



Next Step

Helping you get on in work and life



**NEXT
STEP**

Helping you get on
in work and life

What is Next Step

- **Launched in August 2010**
- **It is the adult careers service in England is for all adults 19 and over (and 18 year old Jobcentre Plus customers or in custody)**
- **Delivery through 3 channels**
 - **Online**
 - **Telephone**
 - **Face-to-face**

What is Next Step (cont)

- Adults receive labour market focused careers and skills advice to help them progress into learning and/or work and sustainable employment
- Specialist help, advice and referrals to partners and specialist advice services e.g. Citizens Advice Bureau, housing associations, childcare, legal advice, debt advice
- Ensures all adults have access to a free careers and skills advice session from a qualified adviser
- The three channels operate as a single service: customers can be referred / signposted between them to provide the support that best suits their needs.

Routes into Next Step

- **Majority of Next Step customers referred by Jobcentre Plus (plus co-location)**
- **Campaigns i.e. BBC First Click**
- **Word of mouth**
- **Links with the Probation Service**

Next Step Delivery: Telephone

- **0800 100 900**
- **Customers can use the telephone channel as often as required**
- **Language lines available**

Next Step Delivery: Online

- You can search online for Next Step or go to direct.gov.uk/nextstep
- The web contains a number of tools including:
 - Job profiles
 - CV builder
 - Course Directory
 - Skills Health Check
 - My Next Step

Next Step Delivery: Face-to-Face

- The face-to-face channel is delivered through a network of providers**
- All adults are eligible for one funded session**
- Adults in the national priority groups will be eligible for further sessions (up to three funded sessions)**

Structure of Next Step

- **12 f2f prime contractors covering 9 regions**
- **1 prime contractor for the contact centre**
- **440 sub contractors**
- **3,500 advisers approx**
- **Two call centres in Manchester and Leicester**
- **Delivery locations include Jobcentre Plus, libraries, Sure Start, doctors surgeries, community halls etc**

National Careers Service

- Announcement of a National Careers Service made in April 2011
- 2 major milestones
 - September 2011: launch of web and single access telephone point
 - April 2012: full launch