

Statement of Service: EDUCATION, EMPLOYMENT AND TRAINING SERVICE – EET Support for young people 16+

www.oxme.info	<ul style="list-style-type: none"> • Online information for all young people in Oxfordshire. Including; opportunity search function; online registration for additional services; enhanced information for vulnerable groups; access to other support services. • Online registration triggering support through weekly jobs/learning bulletins. • Information about positive activities happening locally via www.activitiesoxfordshire.info
Webchat and Helpline	<ul style="list-style-type: none"> • Webchat on 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	<ul style="list-style-type: none"> • Sessions run at the Westgate Library, Oxford City and 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. • Referral to support to tackle barriers to participation such as drug misuse, criminal exploitation, caring and more. • Support to access alternative provision with training providers and other local providers.
Support and case work for NEET* young people	<ul style="list-style-type: none"> • One to one support from an EET worker • Support to look at EET options and help with applications, CV writing, interview skills • Sessions can be a one off, a few meetings, or ongoing case work depending on the needs of each young person. • This service is accessed by submitting an EET referral. Workers, parents or young people may refer.
Outreach to NEET young people	<ul style="list-style-type: none"> • 16-18 year old young people are contacted every 30 days and offered support into learning and work. This may also include general support on barriers facing young people trying to get into work or learning. • All NEET young people where we have a contact email address sent emails weekly about training, learning, apprenticeships, employment and activity opportunities in Oxfordshire. • Social media accounts run weekly joint promotions encouraging young people into EET.
Support for Schools, Colleges and other post-16 learning providers	<ul style="list-style-type: none"> • 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 prior to 16 years of age in order that schools can provide additional IAG and support further engagement. • Provide destination data to schools to help them improve their Careers Education, Information and Guidance.

*NEET = Not in Education, Employment or Training, aged 16-18, and up to age 25, for young people with an Education, Health and Care Plan or Looked After Children/Care Leavers.

Accessing Careers Information and Support

While children and young people are at school or college, the school/college they are attending has a duty to provide Careers Education, Information, Advice and Guidance (IAG) and to support all pupils to find a suitable learning placement or job after they 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 has the 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'](#).

School/College	OCC Children's Services and the EET Service	National Careers Service
<ul style="list-style-type: none"> • Careers Education, Information, Advice and Guidance to all students • Support for those at risk of becoming NEET to transition into post-16 provision 	<ul style="list-style-type: none"> • Information and support for all young people on line, over the phone and at drop in sessions • One to one support via a referral for NEET young people ages 16-18 (or up to 24 for those with an EHC Plan) • Calls/contact every 30 days to all young people aged 16-18 who are NEET to offer support 	<ul style="list-style-type: none"> • Information, Advice and Guidance online for all ages • Information, advice and guidance over the phone for over 18s • Face to face appointments for over 18s

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 options including 1 to1 support, targeted and open access groups. This is part of Oxfordshire County Council's Family Solutions Service 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 challenges that may prevent them from accessing appropriate EET opportunities. Our aim is to support 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 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. Young people can register online to receive our weekly 'Hot Jobs' bulletin by email and let us know what they plan to do next next at www.oxme.info/register. Young people can follow or like our profiles on social media for regular EET support messages and opportunities. We also provide 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, via www.activitiesoxfordshire.info we provide information about the range of positive activities to support wellbeing that can be accessed in young people's leisure time.

2. Make an appointment with one of our EET Case Workers

Children and Family Centres across Oxfordshire all have an EET case 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 request service online at www.oxme.info/extrasupport or call the central EET Service on 01865 328460 or email eetreferrals@oxfordshire.gov.uk Support could be a one off meeting or it could mean you work with one of our EET case workers while you decide what you want to do and receive support and help with your plans to achieve your goals.

3. Drop in to CHOICES

The EET Service runs and drop-in sessions for young people who are looking for work or training called CHOICES. 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. Young people do not need an appointment to attend these sessions, please just come along on the day.

What is provided 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 16 to 19 (and up to 25 if they have an Education Health and Care Plan or are a looked after young person).
- ✓ Allocated EET Case 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. The EET casework service can offer signposting, information and attend meetings in relation to a student at school in order to highlight our service, but will not be able to offer a more supportive role until they have left statutory education at 16+
- ✓ Phone or face to face contact with NEET young people every 30 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 the EET Service cannot provide:

- ✗ Schools and colleges have a duty to provide Careers Education, Information, Advice and Guidance (CEIAG) for all their students and are required under the statutory guidance to support all students to go on to EET after they leave school. Therefore, the EET Service cannot provide CEIAG to young people who are in mainstream education or electively home educated.
- ✗ 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.
- ✗ The EET Service cannot provide careers guidance or alternative provision to young people who are currently registered as Electively Home Educated though we may be able to signpost to services that can advise.
- ✗ The EET casework service cannot provide full one to one EET casework support when a student is on school roll as responsibility for their CEIAG and options for their next step after year 11 lies with their school.

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 website, or need to request a change or correction, you can contact leave a comment on the website, contact us via webform, chat or email 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](http://www.oxme.info/cms/complaints-comments) (<http://oxme.info/cms/complaints-comments>) from any page on 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

Webchat: Via www.oxme.info

Facebook: www.facebook.com/opportunitiesoxfordshire

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

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