

Appendix 3

DELIVERY STANDARDS FOR YOUTH WORK IN NOTTINGHAMSHIRE

February 2012

REVIEW DATE – February 2013

Delivery Standards for Youth Work in Nottinghamshire

1. Introduction

This document sets out our standards for the effective delivery of positive activities using youth work methods and approaches at each unit within the Youth Service. The standards are based upon the following:

- The Education and Inspections Act 2006
- The local context within which the Youth Service operates in Nottinghamshire including the Pathway to Provision guidance and Early Intervention strategy
- The National Occupational Standards for Youth Work. (www.paulo.org.uk)

The provision of good quality enjoyable positive activities through youth work approaches and methods enhance young people's ability to achieve positive outcomes for themselves;

- In their relationships
- In their local community
- In their education, training and work

The standards for the delivery of positive activities are set out below.

- Positive activities are planned and managed collaboratively.
- Positive activities reflect the needs and interests of young people.
- Young people are aware of the positive activities available to them.
- Positive activities are available where and when young people want them.
- Positive activities help young people to achieve their potential.
- Positive activities promote equality of opportunity, celebrate diversity and challenge stereotypes.
- Positive activities are provided by appropriately qualified and skilled staff.
- Young people are involved in the planning, design, development, and evaluation of positive activities.
- Positive activities are regularly and systematically monitored, reviewed and evaluated and actions are taken to improve services in response to findings.
- Positive activities are safe and secure.

2. Definition of a “Unit”

In Nottinghamshire a unit is defined as:-

- A young people's centre
- A youth club.
- A detached youth project.
- A mobile youth project.

3. Our Delivery Standards

This section sets out the minimum standards which apply across the Service.

The Youth Service in Nottinghamshire has a set of performance indicators and targets for the Service, in order to measure the impact of our youth work, and the contribution the Service makes to securing positive outcomes for young people.

These performance indicators and targets are reviewed on an annual basis and form part of the Service's annual operational planning cycle. The information below sets out the baseline target for each indicator.

Each year the Youth Service will:

- Deliver over 200,000 attendances by young people
- Will engage at least 20,000 young people in positive, fun activities
- An annual figure will be recorded for the total number of accreditations gained by young people

4. Setting targets

The Service's annual performance targets are disseminated through each Locality Team and county-wide function, and in turn to each unit. Specifically, although the standards in this document apply across the Service, each unit will work towards meeting them, the accountability for meeting these targets ultimately rests with the Locality Team Manager.

5. Minimum delivery standards for effective youth work

This section sets out the fundamentals that need to be in place for a unit to meet the Service's Delivery Standards for Youth Work. These standards are specified in the following pages.

Nottinghamshire Youth Service – Youth Work Delivery Standard 1

An appropriate operating pattern

- Positive activities are planned and managed collaboratively.
- Positive activities reflect the needs and interests of young people.
- Positive activities are available where and when young people want them.

Young Peoples Centre:

Will operate an agreed minimum 40 week opening pattern

Provision will operate on the days and at times which are advertised through its programme and publicity.

Provision will be open during school holidays, evenings and weekends.

One of the operating sessions will be on Friday evening.

Operating times will be for a minimum of 2.5 hours for open access provision.

Normally a session time for 10-19 year olds should not open before 6.30 pm on a week day.

Staffing will be deployed to meet the needs of young people.

Every young people's centre will have one session dedicated to Under 14's.

Youth Club:

Will operate an agreed minimum 40 week opening pattern

Provision will operate on the days and at times which are advertised through its programme and publicity.

Provision will be open during school holidays, evenings and weekends.

Where possible, one of the operating sessions will be on Friday evening.

Operating times will be for a minimum of 2.5 hours for open access provision.

Normally a session time for 10-19 year olds should not open before 6.30 pm on a week day.

Staffing will be deployed to meet the needs of young people.

Detached Work:

Will operate an agreed minimum 40 week opening pattern

Provision will operate on the days and at times which are advertised through its programme and publicity.

Provision will be open during school holidays, evenings and weekends.

One of the operating sessions will be on Friday evening.

Provision will be locally targeted in conjunction with other agencies to maximise positive activity opportunities to those young people who can not access other provision.

Operating times will be for a minimum of 2.5 hours.

Staffing will be deployed to meet the needs of young people.

Mobile Youth Provision:

Will operate an agreed minimum 40 week opening pattern

Provision will operate on the days and at times which are advertised through its programme and publicity.

Provision will be open during school holidays, evenings and weekends.

Mobile provision will be deployed to operate a minimum of 5 evenings per week, with a specific emphasis on Friday evenings.

Provision will be locally targeted in conjunction with other agencies.

Operating times will be for a minimum of 2.5 hours for open access provision.

Staffing will be deployed to meet the needs of young people.

Standard 1 will be measured and monitored through:

- The implementation of the Service's internal Quality Assurance processes assessing the work being undertaken, (including operational visits).
- Data collection through QES system.
- The annual planning process. (Locality Team Manager's Operational Plans)
- Termly planned programmes.

Nottinghamshire Youth Service – Youth Work Delivery Standard 2 Effective communication with young people, families and communities

- Young people are aware of the positive activities available to them.
- Positive activities are available where and when young people want them.

Young Peoples Centre:

The following will be prominently displayed at the unit:

- The Service's Statement of purpose
- The unit's current programme
- Photos of members of staff with names
- Up-to-date posters reflecting issues that are important to young people
- Information about projects that showcase the activities of young people

In addition each centre should maximise opportunities to publicise activities through local media, networks, and where possible through agreed communication methods favoured by young people such as; text messaging, e-mail and the use of internet based social networking sites.

All information should be in an accessible format for the target group of young people and should include the age range, opening times, location and contact details for the provision.

All details of the Unit should be updated on the nottszone website on a termly basis.

Youth Club:

The following will be prominently displayed at the unit:

- The Service's Statement of purpose
- The unit's current programme
- Photos of members of staff with names
- Up-to-date posters reflecting issues that are important to young people
- Information about projects that showcase the activities of young people

In addition each centre should maximise opportunities to publicise activities through local media, networks, and where possible through agreed communication methods favoured by young people such as; text messaging, e-mail and the use of internet based social networking sites.

All information should be in an accessible format for the target group of young people and should include the age range, opening times, location and contact details for the provision.

All details of the Unit should be updated on the nottszone website on a termly basis.

Detached Work:

Detached units should maximise opportunities to publicise activities through the **nottszone website**, local media, networks, and where possible through agreed communication methods favoured by young people such as text messaging, e-mail and the use of internet based social networking sites.

All information should be in an accessible format for the target group of young people and should include the age range, operating times, location and contact details for the provision.

Detached units will notify the local police and neighbourhood wardens about the locations where they will be operating

Mobile Youth Provision:

The following will be prominently displayed in the unit:

- The Service's Statement of purpose
- The unit's current programme, which will be attractive
- Photos of members of staff with names
- Up-to-date posters reflecting issues that are important to young people
- Information about projects that showcase the activities of young people

In addition each mobile should maximise opportunities to publicise activities through the **nottszone website**, local media, networks, and where possible through modern communication methods utilised by young people such as text messaging, e-mail and the use of internet based social networking sites.

All information should be in an accessible format for the target group of young people and should include the age range, opening times, location and contact details for the provision.

Mobile units will notify the local police and neighbourhood wardens about the locations where they will be operating

Standard 2 will be monitored through:

- The implementation of the Service's internal Quality Assurance processes assessing the work being undertaken, (including operation visits).
- The QES data collection mechanism.
- The annual planning process. (Locality Team Manager's Operational Plans)
- Termly planned programmes.

Nottinghamshire Youth Service – Youth Work Delivery Standard 3
An appropriate balanced programme

- Positive activities reflect the needs and interests of young people.
- Positive activities help young people to achieve their potential.
- Positive activities promote equality of opportunity, celebrate diversity and challenge stereotypes.

Young Peoples Centre:

Every centre will offer a variety of positive activities through a programme that is based on needs, published prior to the beginning of each term and updated as appropriate. This programme should provide young people with opportunities which are fun, varied, challenging and enjoyable.

The programme should reflect the promotion of equality and diversity.

All young people's centres will operate the C-Card scheme.

Youth Club:

Every youth club will offer a variety of positive activities through a programme that is based on need, published prior to the beginning of each term and updated as appropriate. This programme should provide young people with opportunities which are fun, varied, challenging and enjoyable.

The programme should reflect the promotion of equality and diversity.

All youth clubs will offer the C-Card scheme

Detached Work:

Every detached session will offer a variety of positive activities through a programme that is based on needs, published prior to the beginning of each term and updated as appropriate. This programme should provide young people with opportunities which are fun, varied, challenging and enjoyable.

The programme should reflect the promotion of equality and diversity.

All detached provision will signpost young people to the nearest C-Card point.

Mobile Youth Provision:

Every mobile will offer a variety of positive activities through a programme that is based on needs, published prior to the beginning of each term and updated as appropriate. This programme should provide young people with opportunities which are fun, varied, challenging and enjoyable.

The programme should reflect the promotion of equality and diversity.

All mobile provision will offer the C-Card scheme

Standard 3 will be monitored through:

- The implementation of the Service's internal Quality Assurance processes assessing the work being undertaken, (including operational visits).
- The QES data collection mechanism.
- The annual team planning process. (Locality Team Manager Operational Plans)
- Termly planned programmes.

Nottinghamshire Youth Service – Youth Work Delivery Standard 4
Effective planning of Youth Work delivery

- Positive activities are planned and managed collaboratively.
- Positive activities reflect the needs and interests of young people.
- Young people are aware of the positive activities available to them.
- Positive activities help young people to achieve their potential.

- Positive activities promote equality of opportunity, celebrate diversity and challenge stereotypes.
- Positive activities are regularly and systematically monitored, reviewed and evaluated and actions are taken to improve services in response to findings.
- Positive activities are safe and secure.

Young Peoples Centre:

Every session will be planned, recorded and evaluated using the service's quality assurance processes

Session plans covering each session will be produced that are based on an understanding of young people's needs.

Each session will be designed to be fun with a mixture of activities. In addition, planning for each session will allow scope for staff to respond to the needs of young people "on the night".

Each unit will plan its next term's programme in the month preceding the start of the term. All youth support workers will complete their approved projected working pattern in their youth work diary

Each unit to produce a printed programme for a term, to be circulated to Secondary schools. The programme needs to be designed to attract young people to the provision.

Every centre will ensure that appropriate information regarding the programme is made available to all young people in the units catchment area using a mix of media including the **nottszone website** on a termly basis

Each unit will comply with the service quality assurance procedures

Youth Club:

Every session will be planned, recorded and evaluated using the service's quality assurance processes

Session plans covering each session will be produced that are based on an understanding of young people's needs.

Each session will be designed to be fun with a mixture of activities. In addition, planning for each session will allow scope for staff to respond to the needs of young people "on the night".

Each unit will plan its next term's programme in the month preceding the start of the term. All youth support workers will complete their approved projected working pattern in their youth work diary

Each unit to produce a printed programme for a term, to be circulated to Secondary schools. The programme needs to be designed to attract young people to the provision.

Every centre will ensure that appropriate information regarding the programme is made available to all young people in the units catchment area using a mix of media including the **nottszone website** on a termly basis

Each unit will comply with the service quality assurance procedures

Detached Work:

Every session will be planned, recorded and evaluated using our quality assurance processes

Session plans covering each session will be produced that are based on an understanding of young people's needs.

Each session will be designed to be fun with a mixture of activities. In addition,

planning for each session will allow scope for staff to respond to the needs of young people “on the night”.
 Each unit will plan its next term’s programme in the month preceding the start of the term. All youth support workers will complete their approved projected working pattern in their youth work diary
 Detached projects will produce a programme to circulate locally to young people. The programme needs to be designed to attract young people to the provision. To ensure that appropriate information programme is made available to all young people in the catchment area using a mix of media including the **nottszone website** on a termly basis
 Each unit will comply with the service quality assurance procedures

Mobile Youth Provision:

Every session will be planned, recorded and evaluated using our quality assurance processes
 Session plans covering each session will be produced that are based on an understanding of young people’s needs.
 Each session will be designed to be fun with a mixture of activities. In addition, planning for each session will allow scope for staff to respond to the needs of young people “on the night”.
 Each unit will plan its next term’s programme in the month preceding the start of the term. All youth support workers will complete their approved projected working pattern in their youth work diary.
 Mobile projects will produce a programme to circulate locally to young people. The programme needs to be designed to attract young people to the provision. To ensure that appropriate information programme is made available to all young people in catchment area using a mix of media including the **nottszone website** on a term basis

Standard 4 will be monitored through:

- The implementation of the Service’s internal Quality Assurance processes assessing the work being undertaken, (including operational visits).
- Monthly data returns and other data collection mechanisms.
- The annual planning process. (Locality Team Manager’s Operational Plan)
- Termly planned programmes.

Nottinghamshire Youth Service – Youth Work Delivery Standard 5 **The number of young people attending the provision**

- Positive activities reflect the needs and interests of young people.
- Young people are aware of the positive activities available to them.
- Positive activities are available where and when young people want them.

Young Peoples Centre:

The membership of the provision will be representative of the local community and the expectation of the Service’s Young People’s Centres is that there should be a minimum of 30 young people attending each open access session.

Youth Club:

The membership of the provision will be representative of the local community and the expectation of the Service's Youth Clubs is that there should be a minimum of 15 young people attending each open access session.

Detached Work:

The membership of the provision will be representative of the local community and the expectation of the Service's Detached work is that staff should be in contact with a minimum of 15 young people during a session.

Mobile Youth Provision:

The membership of the provision will be representative of the local community and the expectation of the Service's Mobile provision is that there should be a minimum of 15 young people attending each open access session.

Standard 5 will be monitored through:

- The implementation of the Service's internal Quality Assurance processes assessing the work being undertaken, (including operational visits).
- The QES data collection mechanism.
- The annual planning process. (Locality Team Manager's Operational Plan)
- Termly planned programmes.

Nottinghamshire Youth Service – Youth Work Delivery Standard 6

Young people's voice and influence

- Young people are involved in the planning, design, development, and evaluation of positive activities.
- Positive activities are regularly and systematically monitored, reviewed and evaluated and actions are taken to improve services in response to findings.

Young Peoples Centre:

Each Young People's Centre will ensure that there is a recognisable young people's management committee for young people to have their say about issues that affect or concern them, including the operation and evaluation of the work of the centre. Each committee will be representative of all groups of young people using the centre.

Each committee will elect young people to represent the unit on the District's Young People's Scrutiny, Advisory and Development Board.

Young people will be involved in the evaluation of each session. Every opportunity should be used to encourage young people to become active and involved in the planning and delivery of the Service.

Youth Club:

Each of the Service's Youth Clubs will ensure that there is a recognisable young people's management committee for young people to have their say about issues that affect or concern them, including the operation and evaluation of the work of the club. Each committee will be representative of all groups of young people using the provision.

Each committee will elect young people to represent the unit on local forums and the district youth assembly.

Young people will be involved in the evaluation of each session. Every opportunity should be used to encourage young people to become active and involved in the planning and delivery of the Service.

Each club will establish and maintain a local senior members scheme and encourage young people to undertake the Senior Member Training programme as part of their development.

Detached Work:

Detached provision should clearly identify how young people will be involved in the planning and delivery of that provision including young people's involvement in the evaluation of each session.

Detached units will encourage young people to join local fora and the district youth assembly

Mobile Youth Provision:

Each Mobile provision will ensure that there is a recognisable young people's management committee for young people to have their say about issues that affect or concern them, including the operation and evaluation of the work of the provision. Each committee will be representative of all groups of young people using the mobile.

Each committee will elect young people to represent the unit on local forums and the district youth assembly.

Young people will be involved in the evaluation of each session. Every opportunity should be used to encourage young people to become active and involved in the planning and delivery of the Service.

Each unit will establish and maintain a local senior members scheme and encourage young people to undertake the Senior Member Training programme as part of their development.

Standard 6 will be monitored through:

- The implementation of the Service's internal Quality Assurance processes assessing the work being undertaken, (including both operational visits and peer inspections).
- Monthly data returns and other data collection mechanisms.
- The annual team planning process. (Youth Work Manager Operational Plans)
- Termly planned programmes.

Nottinghamshire Youth Service – Youth Work Delivery Standard 7

Sufficient resources and equipment for youth work delivery

- Positive activities promote equality of opportunity, celebrate diversity and challenge stereotypes.
- Positive activities are provided by appropriately qualified and skilled staff.
- Positive activities are safe and secure.

Young Peoples Centre:

Each centre will ensure that it has appropriate equipment and resources to deliver the programme

Each centre will ensure that the premises are safe and welcoming to young people with positive images of young people from different backgrounds displayed.

Staffing for each session will be appropriate in number to deliver the content of the session, meet the needs of the young people involved and the premises used.

Lone working is not permitted.

Staffing for each session will be made up of appropriately qualified staff, and where applicable

staff will be supported to achieve appropriate qualification relevant to the post

All new staff will receive unit focused induction through the “Welcome” meeting, which complies with the service’s induction policy

All staff will wear authorised photo identity badges

Youth Club:

Every youth club will ensure that it has appropriate equipment and resources to deliver the programme

Each club will ensure that the premises are safe and welcoming to young people with positive images of young people from different backgrounds displayed.

Staffing for each session will be appropriate in number to deliver the content of the session, meet the needs of the young people involved and the premises used.

Lone working is not permitted.

