

Youth Service Delivery Standards – 2017**A. Introduction**

The Youth Service in Nottinghamshire is committed to delivering the best possible service for young people with the resources it has available. To enable staff, young people and others not directly involved in the Youth Service to understand what we do, our delivery will conform to a set of standards which we will meet. This document explains what the standards are, who will be responsible for the various elements within the standards and what resources are available to ensure delivery is of a high standard.

Standards have been developed taking into consideration a number of areas including young people's wishes, youth workers knowledge and experience, health and safety requirements, and various local policies and national legislation (including those relating to child protection, radicalisation and Health & Safety requirements).

B. Policy Drivers

- The Education and Inspections Act 2006
- The local context within which the Youth Service operates in Nottinghamshire as part of the Early Help Offer to young people
- Guidance for the following; Pathway to Provision, Prevent, MASH and Early Help Unit
- Statutory Guidance for Local Authorities on Services and Activities to Improve Young People's Well being, including targeted work with Looked after or disabled children and young people 2011

C. Positive Activities

Primarily the Youth Service will deliver a range of educational positive activities in which young people can participate. This will take place in buildings (Young People's Centres or voluntary sector premises) or on mobile provision. These include activities which:

- Are planned and managed collaboratively and take into consideration the local knowledge of staff and young people
- Are published and promoted so young people know what is available
- Reflect the needs and interests of young people
- Are available when young people need them
- Help young people achieve their potential
- Promote equality of opportunity, celebrate diversity and challenge stereotypes
- Are provided by appropriately qualified and skilled staff
- Involve young people in the planning, design, development and evaluation of the session
- Are regularly monitored, reviewed, and evaluated with actions taken in response to recommendations
- Are safe and secure.

D. Priority areas

In order to provide a high standard of delivery through the provision of educational positive activities, the Youth Service is committed to focussing on 6 priority areas:

1. Performance Targets and Monitoring
2. A balanced programme
3. Appropriate opening pattern
4. Publicising provision and the positive promotion of young people
5. An effective response to unforeseen incidents and circumstances
6. Early Help Youth Work Intervention

To deliver on these priority areas youth service staff will be enabled and supported to meet a variety of aims and objectives:

1. Performance Targets and Monitoring

The service will work with at least 16,000 individual young people across all its provision over the year.

There will be at least 160,000 attendances by young people across all provision over the year.

To achieve these targets each Young People's Centre is expected to achieve a minimum average attendance of 30 young people at (removed each) open youth work sessions over the year.

At youth clubs or mobile units the expectation is that each unit will achieve a minimum average attendance of 15 young people at each open session over the year. This includes the 12 Link Club youth work sessions per week, which are delivered across the county for young people with disabilities.

The exception to this (remove expectation) is the MyPlace Young People's Centre in Mansfield where the expectation is that the unit will achieve a minimum average attendance of 50 young people at (removed each) youth work open sessions over the year.

At least 95% of young people who are in contact with a unit will express satisfaction with the provision.

The service has a countywide team, which coordinates the following projects:

Young People Looked After Youth Work team

This team is responsible for the Children in Care Council (CICC) and ensuring that young people looked after are represented at all levels in the Nottinghamshire system of Youth Participation. The team actively encourages and enables young people who are looked after, adopted or living in residential care, to engage in positive activities provided by the YPLA team and to independently access mainstream provision through the Platinum Card system of free entry to Young People's Centres.

Children and Young People's Participation Team

This team is responsible for the development and maintenance of the participation structures available to children and young people in Nottinghamshire. These structures include The Young People's Board, District Youth Forums, and The Pioneers, which is a forum for disabled young people. Facilitating, alongside both young people and Elected Members, the Annual 4Uth awards to raise the positive profile of young people in their local communities and the wider media.

Voluntary Sector Development team

This team offers support to local communities to set up or further develop play and youth work provision. This can take the form of training or short-term secondments to complete particular tasks for a voluntary group e.g. recruitment or policy development. The team also plays an active role in assessing Play and Youth grant aid applications, subsequently supporting and monitoring the development of organisations in receipt of funding.

The Service has a Commissioned Youth Work Team

- That delivers youth work commissioned by external agencies which have their own individual contracted delivery standards.

2. The service will use a variety of means to ensure that standards are being achieved. These include:

- Implementing the service's internal Quality Assurance processes to assess the work being undertaken (including support from the Senior Practitioner).
- Collecting data through the QES system.
- Implementing annual planning procedures.
- The production of a community profile and regularly updated planned programmes.

3. A balanced programme

Each unit will offer a range of positive activities based on local need, which is fun, varied, educational and challenging, and which reflects of the service's commitment to equality and diversity.

The service engages with young people from (school) Year 6 to age 19, the Looked After cohort until the age of 21 and disabled young people up to the age of 25.

In addition to the health, relationships and wellbeing early help session, all units will proactively promote and deliver the C-Card scheme.

All units will have a representative, formal structure (committee) aimed at ensuring that young people are able to have their say about issues which

affect or concern them, including the operation and evaluation of work in the unit

The service's quality assurance procedures will be used comprehensively to ensure programmes are planned, recorded, and evaluated. Planning and evaluation techniques at each unit will include the production of:

- An annual community profile
- A 6 month programme plan of the key themes to be concentrated upon within the local area
- A monthly case study by each unit

Units will ensure that equipment and resources are appropriate and sufficient to deliver the programme. This will include staff who will be appropriately skilled and trained.

Units will be safe and welcoming. This includes ensuring staff all wear photo identity badges, and that they have all received a focussed induction which complies with Youth Service policy.

4. Opening pattern

The service's provision will be available for 37 weeks a year with an additional week being used for 4Uth events.

At most units, as part of the normal opening pattern, following discussion with the appropriate Senior Practitioner, there will be sessions on either Friday evenings or Saturdays (daytime or evening). In units where Senior Practitioners are based they will lead these sessions.

Youth Work sessions in open access provision will be for a minimum of 2.5 hours and they will normally not begin before 6.00 p.m., unless on Saturdays. However if local needs determine that an earlier start is appropriate this can be formally agreed with the Senior Practitioner, and will be periodically reviewed through termly plans and the units community profile.

Each Young People's Centre will provide a weekly junior session targeted at young people in (school) Year 6 through to age 13.

When there are unusually severe weather conditions it may be necessary to make decisions about whether it is safe to open a session. Decisions should be taken after a risk assessment has been carried out and only with the agreement of the Senior Practitioner or the youth service Duty Officer (via. The 24 hour duty phone).

5. Publicising provision and positive promotion of Young People

Each unit will have a number of documents on display. These include:

- The Youth Service Statement of Purpose
- The current programme for the unit.

- Names and photographs of staff members.
- Posters, which are, up to date and reflect issues, which are important to young people.
- Information about projects showcasing the activities of young people.

All units should make effective use of local media (for example newsletters, local press, local radio), and social media with the support of NCC's communications team to positively promote the achievements of Young People. This includes but not limited to supporting and nominating young people in opportunities such as the 4Uth Awards and in becoming a Members of Youth Parliament.

6. Effectively responding to unforeseen incidents and circumstances

Not all situations will be covered through the unit's programme or through session plans. Such circumstances might include issues relating to child protection or individual concerns which young people bring to the unit, which require an immediate response.

As well as ensuring that staff are skilled, trained and qualified for their role. The Youth Service requires that all staff will have been subject to an enhanced DBS clearance before commencing work with young people.

There will be at least one member of staff whose post is graded as Youth Worker or Assistant Youth Worker to lead the session.

Each unit will be able to demonstrate through supervision and Employee Personal Development Review (EPDR) that staff development has taken place.

7. Early Help Youth Work Intervention

Within the Youth Service each Youth Worker will deliver a number of early help sessions in addition to their 4 evening Youth Work sessions. This will take place within their area in response to local need as identified in the unit's community profile.

This youth work intervention will be delivered to small groups of young people, and ideally delivered in partnership with schools or other local services working with young people. All early help youth work intervention should be structured with the intended impact and planned outcomes established from the outset.

All Youth Workers will deliver per week (during the fixed operating pattern) a minimum of:

- An early help session as identified through the community profile
- A health, relationships and wellbeing session (a minimum of 1 hour per week)
- A participation session, an opportunity to involve young people in the design and delivery of the service (a minimum of 1 hour per week).

E. Roles and responsibilities

The Youth Service's Leadership Team (YSLT) is 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.
- That the Service's offer of Early Help is followed up by referral to the Early Help Unit when appropriate. These are then monitored via the Lead officer at the YSLT meetings.
- That the safeguarding of young people and that appropriate referrals are made via the MASH or EHU is made a priority for all staff. These are then monitored via the Lead officer at the YSLT meetings
- That all face to face work across the service reflects our delivery standards, and contributes towards their achievement.

Youth Workers are responsible for ensuring:

- The delivery standards are correctly achieved and monitored in their unit.
- That all staff at their unit are aware of their individual delivery standard responsibilities, and are supported and are encouraged to attend appropriate training opportunities.
- That the service's offer of Early Help or supported referral to the Early Help Unit, for appropriate young people, is made a priority by all staff.
- The safeguarding, including CSE and the Radicalisation of young people are appropriately referred to the Police, MASH, EDT or EHU.
- Opportunities for the appropriate training and development of staff are identified through EPDR and recorded on the individual Employee Learning and Development Plans.
- The face to face work within their unit reflects the delivery standards, and contributes towards their achievement.

Youth Support Workers are responsible for ensuring the following:

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