

Dumfries and Galloway Community Guidance

ACTION PLAN

March 2005 - March 2007

community

planning

implementing a
shared vision with
communities in
Dumfries and Galloway

Community Guidance in Dumfries and Galloway

Introduction

Community Guidance is the working title being used to describe the totality of information, advice and guidance services provided by organisations from the guidance and learning community. This action plan details partnership working that seeks to improve guidance services and facilitate lifelong learning through lifetime guidance. The framework for Community Guidance aims to support Community Planning processes at a local level and the Community Learning and Development Strategy in particular.

Effective guidance is founded in a framework of theoretical knowledge and continuously developed skills and understanding. One of the objectives of the Community Guidance Sub Group was to develop appropriate principles in relation to the delivery of guidance and these are listed below:

Client Focused

The process will be focused on the individual whose interests are paramount, whilst recognising his/her rights and responsibilities.

Impartiality

All partners will commit to the precedence of professional objectivity over institutional pressures and personal interests and the declaration of any factors which might limit the impartiality of guidance offered to the individual.

Equality of Opportunity

Equality of opportunity will underpin all aspects of provision, including the activities and behaviours of the provider, and the opportunities to which the process leads.

Empowerment

Seek to assist clients to help themselves by understanding their situation, to decide which course of action to adopt and to take steps themselves to enable participation in learning and development activities. To experience the satisfaction of self-help.

Confidentiality

Respect for the privacy of clients, disclosing information only with the client's prior consent, except where there is clear evidence of serious risk to the client or to the welfare of others. Any limitations on this should be made clear at the earliest possible stage.

Transparency

The process will be open and transparent. Providers will explain in clear language appropriate to the individuals how they will deliver the service and any links they have to other agencies and services.

Accessibility

Access offered to any eligible user in ways which are appropriate to the individual.

These principles have been developed from the work of The Guidance Council, an independent campaigning body for career guidance in the UK; the Institute of Career Guidance, who are responsible for defining and regulating the standards of career guidance through an Ethics and Standards committee; and contributions from Community Guidance partner organisations. These principles are also in accordance with those of the National Association of Educational Guidance for Adults. For more information on these organisations please see web addresses below:

The Guidance Council

www.guidancecouncil.com

Institute of Career Guidance

www.icg-uk.org

National Association of Educational Guidance for Adults

www.naega.org.uk

Dumfries and Galloway Community Guidance Sub Group

Community Guidance describes partnership working across the wider guidance community to support activities which aim to ensure that individuals have access to the information, advice and guidance services they need to support their participation in learning and development opportunities.

In Dumfries and Galloway the Lifelong Learning Partnership has produced the Community Learning and Development Strategy which is a priority for the Enterprising and Learning Communities Forum. The vision for Dumfries and Galloway, which is set out in the Strategy is:

To make sure that lifelong learning contributes to the development of communities.

Information, advice and guidance services are recognised as making a significant contribution to increasing participation in lifelong learning opportunities. It has therefore been agreed that partners will develop and put in place a Community Guidance Action Plan which aims to make sure that individuals and communities can access high quality information, advice and guidance services.

In August 2004 the Lifelong Learning Partnership agreed a proposal to establish a Community Guidance Sub Group which would develop and support the Community Guidance Action Plan for Dumfries and Galloway. The organisations involved have included:

Careers Scotland

Castle Douglas Community IT Centre

Crichton University Campus

Dumfries and Galloway Citizens Advice Service

Dumfries and Galloway College

Dumfries and Galloway Council

Dumfries and Galloway Federation of Councils of Voluntary Service

HOPE Service

Job Centre Plus

National Health Service, Dumfries and Galloway,
Department of Organisational Development

Stewartry Council of Voluntary Service

Community Guidance Activities

Four themes have been identified for Community Guidance and initial outcomes have been set against each of these.

1

Establish the Community Guidance framework and embed this within the Community Planning arrangements for Dumfries and Galloway

A structure for the development of Community Guidance is established as an integral part of community planning

2

Raise the profile of Community Guidance through a range of collaborative events

Stakeholders report an increased understanding of provision in Dumfries and Galloway

3

Develop organisational capacity amongst Community Guidance providers with a view to improving service delivery to specific customer groupings

Evidence of an increase in collaborative working that adds value to Community Guidance provision to benefit specific customer groupings

4

Improve and develop the provision of guidance within an agreed set of principles

Evidence amongst Community Guidance partners of adoption of identified principles



Outcome 1: Establish the Community Guidance framework and embed this within the Community Planning arrangements for Dumfries and Galloway

