



Background

Haringey Council had a challenge. From April 2008, the Personal Advisors (PAs) which were employed by Prospects and Connexions would transfer, under TUPE, to become Council employees. This was part of a wider initiative to move IAG services into schools.

This meant that the PAs would be responsible for providing services from schools, and other host agencies. Successful integration of the PAs into the new structure and working environment was crucial.

Moving from one organisation to another meant that it was important that there was no disruption to the service that the PAs delivered to their clients. Not only did the PA's new locations need to be fit for purpose, but it was also vital that they were familiar with the new IT arrangements. It was crucial that the deployment of IT did not become a barrier to the support they gave to 13-19 year olds.

A total of 30 schools and host agencies were affected by the changes within Haringey. In order to achieve a smooth transition, tailored agreements were required for each location. Key to this was the need to ensure that all databases and applications required by PAs could be accessed via the corporate network within schools.

Intervention Delivered

Mundial Consulting successfully reached agreements presenting tailor-made solutions for the successful deployment of IT to all PAs within each individual school and host agency. This was required to allow users to connect a remote database via the council network.

An important part was to communicate all important changes to PAs and other stakeholders. Therefore a communications plan was developed by Mundial Consulting to ensure that all stakeholders were made aware of the forthcoming changes. Clear messages were developed stating what was required from the schools and host agencies, the timescales involved and the benefits of the new way of working.

Additionally, an assessment of the PA's skills was also prepared and a bespoke training package was designed. The assessment took into



consideration the particular working practices that required support, the skills of the PAs and how the IT deployment would sustain these.

Finally, a bespoke support agreement was established between the Connexions team and the Council, allowing for the solution to be both transparent and efficient. This included a SLA for resolving issues, the benefits of which provided PAs with contact to a dedicated helpdesk, as well as established technicians with funding to provide on-site support to the schools.

Results Achieved

Following the successful implementation, PAs are now working directly in schools with their clients and actively supporting the needs of 13-19 year-olds. Working from a dedicated area within the school, each advisor now has a confidential environment within which they can conduct interviews and meet with clients.

Within this environment, advisors are now able to work jointly on careers advice, CV creation and other projects which will directly improve the quality of service provided within schools.

The overall results show that the key learning outcomes from this project have served to act as a pilot for other Local Education Authorities (LEAs), along with the proven capabilities to provide an efficient and succinct replication in future projects