

Devon Youth Service

Report of the Chief Officer for Communities, Public Health, Environment and Prosperity

1. Background

Members will recall from the September 2016 meeting that following a competitive procurement exercise and consideration by Cabinet of the outcome, the youth service will be divested to DYS Space Ltd which is a social enterprise. The total value of the contract is £5.25million over its three year term.

Organisations were able to bid for the contract provided that:

- their objective is the pursuit of a public service mission linked to the delivery of the service;
- profits are reinvested and/or are distributed on participatory considerations; and
- ownership of the organisation is based on employee ownership/participatory principles or requires the active participation of employees, service users or stakeholders.

DYS Space Ltd will provide the service from 1 February 2017.

2. The Devon Youth Service and DYS Space Ltd

The Education and Inspections Act 2006 and subsequent statutory guidance announced in 2012 give local authorities statutory obligations for youth work activities. The Council has important responsibilities to support young people, especially those who are more vulnerable, to engage positively in their communities and to make successful transitions to adulthood.

The Council will retain responsibility for the Youth Service for Devon and commission the new organisation to deliver it on the Council's behalf.

DYS Space Ltd will work collaboratively with partners to ensure that young people aged between 13 and 19 receive the support and advice needed to reach their individual goals and to lead healthy, happy and fulfilling lives into adulthood.

The Youth Service is part of a broad range of early help and support services for children & young people and their families. There is an extensive and well developed voluntary and community sector in Devon which engages, supports and works with young people.

The scope of the Youth Service for Devon is the provision of:

- An open access youth service for young people at each of the eight youth and community centres (Tiverton, Barnstaple, Exeter, Totnes, Okehampton, Newton Abbot, Bideford and Exmouth).
- Targeted youth work for young people as part of the Devon Early Help strategy.
- Advice, guidance and support to voluntary and community groups.

- Alternative provision for secondary school pupils who have:
 - Behavioural problems which disrupt their learning
 - Emotional and social needs, medical or mental health conditions; or
 - Extreme vulnerability due to personal and social issues.
 (This will be delivered at The Junction at Newton Abbot, Red Rock centre at Dawlish and other youth and community centres.)
- Duke of Edinburgh Award Scheme programmes having particular regard to enabling and supporting participation by young people who:
 - Are not in education, employment and training;
 - Have special educational needs;
 - Are at risk of exclusion from mainstream education; or
 - Have characteristics that are protected under the Equality Act 2010.
- Youth provision at Cranbrook until the planned permanent youth facility has been constructed or until 2024 whichever is the earlier.

The outcomes which the Youth Service for Devon will achieve for Young People accessing the service are:

1. Young people are safe from harm, neglect and exploitation.
2. Vulnerable and disadvantaged young people have good life chances, more opportunities and better outcomes.
3. Young people are able to establish good relationships and connections.
4. Young people influence the decisions that affect them.
5. Young people have good opportunities to participate in their community.

Whilst the focus of Youth Service for Devon will be young people aged between 13 and 19: "youth" is not necessarily a particular age but the developmental phase between childhood and adulthood. There is evidence from across the UK which shows the social and personal benefits of professional youth work to young people from an earlier age than 13. The national youth work strategy for Scotland is for young people aged between 11 and 18. The national youth strategy for Wales is for the education and development of young people aged between 11 and 25 years. The 2015 Youth Select Committee report on young people's mental health, produced by the British Youth Council with support from the House of Commons found that over half of all mental ill-health starts before the age of 14. DYS Space Ltd will work with 11 year olds upwards as capacity and/or need dictate.

DYS Space Ltd has a key role to play in relation to safeguarding and promoting the welfare of young people; this will underpin the service. DYS Space Ltd has clear policies and procedures in place relating to safeguarding in line with national guidance and locally agreed procedures through the Devon Safeguarding Children's Board.

The key performance indicators which will be used to support an assessment of the quality of the service are set out below.

Service	Outcome(s) to be achieved	Key performance indicators (and frequency of reporting)	Target performance (Target KPI) (see notes below) The target KPIs have been calculated using information in the DYS "Quarterly Report January to March 2016"
Open access youth service for Young People	Outcomes 1, 3, 4 and 5	Total number of Young People in contact with the service (quarterly) Average number of contact hours per participant (quarterly)	1000 14 hours
Targeted youth work	Outcome 2	Percentage of Young People who have on-going engagement with targeted youth work and say that they are making good or some progress with their action plan (six weekly).	79% <i>(Note: DYS Space Ltd will be required to produce performance management information. DYS Space Ltd will ask Young People to rate their progress on a scale where "1 is no and 5 is definitely. This target KPIs will be calculated from the % who rate their progress at level 3,4 or 5)</i>
Advice, guidance and support to voluntary and community groups.	Outcomes 4 and 5	Number of groups and organisations provided with guidance and support (annual)	40
Alternative provision for school pupils	Outcomes 1 and 2	Average number of short term interventions for Young People (centre based provision) per month (monthly). Total number of Young People (centre provision and outreach work in the referring school) during the academic year.	30 65
Duke of Edinburgh Award scheme	Outcomes 3 and 5	Number of Young People participating in the Duke of Edinburgh Award scheme (quarterly)	Baseline to be agreed between the Council and DYS Space Ltd by end of March 2017.

In addition to the performance indicators, DYS Space Ltd will be required to provide the following performance management information to the Council on a quarterly basis:

Overview of users

- Total number of Young People in contact with the service and at each youth and community centre.
- Average contact hours per participant.
- Number of hours of sessions delivered at each youth and community centre per week and totalled over the quarter.
- Number of starter Young People.
- Total number of Young People registered at each youth and community centre.
- Numbers of Young People by gender, age, religion, ethnicity, disability and sexual orientation.

Open access provision

For each centre, the Provider will provide information about:

- The types and frequency of issues raised by Young People in conversations with its workers.
- The type of information provided to Young People and the number of Young People who have been provided with it.
- The number and type of sessions where guidance is provided in a structured or formal way (e.g. a sexual health workshop or a crisis support session).
- How satisfied Young People are with the Provider's service at each centre.

Targeted Support

- Number of Young People receiving 1:1 support.
- Number of new referrals.
- Number of drop-outs/non-starters.
- Number of cases closed.
- Number of Young People who say that they have benefited from the Provider's 1:1 support.
- Number of Young People who say that they are making progress with their action plan.
- Analysis of progress which Young People say they are making with outcomes in their action plan.
- Number of 1:1 sessions provided.
- Number of hours of 1:1 targeted work each month.
- Analysis of the sources of referrals to the service each month.
- