



# Hartlepool Youth Hub Handbook

Version 1 - December 2020

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# Introduction

The Hartlepool Youth Hub has been created through a partnership between Hartlepool Borough Council, Jobcentre Plus, National Careers Service and a range of other providers. This includes Tees Valley Youth Employment Initiative, Youth Support Service, colleges and specialist training providers.

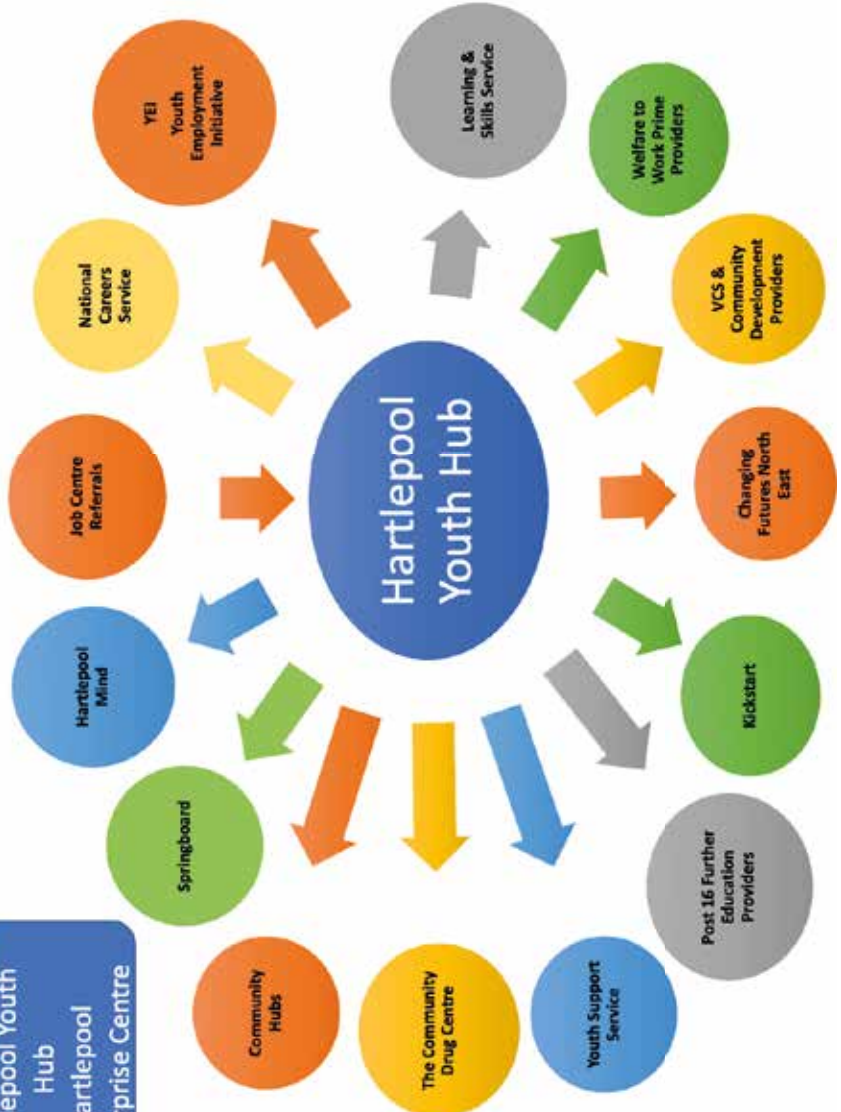
The new Hub will provide comprehensive support for young people aged 16-29 who are not in work, education or training including:

- Careers education, information and advice with a named careers advisor who will provide one-to-one and group support
- A two-week intensive programme of specialist training and one-to-one advice and guidance
- Programmes to help young people develop skills and gain work experience linked to employers within growth employment sectors who will offer guaranteed interviews
- Training programmes, including distance learning, linked to employment opportunities
- Access to alternative provision to help young people prepare for the world of work, including voluntary work placements via Volunteer Hartlepool
- Support to help participants improve their health and wellbeing

If you would like to access this support please call us on **01429 401831**, email us on **[youthhub@hartlepool.gov.uk](mailto:youthhub@hartlepool.gov.uk)** or contact one of the Partners identified within the handbook.

\* If you are a Delivery Partner interested in joining the Hartlepool Youth Hub Consortium email your details to **[youthhub@hartlepool.gov.uk](mailto:youthhub@hartlepool.gov.uk)**

**Hartlepool Youth Hub  
Hartlepool Enterprise Centre**



- Hartlepool Borough Council
- Groundwork NE
- Five Lamps
- BITC
- Starfish
- Cleveland Fire Authority
- Centrepoint
- ITEC North East
- Princes Trust
- Darlington Citizens Advice Bureau

- JCP 2 week Intensive Support Programme
- Waverley Project
- Volunteer Hartlepool
- VCS Team
- ESF Community Grants
- Routes to Work
- Virtual Careers Service
- Careers Service Hotline
- Distance Learning
- Apprenticeships
- NVQ's
- Adult Education

<b>Address</b>	137 Shepherdess Walk, London
<b>Contact person for referrals</b>	Katie Harris – Employment Co-ordinator
<b>Email address for referrals</b>	Katie.harris@bitc.org.uk
<b>Telephone number for referrals</b>	07818 424251

As part of their programme BITC:

will work with young people aged 18 – 29 years old, living in Tees Valley, who are not in Education, Employment or Training.

We offer a range of interventions to help move young people closer to their employment aspirations including:

- Ready for Work training to build confidence, develop interview skills and workplace behaviours;
- Bespoke work placements within growth sectors and/or a Business Mentor;
- 1-1 sessions focused on preparing/tailoring your C.V, job application coaching, developing and reviewing aspirations
- A mentor who will provide support, guidance and identify the skills and knowledge employers require

All activities are currently virtual or over the phone due to COVID 19 restrictions.



<b>Address</b>	Centrepoint, TAD Centre, Ormesby Road, Middlesbrough, TS3 7SF – Office address, support provided in various outreach locations across the Tees Valley to support easy access for participants.
<b>Contact person for referrals</b>	Georgina Barclay/Leanne Corry-Shanley
<b>Email address for referrals</b>	yei@centrepoint.org
<b>Telephone number for referrals</b>	07775 542217 / 07464 980595

Centrepoint draws on its expertise as the leading homelessness charity for young people to provide individualised support tailored to individuals across Hartlepool.

Our staff will work closely with participants on aspects of support needed to tackle barriers preventing progression into education, training or employment. Our package of support is designed with them to ensure we are targeting all areas where they need to develop skills or knowledge, at the same time as building their confidence and self-belief to progress.

Wherever possible, we will introduce them to local employers giving an insight into the world of work and a vital head start in shaping a successful career in the field of their choice.

## Cleveland Fire Authority



<b>Address</b>	Cleveland Fire Brigade Headquarters, Endeavour House Queens Meadow Business Park, Hartlepool
<b>Contact person for referrals</b>	Kelly McNeill
<b>Email address for referrals</b>	kmcneill@clevelandfire.gov.uk
<b>Telephone number for referrals</b>	07802 864017

We offer a unique opportunity for young people aged 15-29 who are not in Education, Employment or Training to take part in a course with Cleveland Fire Brigade where participants will have the chance to complete a BTEC Level 2 Award in the Fire & Rescue Service in the Community. This is aimed at building on a young person's key skills including confidence, communication, team work and problem solving. Along side this they can complete First Aid and Fire Awareness Certificates.

We also focus on employability skills including job searching, cv writing and interview techniques, the aim of the course is to support into employment, education or training.

<b>Address</b>	3 Abbey Street, Headland, Hartlepool, TS24 0JR
<b>Contact person for referrals</b>	Graham Alton
<b>Email address for referrals</b>	Graham.alton@changingfuturesne.co.uk
<b>Telephone number for referrals</b>	01429 891444

Changing Futures North East are offering and co-ordinating 6 month Kickstart work placements for young adults in partnership with 11 host organisations across Hartlepool. If you are interested in this opportunity please contact us directly.

## Darlington Citizen's Advice Bureau



<b>Address</b>	PINS (Parents in Need of Support), Greenbank, Stranton, Hartlepool, TS24 7QT
<b>Contact person for referrals</b>	Paula Wilson
<b>Email address for referrals</b>	paula.wilson@darlingtoncab.co.uk
<b>Telephone number for referrals</b>	07871 573928

Citizens Advice Darlington offers a unique and bespoke service for young people aged 16-29 in Hartlepool.

We offer CV writing, interview skills, support with job searches and completing job applications. We engage with local employers to deliver specific training to meet vacancy requirements, then talent match with individuals who are seeking employment.

We can offer funds to cover the cost of interview clothes and travel costs, subject to eligibility, removing barriers to progression into employment or training.



<b>Address</b>	Eldon Street, Thornaby, Stockton on Tees TS17 7DJ
<b>Contact person for referrals</b>	Simon Coe
<b>Email address for referrals</b>	simoncoe@fivelamps.org.uk
<b>Telephone number for referrals</b>	07713 215460

Five Lamps are delivering support, advice and training to young people to move them into self-employment covering all areas of the Tees Valley.