Staffing for each session will be made up of appropriately qualified staff, and where applicable

staff will be supported to achieve appropriate qualification relevant to the post

All new staff will receive unit focused induction through the “Welcome” meeting, which complies with the service’s induction policy

All staff will wear authorised photo identity badges

Detached Work:

Each unit will ensure that it has appropriate equipment and resources to deliver the programme

Each unit will ensure that the locations are safe for young people and staff

Lone working is not permitted

Staffing for each session will be made up of appropriately qualified staff, and where applicable

staff will be supported to achieve appropriate qualifications relevant to the post

All new staff will receive unit focused induction through the “Welcome” meeting, which complies with the service’s induction policy

All staff will wear authorised photo identity badges

Mobile Youth Provision:

Each unit will ensure that it has appropriate equipment and resources to deliver the programme

Each unit will ensure that the mobile and location are safe and welcoming to young people

Lone working is not permitted

Staffing for each session will be made up of appropriately qualified staff, and where applicable

staff will be supported to achieve an appropriate qualification relevant to the post

All new staff will receive unit focused induction through the "Welcome" meeting, which complies with the service's induction policy

All staff will wear authorised photo identity badges

Standard 7 will be monitored through:

- The implementation of the Service's internal Quality Assurance processes assessing the work being undertaken, (including both operational visits and peer inspections).
- Monthly data returns and other data collection mechanisms.
- The annual team planning process. (Youth Work Manager Operational Plans)
- Termly planned programmes.

Nottinghamshire Youth Service – Youth Work Delivery Standard 8 Capacity to be responsive to need during planned delivery of youth work sessions

- Positive activities are provided by appropriately qualified and skilled staff.
- Positive activities are regularly and systematically monitored, reviewed and evaluated and actions are taken to improve services in response to findings.
- Positive activities are safe and secure.

Young Peoples Centre:

The staff at the provision will be appropriately qualified for their role, flexible and responsive to the needs of young people.

All staff will have been subject to an enhanced Criminal Records Bureau clearance before commencing work with young people.

There will always be at least one member of staff whose post is graded as Youth Support Worker Level 2 or above during the session, and there will be at least one staff member who holds a Level 2 qualification.

The development of staff at the unit will be demonstrated through evidence of formal supervision, the completion of an annual Employee Personal Development Review (EPDR), and the completion of training appropriate to the role of the staff.

Youth Club:

The staff at the provision will be appropriately qualified for their role, flexible and responsive to the needs of young people.

All staff will have been subject to an enhanced Criminal Records Bureau clearance before commencing work with young people.

There will always be at least one member of staff whose post is graded as Youth

Support Worker Level 2 or above during the session, and there will be at least one staff member who holds a Level 2 qualification.

The development of staff at the unit will be demonstrated through evidence of formal supervision, the completion of an annual Employee Personal Development Review (EPDR), and the completion of training appropriate to the role of the staff.

Detached Work:

The staff at the provision will be appropriately qualified for their role, flexible and responsive to the needs of young people.

All staff will have been subject to an enhanced Criminal Records Bureau clearance before commencing work with young people.

There will always be at least one member of staff whose post is graded as Youth Support Worker Level 2 or above during the session, and there will be at least one staff member who holds a Level 2 qualification.

The development of staff at the unit will be demonstrated through evidence of formal supervision, the completion of an annual Employee Personal Development Review (EPDR), and the completion of training appropriate to the role of the staff.

Mobile Youth Provision:

The staff at the provision will be appropriately qualified for their role, flexible and responsive to the needs of young people.

All staff will have been subject to an enhanced Criminal Records Bureau clearance before commencing work with young people.

There will always be at least one member of staff whose post is graded as Youth Support Worker Level 2 or above during the session, and there will be at least one staff member who holds a Level 2 qualification.

The development of staff at the unit will be demonstrated through evidence of formal supervision, the completion of an annual Employee Personal Development Review (EPDR), and the completion of training appropriate to the role of the staff.

Standard 8 will be monitored through:

- The implementation of the Service's internal Quality Assurance processes assessing the work being undertaken, (including both operational visits and peer inspections).
- Monthly data returns and other data collection mechanisms.
- The annual team planning process. (Youth Work Manager Operational Plans)
- Termly planned programmes.

Nottinghamshire Youth Service – Youth Work Delivery Standard 9

Youth work will result in a range of outcomes for young people

- Positive activities reflect the needs and interests of young people.
- Positive activities help young people to achieve their potential.
- Positive activities promote equality of opportunity, celebrate diversity and challenge stereotypes.
- Young people are involved in the planning, design, development, and evaluation of positive activities.
- Positive activities are safe and secure.

