

## Integrated Children's Service Statement of Service: EDUCATION, EMPLOYMENT AND TRAINING SERVICE – EET Support for young people 16+

[www.oxme.info](http://www.oxme.info)

- Online information for all young people in Oxfordshire. Including; opportunity search function; online registration for additional services.
- Online registration triggering support through weekly jobs/learning bulletins
- Information about positive activities happening locally.

Webchat and Helpline

- Webchat on [www.oxme.info](http://www.oxme.info) and EET Service helpline (01865 328460) available during office hours to provide information about opportunities and support available.

Job Clubs, Drop-ins and Activities

- Sessions run at the Children and Family Centres across Oxfordshire offering face to face information and support (some weekly, some as one-off events). Access to computers for job seeking, signposting and researching careers and learning as well as referral to support to tackle barriers to participation. Group work programmes.

Support and case work for NEET  
Young People

- One to one Information and support sessions with an EET Worker can be booked in advance by contacting the local Children and Family Centres by phone or email.
- This can be a one off, a few meetings, or ongoing case work support depending on the needs of each young person.

Outreach to NEET\* Young People

- 16-18 year olds who are NEET are contacted every 45 days and offered support into learning or work. This may also include general support on barriers facing young people trying to get into work or learning.
- Young people becoming NEET are sent an information pack explaining the support available.

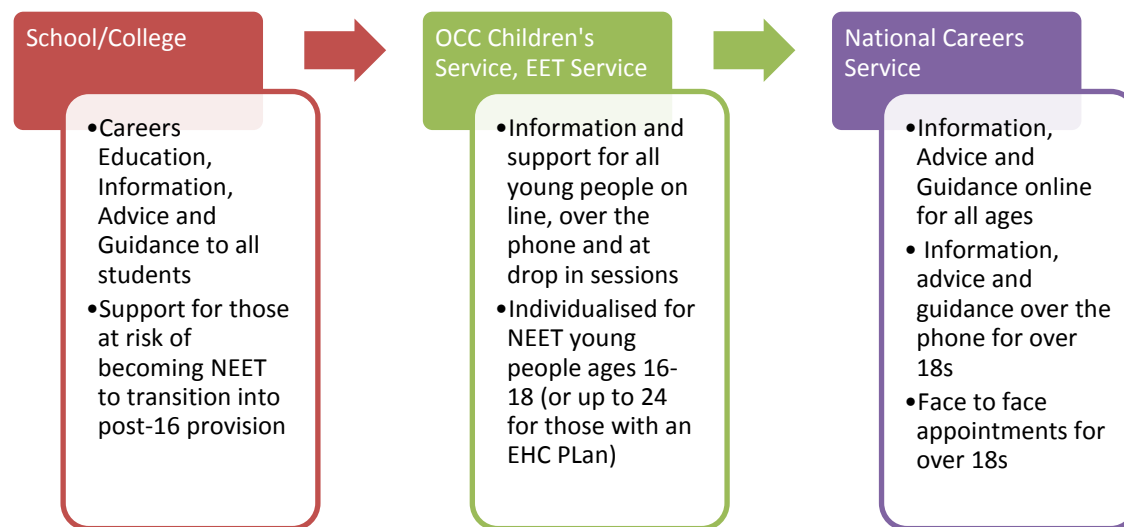
Support for Schools, Colleges and  
other post-16 learning providers

- Support for schools and colleges to implement best practice in careers education and guidance through networking events, regular communications and sharing information about post-16 learning and employment opportunities.
- Identification of students at risk of becoming NEET and support for students at risk to remain in learning
- Provide destination data to schools to help them improve their Careers Education and Guidance

## Accessing Careers Information and Support

While you are at school or college, your school/college has a duty to provide you with Careers Education, Information, Advice and Guidance (IAG) and to support you to find a suitable learning placement or job after you leave. The County Council has a duty to ensure there are enough suitable learning places available for all young people in Oxfordshire and that young people are encouraged to participate in learning. The County Council also has a responsibility to provide information and support for young people who have left school/college and to 'track' young people up to age 19 to ensure support is provided if work, school, college, or other learning placement breaks down and to support young people back into work and/or learning.

The statutory duties around IAG that each organisation is responsible for are outlined in the Education and Skills Act 2008 and in statutory guidance produced by the Department for Education, including ['Careers guidance and inspiration in schools'](#) and ['Participation of young people: education, employment and training'](#).



## EET Support for 16-19 year olds (and up to 25 if you are Looked After or have an Education, Health and Care Plan)

The Education, Employment and Training (EET) Service offers support to children, young people and families through a range of programmes including 1 to1 support, targeted and open access groups. This is part of Oxfordshire County Council's Integrated Children's Service. EET Workers, based at our eight Children and Family Centres provide intensive support where needed, to children, young people and families with complex needs. Our aim is to support children and young people to reach their full potential and improve their life chances by providing accessible services that target the most vulnerable and support those needing direction.

