

## SUPPLEMENTARY INFORMATION FROM SKILLS DEVELOPMENT SCOTLAND

*Request from the Committee - In relation to 1-to-1 careers advice the Committee would appreciate details of entitlement by year and what is actually delivered by year. Where possible please provide absolute figures and percentages.*

1-to-1 delivery means an engagement between a careers adviser and a single customer. The [CIAG service offer in schools](#) sets out the entitlement by year. What is delivered by school year group is detailed in this. We have a School Partnership Agreement with each school which sets out how and when the school service offer will be delivered to the pupils in that school across the academic year. This is tailored to each individual school and the needs of their pupils.

In the broad general education S1-S3 cohort we have enhanced the school service offer introducing 1-to-1 engagements for pupils in their subject choice year and 1 to 1 engagements for S3 pupils identified as needing support to progress to a positive destination on leaving school. The table below shows how this has improved over the last two academic sessions.

### Broad General Education

<b>Broad General Education – One to One Delivery</b>	<b>2016/17</b>			<b>2017/18</b>		
	<b>S2/S3 Pupils making subject choice</b>	<b>...with 1:1</b>	<b>%</b>	<b>S2/S3 Pupils making subject choice</b>	<b>...with 1:1</b>	<b>%</b>
% of S2/S3 pupils making subject choice with 121 engagement	50,683	40,770	80.4 %	51,980	43,577	83.8 %
	<b>S3 Maximum Pupils</b>	<b>...with Coaching (Guidance)</b>	<b>%</b>	<b>S3 Maximum Pupils</b>	<b>...with Coaching (Guidance)</b>	<b>%</b>
% of S3 pupils requiring	2,871	2,032	70.8 %	3,045	2,429	79.8 %

enhanced support (maximum) receiving coaching guidance					
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For the senior phase we offer a coaching approach to guidance through 1-to-1 session(s) for those who would benefit most from intensive support (targeted cohort). In addition, other pupils in the senior phase have access to, or can request or be referred for 1-to-1 coaching guidance. This data only relates to the 1-to-1 support that involved coaching guidance.

Summarised below is the count of pupils for the last two academic sessions.

### **Senior Phase**

<b>Targeted Senior Phase pupils</b>	<b>2016/17</b>	<b>2017/18</b>
	<b>7</b>	<b>8</b>
Count of pupils	<b>41,849</b>	<b>40,589</b>
Count receiving Coaching (Guidance)	<b>38,868</b>	<b>38,551</b>
% receiving Coaching (Guidance)	<b>92.9%</b>	<b>96.0%</b>
Total Number of Coaching (Guidance) engagements delivered	<b>103,428</b>	<b>103,296</b>

<b>Senior Phase pupils with Minimum service offer</b>	<b>2016/17</b>	<b>2017/18</b>
	<b>7</b>	<b>8</b>
Count of pupils	<b>80,929</b>	<b>78,601</b>
Count receiving Coaching (Guidance)	<b>16,521</b>	<b>16,617</b>
% receiving Coaching (Guidance)	<b>20.4%</b>	<b>21.1%</b>
Total Number of Coaching (Guidance) engagements delivered	<b>25,199</b>	<b>24,736</b>

*Request from the Committee: On average how long is allowed for 1-1 advice? And what is the shortest slot that SDS would deem to mean 1-1 advice in person has been delivered?*

In resource planning we allow 1.25 hours for one-to-one coaching guidance. This is broken down as follows:

- 15 minutes for preparation (reviewing notes and career development plan)
- 45 minutes face-to-face coaching guidance
- 15 minutes for writing up notes and career development plan post the engagement

*Request from the Committee: Do you have KPIs such as footfall for your hubs across the country. In addition please provide general information on how SDS's network is structured in terms of hubs and how these relate to schools, colleges, etc?*

The term 'hubs' is not accurate for describing the delivery of our CIAG services. SDS deliver post school services from:

- SDS Public Access Centres – these are branded SDS locations which are located in every local authority area across Scotland (Our recent publication [‘Delivering Scotland’s Careers Service’](#) provides a map of these locations on page 16)
- Community Venues – SDS regularly deliver our post school services from community venues these include JCP Centres, libraries, and other Local Authority run venues,
- Outreach locations – SDS engage customers in range of locations which may meet the customer’s need on that occasion
- Education – for example, further education campuses

In 2017/18 we delivered our services in:

- All 359 maintained secondary schools in Scotland
- 80 other specialist educational establishments
- **Our network of 63 SDS public access centres**
- **280 partner premises and other community bases across the country**

The table below summarises the footfall for the performance year 2017 18 through the delivery sites highlighted above in bold. It does not include schools.

						FOOTFALL	% FOOTFALL
TOTAL FOOTFALL SINCE SEPT 2017 TO SEPT 2018						107,050	100%
SPLIT OF FOOTFALL BY SERVICE DEL CLASSIFICATION:							
PUBLIC ACCESS CENTRES						89,070	83%
COMMUNITY						10,560	10%
OUTREACH						4,176	4%
EDUCATION						3,244	3%

As this is a mixture of targeted and universal, demand led services, we do not have KPIs for footfall. Our KPI's are in relation to targeted support for customers in school and post school.