Young Peoples Centre:

The work of the unit will contribute to the performance indicators and targets of the Youth Service, with a specific emphasis on the contacts, membership and accredited outcomes.

All the work of the unit will reflect the Service's Youth Work Curriculum.

Every unit will have a celebration event (at least annually) to showcase and recognise the achievement of the young people

Each unit will ensure that 85% of those young people in contact with the unit express satisfaction with the unit programme, activities and opening pattern

Every unit will ensure that all youth work sessions evaluated through our internal Quality Assurance systems are graded "Adequate" or higher

Youth Club:

The work of the unit will contribute to the performance indicators and targets of the Youth Service, with a specific emphasis on the contacts, membership and accredited outcomes.

All the work of the unit will reflect the Service's Youth Work Curriculum.

Every unit will have a celebration event (at least annually) to showcase and recognise the achievement of the young people

Each unit will ensure that 85% of those young people in contact with the unit express satisfaction with the unit programme, activities and opening pattern

Every unit will ensure that all youth work sessions evaluated through our internal Quality Assurance systems are graded "Adequate" or higher

Detached Work:

The work of the unit will contribute to the performance indicators and targets of the Youth Service, with a specific emphasis on the contacts, membership, and accredited outcomes.

All the work of the unit will reflect the Service's Youth Work Curriculum.

Every unit will have a celebration event (at least annually) to showcase and recognise the achievement of the young people

Each unit will ensure that 85% of those young people in contact with the unit express satisfaction with the unit programme, activities and opening pattern

Every unit will ensure that all youth work sessions evaluated through our internal Quality Assurance systems are graded "Adequate" or higher

Mobile Youth Provision:

The work of the unit will contribute to the performance indicators and targets of the Youth Service, with a specific emphasis on the contacts, membership and accredited outcomes.

All the work of the unit will reflect the Service's Youth Work Curriculum.

Every unit will have a celebration event (at least annually) to showcase and recognise the achievement of the young people

Each unit will ensure that 85% of those young people in contact with the unit express satisfaction with the unit programme, activities and opening pattern

Every unit will ensure that all youth work sessions evaluated through our internal Quality Assurance systems are graded "Adequate" or higher

Standard 9 will be monitored through:

- The implementation of the Service's internal Quality Assurance processes assessing the work being undertaken, (including both operational visits and peer inspections).
- Monthly data returns and other data collection mechanisms.
- The annual team planning process. (Youth Work Manager Operational Plans)
- Termly planned programmes.

6. Responsibility for achieving the Youth Service's Delivery Standards

The Young People's Service's Leadership Team are responsible for ensuring the following:

- That our delivery standards are fully and consistently achieved across the Service.
- That our delivery standards are monitored effectively, and appropriate corrective action is taken if they are not achieved.
- That all staff are aware of their individual responsibilities for ensuring the Service meets its delivery standards and are supported and encouraged to attend appropriate training opportunities.
- That opportunities for the training and development of staff are identified through Employee Performance & Development Review's (EPDR) and recorded in the individual Employee Learning and Development Plans, (ELDP) and supervision notes.
- That face to face work across the service reflects our delivery standards, and contributes towards their achievement.

Youth Workers and Youth Support Workers in Charge are responsible for ensuring:

- That our delivery standards are correctly achieved and monitored in their unit.
- That all staff are aware of their individual delivery standard responsibilities, are supported and are encouraged to attend appropriate training opportunities.
- That the performance of individual staff is linked to the National Occupational Standards for Youth Work.
- That opportunities for the training and development of staff are identified through EPDR and recorded on the individual Employee Learning and Development Plans, (ELDP) and supervision notes.
- The face to face work within their unit reflects our delivery standards, and contributes towards their achievement.

Youth Workers and Youth Support Workers undertaking face to face work with young people are responsible for ensuring the following:

- That face to face work reflects, on a day to day basis, our delivery standards and contributes towards their achievement.

7. Related Documents

The development of Delivery Standards for Youth Work in Nottinghamshire has been informed by the following policy documents:

- Youth Service Performance Management Framework
- Youth Service Curriculum Policy and Framework
- Quality Assurance Procedures
- Workforce Training and Development Policy
- National Occupational Standards for Youth Work

8. Review

The Youth Service's Delivery Standards will be reviewed annually in February.

**This Publication can be made available in alternative formats
and languages upon request**



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