</li> </ul>  |
| <b>REFERRAL CRITERIA</b>                                    | <ul style="list-style-type: none"> <li>✚ NEET 14 – 16 year olds.</li> <li>✚ 14 – 16 year olds attending alternative education.</li> <li>✚ Self referral.</li> </ul>  |
| <b>REFERRAL PROCEDURE</b>                                   | <ul style="list-style-type: none"> <li>✚ Connexions referral form</li> <li>✚ Telephone</li> <li>✚ Email</li> <li>✚ Fax</li> <li>✚ Post</li> </ul>  |
| <b>CONTACT DETAILS (Tel no; address; opening times etc)</b> | <p>Vacancy<br/> Alternative Education Placements Officer<br/> Brent Alternative Education Service<br/> Children and Families Dept<br/> Chesterfield House<br/> 9 Park Lane<br/> Wembley<br/> HA9 7RW</p> <p>Tel: 020 8937 4150 / Fax: 020 8937 319<br/> Email:</p>   |

## Details of all Connexions Centres in West London

There is a Personal Adviser available in every state secondary school and Further Education College in West London.

PA's may also be contacted at local Connexions Centre's in each of the six London West boroughs. These are primarily for young people who have left school /college but they would be happy to offer advice to all teenagers. They are located as follows:-

|                      |  |
|----------------------|--|
| Brent                | Brent Connexions Centre<br>169-171 High Road<br>Willesden<br>London<br>NW10 2SD<br>Tel: 020 8438 1650<br>Email: <a href="mailto:connexions@brent.gov.uk">connexions@brent.gov.uk</a>                             |
| Ealing               | Ealing Connexions Centre<br>Saunders House<br>52/53 The Mall<br>Ealing<br>London W5 3TA<br>Tel: 020 8579 1633<br>Fax: 020 8566 1781<br>Email: <a href="mailto:wice@cfbt-hq.org.uk">wice@cfbt-hq.org.uk</a>       |
| Southall             | Southall Connexions Centre<br>27-29 South Road<br>Southall<br>Middx UB1 1SU<br>Tel: 020 8571 4615<br>Fax: 020 8571 4635<br>Email: <a href="mailto:wics@cfbt-hq.org.uk">wics@cfbt-hq.org.uk</a>                   |
| Hammersmith & Fulham | Hammersmith Connexions Centre<br>181 King Street<br>London W6 9JU<br>Tel: 020 8741 2441<br>Fax: 020 8741 5217<br>Email: <a href="mailto:Hammersmith@capitalcareers.ltd.uk">Hammersmith@capitalcareers.ltd.uk</a> |
| Harrow               | Harrow Connexions Centre<br>Hygeia House<br>66 College Road<br>Harrow HA1 1BX<br>Tel: 020 8861 1531<br>Fax: 020 8861 1168<br>Email: <a href="mailto:enquiries@lclondon.co.uk">enquiries@lclondon.co.uk</a>       |
| Hillingdon           | Uxbridge Connexions Centre<br>Terrace Offices<br>Civic Centre<br>Uxbridge<br>Middx UB8 1UW<br>Tel: 01895 257 855<br>Fax: 01895 257 816<br>Email: <a href="mailto:wlcu@cfbt-hq.org.uk">wlcu@cfbt-hq.org.uk</a>    |
| Hounslow             | Hounslow Connexions Centre<br>6 Lampton Road<br>Hounslow<br>Middx TW3 1JL<br>Tel: 020 8577 5478<br>Fax: 020 8569 4773<br>Email: <a href="mailto:wich@cfbt-hq.org.uk">wich@cfbt-hq.org.uk</a>                     |

## **Brent Connexions Service– Capacity Building Grants for Voluntary and Community Organisations 2007/2008**

The Brent Connexions Service is again inviting applications from voluntary sector organisations based in Brent. The Grant fund total for 2007/2008 is £40,000 and the maximum allocated for each grant will be £10,000. The Service has identified the following development areas in which the monies should be spent;

- Young people leaving care
- Gun Crime/Knife related crime
- Young people who are Lesbian, Gay, Bisexual or Transgender (LGBT)

The list of organisations who received funding is on the table on the next page.

| <b>Name of Organisation</b> | <b>Project Development Areas</b> | <b>Contact Details</b> |
|-----------------------------|----------------------------------|------------------------|
|                             |                                  |                        |
|                             |                                  |                        |
|                             |                                  |                        |
|                             |                                  |                        |

## Positive Activities for Young People (PAYP)

### BRENT PAYP

Brent PAYP places a large emphasis on community cohesion, young person involvement and developing appropriate networks throughout the community. Programmes are organised in conjunction with the views of young people to ensure that their needs are being met.

Over the past three years Brent PAYP has provided positive activities to over 3000 young people. The team has developed strong referral networks to provide case management to those young people who would most benefit, offering one to one support to those facing a broad range of issues, such as, exclusion from school, homelessness, teenage pregnancy, offending behaviour.

