

www.connexions-tw.co.uk

Information for parents and carers



connexions

What is Connexions?

Connexions is a confidential advice and support service for all 13-19 year olds (and up to age 25 for young people with special needs).

Connexions services are funded by the Department for Children, Schools and Families through local authorities to offer young people advice and support on a wide range of lifestyle issues including education, training, careers, employment, health and personal development opportunities.

Connexions has been set up with the help of young people for young people.

Support for parents and carers of young people

Connexions recognises the important role parents and carers play in helping their young people plan for the future.

Connexions Personal Advisers are available to discuss any areas of concern and provide appropriate support in transition.



What is a Personal Adviser?

Connexions Personal Advisers can offer young people information and guidance to help them make positive choices about the future.

A Personal Adviser is someone who will get to know the young person and offer the information and guidance that is best for them as an individual. If particular support is needed to overcome barriers to learning, a Personal Adviser can put the young person in touch with the right people.

Personal Advisers work in schools, colleges, Connexions Centres, youth clubs and at other venues and events across Tyne and Wear.

Connexions Direct

Connexions Direct offers information and advice on a wide range of topics. Connexions Direct Advisers are on hand to listen to young people and can offer confidential advice and practical help by telephone, through web chat, via e-mail or text message. Connexions Direct Advisers are available from 8am right through to 2am, seven days a week.

**Call free on 080 800 13 2 19,
text 07766 413 219 or visit
www.connexions-direct.com.**



Supporting Equality and Diversity

Connexions is committed to ensuring equality, combating discrimination and celebrating diversity. Connexions will ensure that all clients can access services that meet each individual's needs, regardless of gender, race, religion, age, sexual orientation, care/parenting responsibility, criminal record, or disability.

All Connexions information products can be supplied in large print, audio, Braille or languages other than English. If you require this service or would like more information please contact your local Connexions Centre.

www.connexions-tw.co.uk

The Connexions website is available 24 hours a day and young people can click onto a range of information. Current local job vacancies are advertised on-line - young people can apply on-line too!



Connexions support for young people with special needs

All young people with special needs - those with any kind of disability including physical, learning, communication, sensory, behavioural, rare disorders and young people who have health conditions which mean that they have additional needs - will have a Connexions Personal Adviser from Year 9. Personal Advisers will get to know individual young people and offer appropriate information and guidance. They help young people and their families to understand the options open to them and to make decisions about their future.

Personal Advisers will provide information for young people and their parents/carers on the range of options post-16.

Personal Advisers will attend Transition Review Meetings in Year 9 and subsequent reviews. They will be involved in drawing up a Transition Plan and will have responsibility for overseeing its delivery. Personal Advisers will maintain contact after leaving school and will provide support at each stage of transition and assess young people to identify their future support needs.



Connexions Centres

Interchange Centre Gateshead

Direct Line **0191 433 6800**

Opening times

Mon-Fri 9.30am-5.30pm

Sat 10am-3pm

Newbottle Street Houghton-le-Spring

Direct Line **0191 443 2972**

Opening times

Mon and Fri 10am-4pm

Tue and Thur 10am-5pm

Wed appointments only

Percy Street

Newcastle upon Tyne

Direct Line **0191 277 1944**

Opening times

Mon-Fri 9.30am-5.30pm

Sat 10am-5pm

Russell Street

North Shields

Direct Line **0191 290 0415**

Opening times

Mon-Fri 9.30am-5.30pm

Sat 10am-3pm

Ocean Road South Shields

Direct Line **0191 424 6630**

Opening times

Mon-Fri 9.30am-5.30pm

Sat 10am-3pm

Fawcett Street Sunderland

Direct Line **0191 443 2950**

Opening times

Mon, Wed 9.30am-5.30pm

Tue, Thur, Fri 9.30am-5pm

The Galleries Washington

Direct Line **0191 443 2986**

Opening times

Mon, Wed, Thur 10am-5pm

Fri 10am-4pm

Tue appointments only

Connexions Direct

Call free on **080 800 13 2 19**,

text **07766 4 13 21 9** or visit

www.connexions-direct.com.

Open 8am-2am, Mon-Sun

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