This programme is available if you are aged 15 – 29 and are currently not in education, employment or training. The support offered may include paying for; training courses and workshops; support developing your business plan and marketing strategy; tools and equipment for your enterprise. This could include marketing materials, insurance and business cards. We can support in many sectors including, hair and beauty, IT, painting and decorating, child-minding and construction.

## Groundwork NE and Cumbria



<b>Address</b>	Hartlepool Enterprise Centre, Brougham Terrace, Hartlepool, TS24 8EY
<b>Contact person for referrals</b>	Vanessa Kelly
<b>Email address for referrals</b>	vanessa.kelly@groundwork.org.uk
<b>Telephone number for referrals</b>	07791 076427

Groundwork NE provide a range of innovative and interesting activities, courses and opportunities to support you into work, education or further training;

- Programmes such as sport, creative arts, culture and outdoor activities are used to help to improve your communication and personal skills
- We use fun activities to help to build your confidence and improve your employability skills
- A dedicated Youth Coach will support you with personalised one to one support and independent advice and guidance to help you to the next steps
- Support through a Flexible Fund may be able to pay for items such as travel expenses, clothing, equipment, tools and specialist training.



## Hartlepool College of Further Education



**Address** Stockton Street, Hartlepool, TS24 7NT

**Contact person for referrals** Laura Main / Alison Hill

**Email address for referrals** [Laura.main@hartlepoolfe.ac.uk](mailto:Laura.main@hartlepoolfe.ac.uk)  
[Alison.hill@hartlepoolfe.ac.uk](mailto:Alison.hill@hartlepoolfe.ac.uk)

Hartlepool College of Further Education offers a range of courses, including gateway to construction courses through the Seymour Skills Academy.

The Skills Academy, which is based in Hartlepool, provides accredited and bespoke construction and civil engineering plant training to meet the needs of companies and individuals alike. The Skills Academy offers learners the opportunity to train within an 11 acre, real-life construction site environment, equipped with industrial plant and machinery, classrooms and welfare facilities.

We also have a suite of online learning courses to support those wanting to up-skill and reskill in a wide range of sector areas in addition to our vast range of full time courses.

## Hartlepool Learning and Skills Service (Apprenticeships)



**Address** 6-8 Tower Street, Hartlepool, TS24 7HD

**Contact person for referrals** Kristie Burt / Lisa Taylor

**Email address for referrals** [Kristie.burt@hartlepool.gov.uk](mailto:Kristie.burt@hartlepool.gov.uk)  
[Lisa.taylor@hartlepool.gov.uk](mailto:Lisa.taylor@hartlepool.gov.uk)

**Telephone number for referrals** 01429 868616

Hartlepool Learning & Skills Service's Apprenticeship Team have a comprehensive entitlement for prospective apprentices and all individuals receive impartial Careers, Education, Information, Advice and Guidance. An apprenticeship allows you to learn new knowledge, skills and behaviours whilst being in full-time employment which provides practical on-the-job learning.

The Service works with small, medium and large employers who offer apprenticeship opportunities within a wide range of occupational areas including:

- **Education & Childcare** Level 2 – Level 4
- **Business (including Leadership & Management)** Level 2 – Level 7
- **Career Development** Level 6
- **Health & Social Care** Level 2 – Level 5
- **Customer Service** Level 2 – Level 3

<b>Address</b>	6-8 Tower Street, Hartlepool, TS24 7HD
<b>Contact person for referrals</b>	Learning and Skills Team
<b>Email address for referrals</b>	adult.education@hartlepool.gov.uk
<b>Telephone number for referrals</b>	01429 868616

The Hartlepool Learning & Skills Service is committed to delivering only the highest quality provision that supports individuals to learn new skills, improve their career prospects, progress into further learning and volunteering or find employment.

We have a range of opportunities available including:

- Accredited and Non-Accredited courses to enhance your knowledge, skills and experience including Functional Skills, Community Learning, Digital Skills and Skills for Employment.
- Online Learning Provision delivered through flexible, distance learning which can be completed remotely through our Online Portal. There are courses within areas such as Retail, Hospitality, Health & Social Care, Digital and Childcare.
- National Vocational Qualifications (NVQ) from Level 2 to Level 6 in sectors such as Health & Social Care, Children & Young Peoples Workforce, Administration, Leadership & Management and Careers Guidance.
- Volunteer Hartlepool which supports you to find a voluntary role based on your interests, skills and future career aspirations. Placements are available in roles such as Mentoring, Horticulture, Education, Fundraising, Youth Work and Admin.

