



# ONE STOP

## FREQUENTLY ASKED QUESTIONS: HOME VISITS

UNIT 1 AND 3, VILLIERS STREET, HARTLEPOOL,  
TS26 9DD



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- Education, Training and Employment
- Healthy lifestyles and choices
- Benefits support
- Health support and referrals
- How to apply for Apprenticeships
- CV Building
- Housing issues



/hartlepoolyouthservices





### Q. Why have I got this sheet through my door?

**A.** (Year 12 and 13 response) – We have a legal duty to ensure every young person going into Y12 and Y13 has a **GUARANTEED** offer of learning by the end of October. Most young people do, however, we try our best to locate and support those who don't.

We support young people aged 15 to 20 (or up to 24 with Special Educational Needs) with getting a place in education, employment or training, and can support with other issues such as benefits and housing. Also, we have extensive links to more specialist support, if needed.

### Q. Who are you?

**A.** We are Hartlepool Youth Services, part of Hartlepool Borough Council. We have been supporting young people in Hartlepool in one form or another for over 40 years. You may have known us as the careers service or Connexions previously. We have a drop in centre for young people and their parents every weekday called the One Stop Shop. It is located up the steps from the war memorial in the town centre. You may have known it as the Windsor restaurant previously.

### Q. My child is doing something, why do you need to know?

**A.** As well as offering a support service, we also gather information on what each year group of young people are doing in regards to education, employment and training – for example what percentage of Year 12 learners are in an apprenticeship? This information is shared with both local and national government to form statistics as an overall percentage and does not include individual details. This information is used to improve provision for our young people, and inform where funding would be best spent.



### Q. Where did you get our information?

**A.** We have an information sharing agreement with schools due to our legal duty to track Year 12 and Year 13 young people and, if they require it, to offer them a support into a place of learning. If you would like more information on how we collect and use the data we collect, you can look at our privacy notice online: [www.hartlepool.gov.uk/one-stop-shop](http://www.hartlepool.gov.uk/one-stop-shop)

### Q. But they have gone to college, don't they tell you?

**A.** In short, yes. We do get the information from the colleges by the end of October. However, in order to best support any young people who do not have a start date for college or training, we can support them better if we know sooner. If we approach a college in mid-October, for example, they may state that it is too late for a young person to start as they would have missed too much to catch up on so it would be unfair to them. So as much as our deadline to ensure an offer is the end of October, the sooner we have this information, the better able we are to help those who need it.

### Q. Why haven't I heard of you?

**A.** We would love to advertise our service more, as we have a lot of knowledge and experience that young people and their parents can access. We would like as many people as possible to get support if they need it.

We do run a Facebook page – Hartlepool Youth Services – where we post a lot of information about current opportunities. We also try to attend as many school events as possible to let people know who we are – so last year we attended 40 events in schools across town.

We are a drop in service, so if you would like to drop in for a chat and see our One Stop Shop, we would be happy to tell you more in person.