Outcome Indicator: A structure for the development of Community Guidance is established as an integral part of community planning

| | Output Target | Inputs | Organisations/ Resources | Evidence | Timescale |
|----------|---|---|--|---|--------------------------------|
| a | Establish a local framework which will ensure that Community Guidance activity is planned, implemented and, monitored | Invite identified partner organisations to participate in a Community Guidance Sub Group for Dumfries and Galloway | See membership list for Community Guidance Sub Group | Key stakeholders support and contribute to this process | Quarterly meetings On going |
| | | Establish the working arrangements of the group and how it will link to other related partnership structures | Careers Scotland All partners | Community Guidance outcomes included in the Community Learning and Development Strategy and the Enterprising and Learning Thematic Plan | March 2005 |
| b | Develop and implement a Community Guidance Action Plan for Dumfries and Galloway which involves key stakeholders | Draft action plan , consult and produce final document | Community Learning and Development Partners | Consultation takes place | April 2005 |
| | | Implement, monitor and review Community Guidance Action Plan | Community Guidance Sub Group | Measure, record and report on the progress and achievement in relation to the targets set | September 2005 |
| | | | | Annual review and report produced. Targets updated and reset | March 2006 |
| | | | Careers Scotland | Regular reports provided to Lifelong Learning Partnership | On going |
| c | Promote and develop Community Guidance activity | Produce a communication plan which details and maps the key groups involved | Community Guidance Sub Group | Communication plan produced | September 2005 |
| | | Plan and deliver awareness raising presentations and events | Careers Scotland | Number of awareness raising presentations | March 2007 |
| d | Ensure that Guidance provides an effective mechanism through which to contribute to the community engagement process | Support the local rural partnerships to ensure that information, advice and guidance is an integral part of local Community Learning and Development Action Plans (and other associated local planning documents) | Key Stakeholders | Minutes and reports from local meetings | March 2007 |

Outcome 2: Raise the profile of Community Guidance through a range of collaborative events

Outcome Indicator: Stakeholders report an increased understanding of provision in Dumfries and Galloway

| | Output Target | Inputs | Organisations / Resources | Evidence | Timescale |
|----------|--|---|---|--|------------|
| a | Raise awareness of Community Guidance activities and explore further opportunities for partnership working | Organise a launch event in partnership with Lifelong Learning Partnership | Careers Scotland Lifelong Learning Partnership All Partners | Launch event takes place | May 2005 |
| | | Organise a programme of promotional activities/events | All partners | Number of events | March 2006 |
| b | Facilitate with partners the shared ownership and resourcing of Community Guidance activities | Partners continue to jointly explore and exploit other funding sources to support Community Guidance targets e.g. Scottish Adult Learning Partnership, European Social Fund | All partners | Joint funding applications submitted in response to identified need | March 2007 |
| | | | | Partners contribute to the Adult Learners week sub group for Dumfries and Galloway and ensure available funds are utilised locally | On-going |
| | | Partners contribute resources – venues, hospitality, staff time and expertise to Community Guidance activity | | Evidence of contributions from all relevant partners exists | March 2007 |

Outcome 3: Develop organisational capacity among Community Guidance providers with a view to improving service delivery to specific customer groupings

Outcome Indicator: Evidence of an increase in collaborative working that adds value to Community Guidance provision to benefit specific customer groupings

| | Output Target | Inputs | Organisations / Resources | Evidence | Timescale |
|----------|--|--|--|---|------------|
| a | Support and develop opportunities for joint staff development and training | Frontline guidance training delivered for workers in the community | Careers Scotland European Social Fund | Participant recruited and local course delivered | June 2005 |
| | | Online training course developed | Careers Scotland | Course on Community Grid for Learning | June 2006 |
| | | When appropriate, agencies open up staff development opportunities to staff from other partner organisations | All partners | Interagency attendance at staff development sessions | On-going |
| | | Develop opportunities for interagency job shadowing and training | All partners | Number of opportunities created. Report produced. | March 2006 |
| | | Ensure that evaluation regarding staff development opportunities takes place | All partners | Evaluation Reports - Summary | On-going |
| b | Promote the use of Careers Scotland's website as a guidance resource | Support partners to register in the partners directory | Careers Scotland All partners | Number of local partners registered | March 2007 |
| | | Provide website familiarisation sessions | | Number of site hits Familiarisation work completed | March 2007 |
| c | Embed effective referral system between partners | Increase opportunities for practitioner networking which facilitates inter agency referral | All partners | Networking events/ seminars linked to Community Guidance provision take place | March 2007 |

Outcome 4: Improve and develop the provision of guidance within an agreed set of principles

Outcome Indicator: Evidence amongst Community Guidance partners of adoption of identified principles

| | Output Target | Inputs | Organisations / Resources | Evidence | Timescale |
|---|--|--|---------------------------|---|---------------|
| a | Develop appropriate principles for the delivery of guidance in Dumfries and Galloway | Investigate existing national principles relating to Community Guidance and reach local agreement for this | All partners | Partners report progress towards implementation and development of agreed principles | March 2007 |
| b | Establish service users requirements in relation guidance activities | Consult with providers and service users | All partners | Consultation activity completed | December 2005 |
| | | Investigate mechanisms of sharing information regarding guidance provision in Dumfries and Galloway | All partners | Partners have access to up to date accurate and comprehensive information in relation to guidance provision | August 2005 |
| | | Encourage and support collaborative responses to issues identified | All partners | Collaborative initiatives developed | March 2007 |

Further Information

For further information regarding this action plan please contact:

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