



2 May 2003

Dear Director

TES Article

You will, I am sure, have seen the TES article of May 2nd with its headline that Careers Scotland "is failing schools". The article drew on an ADES survey of Local Authorities carried out at some point last year, which identified some fears or concerns that members had about the changed arrangements.

None of the points raised indicated substantive issues of quality of service delivery and many concerns had been overtaken or resolved by the time we received the survey findings in March 2003.

Careers Scotland staff will, therefore, I know be as shocked and disappointed as I am with the implication that Directors of Education view CS as "failing", especially given the hard work they have put into maintaining service delivery throughout a period of significant organisational change.

The relationship with schools, individual Directors of Education and their Association, is of critical importance to Careers Scotland, as is the ongoing quality of service we deliver to all our customers. I will be meeting with ADES officials later in May to discuss issues of mutual interest and how we move this forward in a positive way.

I know that many of you are in the meantime, involved in discussions with Regional Managers and locally based staff on Partnership Agreements or joint activity for next year, and trust that between us we can ensure that this type of publicity is not allowed to jeopardise the ongoing development of high quality services to young people and to schools.

Yours
sincerely,

Christina Allon
Director
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