

Connexions North London

Connexions is for young people aged 13-19, living in England and wanting advice on getting to where they want to be in life. It also provides support up to the age of 25 for young people who have learning difficulties and/or disabilities. Connexions is a forward-thinking public service and young people are actively involved in its design and delivery. The service is managed locally by Connexions Partnerships that bring together all the key youth support services.

Connexions Personal Advisors (PAs) see young people in their homes and also at fixed locations such as schools, colleges and drop-in centres.



Following a successful trial, Connexions North London has subscribed to BTS' lone worker safety surveillance service, Guardian Angel. This allows lone workers equipped with a mobile to register the name and address for each remote visit undertaken, and an expected departure time. Guardian Angel escalates details of the visit to colleagues if the lone worker fails to check in before this departure time, and allows users in direct physical danger to call an emergency hotline.

Connexions North London PAs used to make all home visits in pairs, but home visits can now be made by PAs on their own, using Guardian Angel as part of a comprehensive Health and Safety policy, once an initial visit and a satisfactory risk assessment has been completed. "Guardian Angel is well received by the staff," says Helen Wilson, Team Leader. "It's easier for the PAs to arrange visits as they don't need to co-ordinate with somebody else's diary. It also means staff can spend more time on their own visits rather than accompanying others, thus improving productivity".



"Guardian Angel also provides reassurance to staff, knowing that the alarm will be raised if something happens", says Helen Wilson.