The Hartlepool Learning & Skills Service also has a comprehensive entitlement which is made available to all individuals. This including an impartial Careers Service, Health & Wellbeing activities and access to our Pastoral Support Team.

If you want further information then you can visit [www.hartlepool.gov.uk/learningandskills](http://www.hartlepool.gov.uk/learningandskills).



<b>Address</b>	Hartlepool Enterprise Centre, Brougham Terrace, Hartlepool, TS24 8EY
<b>Contact person for referrals</b>	YEI Team
<b>Email address for referrals</b>	YEI@hartlepool.gov.uk
<b>Telephone number for referrals</b>	01429 401831

We understand everyone's journey is different and consider this when designing your personalised programme.

We will design a programme to help you achieve your goals whilst being flexible and delivered by friendly staff. This will ensure that you gain the skills required to reach your potential and progress into a Positive Destination.

If you're 15 – 29 not in education, employment or training our Youth Employment Initiative programme can help you by providing you the opportunity to:

- Gain nationally recognised certificates through agreed training courses
- Access specialist support to gain the knowledge, skills and qualifications required by local employers
- Receive step by step guidance on the application process to ensure your application meets the expectation of employers
- Improve your employability skills including interview training and support to develop or update your CV
- Receive support from a dedicated Careers Team and access to our Job Club
- Access a flexible fund which may be able to pay for travel costs, childcare, training and interview clothes

If you want to move quickly into education, employment or training then contact a member of our YEI Team.



## Hartlepool and East Durham Mind



<b>Address</b>	Crown Buildings, Tees Street, Hartlepool, TS24 8HB
<b>Contact person for referrals</b>	Karen Coleman
<b>Email address for referrals</b>	karencoleman@hartlepoolmind.co.uk
<b>Telephone number for referrals</b>	01429 269303

Hartlepool and East Durham Mind (HED) provide young people with a range of services and training opportunities, these include: 1-1 or group Employment Advice and Guidance. Benefit advice & better off calculations. Financial and money management sessions and practical support. CV writing and interview skills.

Our Let's connect service provides support via a 1-1 wellbeing practitioner and we provide a straight talking approach to emotional distress. In addition Peer support, mutual aid and volunteering opportunities are all available to young people.

HED Mind Start Academy provides a range of training opportunities, including confidence building, assertiveness and presentations skills. We have a range of work placements and volunteering opportunities available to young people accessing our services.

## ITEC North East



<b>Address</b>	The Digital Factory, Durham Way, South Newton Aycliffe, DL5 6XP
<b>Contact person for referrals</b>	Bridget Robson
<b>Email address for referrals</b>	b.robson@itecne.co.uk
<b>Telephone number for referrals</b>	07387 263890

Our Youth Employment Initiative programme will help develop the skills needed to achieve employment goals. We will provide you with tailored support helping overcome any barriers you may have. The programme is an intensive, individually designed programme which will enhance your employability by improving your CV, interview skills and enhance your job applications and confidence.

A wide range of distance learning courses are available for young people 19+ and who want to develop their knowledge and skills at a pace that suits them in an online environment with a dedicated Tutor.

Our Apprenticeship offer includes Digital Marketing, Infrastructure, Network Engineering, Software Development and Business Administration – our high grades are outstanding!

A new offer is available via Kickstart offering paid work placements for 6 months.

## Job Centre Plus- Department for Work and Pensions

jobcentreplus

<b>Address</b>	Jobcentre Plus, Ward Jackson House, Wesley Square, Hartlepool, TS24 8EZ
<b>Contact person for referrals</b>	Jason Lloyd
<b>Email address for referrals</b>	hartlepooljobcentre.youthoffer@dwp.gov.uk
<b>Telephone number for referrals</b>	07385 415520

Tailored 1-2-1 support is available from a Youth Specialist Work Coach for up to 6 months to help move you into work.

This support is available to young people aged 18-24 who have made a new claim to Universal Credit. This support is additional to that provided by your Work Coach in Hartlepool Jobcentre.

Your Youth Specialist Work Coach will review the support available locally, and identify that which is best suited to your circumstances. This could be careers advice, gaining a qualification, support applying for vacancies, Sector Work Based Placements, Work Experience.

Support will be delivered digitally, over the phone and where possible (dependant on government guidelines), face to face from Hartlepool Youth Hub.

## National Career Services

National  
Careers  
Service  
Helping you better  
get on with life

<b>Address</b>	Unit 32 Innovation House, 26 Longfield Road, South Church Enterprise Park, Bishop Auckland, DL14 6XB
<b>Contact person for referrals</b>	We operate a dedicated booking line for partner agency referrals and Self-referrals can contact 0800 number detailed below.
<b>Email address for referrals</b>	bookingline@educationdevelopmenttrust.com
<b>Telephone number for referrals</b>	Booking line: 01917 314750 Self referrals: 0800 100900

The National Careers Service provides free, impartial careers information, advice and guidance to adults and young people to support their decision making about learning and work. The National Careers Service helps, encourage people at every stage of their working life, providing the right tools and advising on the right steps to take at the right time.

Some of the support we offer to customers includes:

- Exploring career options and aspirations
- Advice on redundancy and accessing the RRS funding
- Understanding labour market information
- Develop or enhance CV's, interview skills, application forms, job searching techniques
- Apply for training and learning

## Address

One Stop Shop ,Windsor Offices, Middleton Grange Shopping Centre, Hartlepool, TS24 7RJ

## Opening times

Monday to Thursday - 9.15am-5pm

Friday - 9.15am-4.30pm

## Facebook contact:

<https://www.facebook.com/hartlepoolyouthservices>

## Contact person for referrals

Melissa Thornhill- Team Lead

## Email address for referrals

[Melissa.thornhill@hartlepool.gov.uk](mailto:Melissa.thornhill@hartlepool.gov.uk)

## Telephone number for referrals

01429 523760 / 01429 284043

One Stop provides support for young people in the following areas:

- Education ,Employment and Training advice and guidance for young people 16 to 19
- Specialised employability workshops
- 1:1 Awareness sessions on barriers to learning
- Finance and Housing advice and application support
- Sexual health support in partnership with Sexual Health Teesside
- Signposting to external agencies for support, advice and guidance.



<b>Address</b>	The Live Well Centre, Dundas Shopping Centre, Dundas Street, Middlesbrough. TS1 1HR
<b>Contact person for referrals</b>	Kayleigh Sander
<b>Email address for referrals</b>	Kayleigh.sander@princes-trust.org.uk
<b>Telephone number for referrals</b>	07483 315631

The Prince's Trust supports young people aged 16 – 29 via a menu of different opportunities depending on individual needs and aspirations.

Our Explore programme provides individually tailored support through group activities and 1-2-1 support. This is delivered face-to-face and/or online depending on individual preferences.

Our Get Started themed programmes offer a short programme themed around a hobby or interest. Both programmes support people to develop their skills and confidence.

We also have employability programmes, Employ Me and Get Into which support people to develop employability focussed skills whilst working with a range of employers (including the NHS) to gain employment.

## Springboard



<b>Address</b>	First Floor, TEC House, TS24 7BY
<b>Contact person for referrals</b>	Leanne Green
<b>Email address for referrals</b>	lgreen@springboard-ne.org
<b>Telephone number for referrals</b>	0300 003 7073

Springboard offer study programme courses, where you will gain a qualification whilst gaining real life work experience. Our Study Programme learners are entitled to a weekly attendance allowance, travel and meals (means tested) and also have access to a student card.

Level 2 and above learners will go straight onto their vocation. Below Level 2 learners will access the introductory & employability programme alongside GCSE resits.

Courses available include the employability programme, GCSE Maths and English, Health and Social Care and Childcare.

We also offer apprenticeships where you will work full time, with a contract of employment and a salary.

<b>Address</b>	6-8 Yarm Road, Stockton, TS18 3NA
<b>Contact person for referrals</b>	Peter Mayes and Mak Davis
<b>Email address for referrals</b>	yei@sfnw.co.uk
<b>Telephone number for referrals</b>	01642 672987 (may go to Hartlepool Mind Switchboard, ask for call back from Starfish YEI Team)  Or secondly, use Advisors Mobiles:  Peter Mayes (Coordinator) 07497 893057  Mak Davis 07399 492345

At Starfish YEI we offer compassionate support and a community transformational approach, that offers young people lots of choice, to be able to make positive changes to their lives and to take the next steps.

Starfish is linked with 'wellbeing' and has the experience to help people realise their unlimited potential, overcoming any barriers or obstacles that are getting in their way.

- 1-1 coaching, including job search, application form and CV support
- M.A.C.S (Motivation, Assertiveness, Confidence and Self-Esteem) programme
- A supported in-house training programme (MS Office, Interview Skills etc.)
- A L2 'Supporting People in Recovery' qualification







T: 01429 401831 E: [youthhub@hartlepool.gov.uk](mailto:youthhub@hartlepool.gov.uk)



TEES VALLEY MAYOR



The Tees Valley Pathways & Routeways Programmes are part-funded by the European Social Fund and supported under the Youth Employment Initiative.