We provide information, advice and support for young people who are not in learning or employment across Oxfordshire in a number of ways:

### 1. Online and over the phone

All young people can access the online information we provide at any time. There is a huge amount of information on [www.oxme.info](http://www.oxme.info) about education and work opportunities, CV and interview help and job seeking tips. The website site contains information for specific groups of young people – such as those with disabilities, looked after children or young parents. All young people in Oxfordshire can use the webchat, phone line and email support available from the EET Service during office hours or leave a message out of hours.

You can register online to receive our weekly 'Hot Jobs' bulletin by email and let us know what you are hoping to do next at [www.oxme.info/register](http://www.oxme.info/register). The website also provides a range of other information to support young people with issues such as housing, substance misuse, sexual health providing useful information and contact details. In addition the site hosts [www.activitiesoxfordshire.info](http://www.activitiesoxfordshire.info), this site provides information about the range of activities that can be accessed in young people's leisure time.

## **2. Make an appointment with one of our EET Workers**

Children and Family Centres all have an EET worker who is responsible for Youth Employment and Participation and can arrange to speak to young people on a 1-to-1 basis. To make an appointment, call or email your local centre and ask for an appointment to talk about employment and training. You can also call the central EET Service on 01865 328460.

Support could be a one off meeting or it could mean you work with one of our team for a few months while you decide what you want to do and help you plan how to achieve your goals.

## **3. Drop in to a Job Club**

The EET Service run job clubs and drop-in sessions for young people who are looking for work or training. These happen at the Children and Family Centres or other centres around the county (such as libraries and community centres). Dates, venues and times are listed at [www.oxme.info/jobclubs](http://www.oxme.info/jobclubs). Young people do not need an appointment to attend these sessions, please just come along on the day. Some of our Job Clubs run short employability courses and life skills workshops.

### **What is provide to support young people into EET:**

- Online Information and tools that young people can use from home, school or another setting to support job seeking and access to learning
- Information about opportunities and job seeking over the phone and web chat for young people aged 13 to 19 (and up to 24 if they have an Education Health and Care plan).
- Information and action planning sessions with an EET worker for young people who are not at schools or college
- Allocated EET Worker for the more vulnerable NEET young people for on-going support into employment and/or training or learning
- Referral and signposting to other Information, Advice and Guidance and related services.
- Support for schools to identify young people who are at risk of becoming NEET or not participating in learning after they leave school and joint working to plan for transition
- Phone or face to face contact with NEET young people every 45 days providing support for young people to get into work and/or learning and encourage them to access the help available
- Phone/email/letter contact with young people whose education/employment status is not recorded to ensure they are in a suitable opportunity and to encourage them to access our services if required

### **What cannot be provided:**

- Schools and colleges have a duty to provide Careers Education, Information, Advice and Guidance (CEIAG) for all their students. Therefore, the EET Service cannot provide CEIAG to young people who are still in mainstream education.
- The EET Service cannot support young people living outside of Oxfordshire. When a young person leaves an Oxfordshire school or college they need to contact the local authority in which they live for support.

### **Equal Opportunities**

The EET Service welcomes enquiries from all young people and adults regardless of age, ethnic origin, disability, gender, marital status, sexual orientation, background or religion. We are committed to the aim of offering equality of opportunity to all and can provide information about support for all young people to access work or learning, whatever your situation and aspirations are.

## Feedback, Comments and Complaints

If you have a comment or complaint about the [www.oxme.info](http://www.oxme.info) website, or need to request a change or correction, you can contact [oxme@oxfordshire.gov.uk](mailto:oxme@oxfordshire.gov.uk) directly with your complaint or request. We are always happy to hear from readers and welcome the opportunity to improve our website, phone support and web chat.

If you have a complaint about the EET Service or support you have received, you can click on the comments and complaints page from any page on [www.oxme.info](http://www.oxme.info) to see how you can make a complaint and who to make it to.

## Data Protection

Oxfordshire County Council complies with the requirements of the Data Protection Act 1998.

We store information about all young people in Oxford and what they are doing in terms of education, training or employment. This information is reported to the Department of Education on a monthly basis.

In some instances we may share your contact details with learning providers, but only when we believe this will help aid your progression into learning or employment. If you would like to 'opt out' you can tell us not to share your information with external partners by contacting the EET Service.

## Getting in Touch

Contact details for the EET Service Team:

Tel: 01865 328460

Email: [opportunities@oxfordshire.gov.uk](mailto:opportunities@oxfordshire.gov.uk)

Webchat: Via [www.oxme.info](http://www.oxme.info)

Facebook: [www.facebook.com/opportunitiesoxfordshire](http://www.facebook.com/opportunitiesoxfordshire)

Twitter: [@oxmeinfo](https://twitter.com/oxmeinfo)

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