PAYP also aims to provide added support, information and advocacy to young people assisting them in identifying and achieving their goals. Brent PAYP understands the importance of continuity for young people and attempts to keep all young people in Brent informed as to what is available.

| PA Name                   | Job Title         | Contact Details       | Location                                   |
|---------------------------|-------------------|-----------------------|--|
| Christine Allen           | Co-ordinator      | 0208 9373668/<br>3679 | Brent Youth Service<br>Bridge Park Complex |
| Anthony Graham            |                   |                       | YIP in Church End Estate                   |
| David Hanson              |                   |                       | Brent Cross & Vol Org<br>Black Male Forum  |
| Amer Hajan                | Keyworker         | 0208 937 3756         | Brent Youth Service<br>Bridge Park Complex |
| Terr-Anne Maguire         | Key Worker        | 0208 937 3669         | Brent Youth Service<br>Bridge Park Complex |
| Paulete Thompson<br>Brown | Key<br>Worker.MIS | 0208 937 3665         | Brent Youth Service<br>Bridge Park Complex |

## Personal Advisers

| Institution                            | Link Adviser                     | Support Adviser                                     |
|--|----------------------------------|---|
| John Kelly Girls                       | Adele Oti                        |   |
| John Kelly Boys                        | Dawn Richardson                  |   |
| Preston Manor                          | Angela Abrahams                  |   |
| Wembley High                           | Beveley Thompson (114)           | To be allocated                                     |
| Kingsbury                              | Denise Ailara<br>(From 23/10/06) |   |
| College of North West London           | Dawn Richardson                  | Stan Gordon<br><br>SEN                              |
| Copland                                | Debbie Douglas                   | Sara Levick 26 days                                 |
| Convent of Jesus & Mary                | Jenny Walklate                   |   |
| St. Gregory's                          | Jenny Walklate                   |   |
| Alperton Community                     | Danijela Kabrielian              | Beverley Thompson<br>(2 days weekly till Christmas) |
| Capital City Academy                   | Priscilla Hansberry              | To be allocated                                     |
| Grove Park                             | Sandria McIntosh                 |   |
| Hay Lane                               | Sandria McIntosh                 |   |
| Woodfield                              | Beverley Thompson                |   |
| BETS (Brent Education Tuition Service) | Sara Levick                      | To be allocated                                     |
| Brent PRU                              | Ed Gormley                       |   |
| Jews Free School                       | Sara Levick                      |   |
| Cardinal Hinsley                       | Stan Gordon                      |   |
| Queens Park                            | Tony Ingham                      |   |
| Claremont                              | Ryan Parkinson                   |   |

## Personal Advisors who work in the Community (outreach work)

|                |                  |
|----------------|------------------|
| Barbara Austin | Maureen Badu     |
| Louisa Barratt | Kathryn Bartlett |
| Carlos Bishop  | Melanie Clarke   |
| Lisa Dalby     | Sian Evans       |
| Ed Gormley     | Adele Oti        |
| Dean Hatfield  | Lena Panchal     |
| Clare Raff     | Venese Robinson  |
| Eileen Smith   | Ryan Tavernier   |
| Carly Tyson    | Jodi Uji         |

### Contacts

Prospects  
 169-171 Willesden High Road  
 Willesden  
 London  
 NW10 2SD

020 8438 1650

Team Leaders      Kamaljit Bungar  
                             Jo Scrimshaw  
                             Adele Oti

Manager              Andrew Wilkinson

### **EMAIL PROTOCOL**

e.g. kamaljit.bungar@lclondon.co.uk

Team Leader  
 Kamaljit Bungar



**FORM FOR REFERRAL  
TO A PERSONAL ADVISER / 1**

**For completion by Connexions Service:**

Date referral received  
Adviser  /  /

Date of first appointment  
with Personal Adviser  /  /

**REFERRER'S DETAILS**

Referrer's Agency

Name and position of referrer

Contact address

Telephone (Work)

Telephone (mobile)

First name

Gender

|                            |                            |
|----------------------------|----------------------------|
| <input type="checkbox"/> M | <input type="checkbox"/> F |
|----------------------------|----------------------------|

Surname

Ethnicity

Date of Birth

Telephone (home)

Contact Address

Telephone (work)



Postcode

Telephone (mobile)

Email

Disclosed Disability

Name of school/college/employer/training provider

Other details that might assist with the appropriate allocation of a Personal Adviser e.g. English as a second language

**Work already undertaken by referring agency (approaches – what, when, who and outcomes)**

If reason outside the agreed terms for referrals, please state why

Is the Young Person aware of the referral?

Yes

### YOUNG PERSON'S COMMENTS ON REFERRAL

Views and expectations

### REFERRER'S RECOMMENDATIONS FOR ACTION



### FORM FOR REFERRAL TO A PERSONAL ADVISER / 3

### KNOWLEDGE OF OTHER AGENCY INVOLVEMENT

|         | Involved | Information obtained? | Comments |
|---------|----------|-----------------------|----------|
| Careers |          |                       |          |

|  |  |  |  |
|--|--|--|--|
| Child & Adolescent Mental Health   |  |  |  |
| Educational Services e.g.<br>Educational psychology/ welfare/<br>learning mentor |  |  |  |
| Health   |  |  |  |
| Housing  |  |  |  |
| Police   |  |  |  |
| Social Services  |  |  |  |
| Voluntary Sector   |  |  |  |
| YOT  |  |  |  |
| Youth Service  |  |  |  |
| Other (specify)  |  |  |  |

**Signed:**

**Name:**

**Date:**

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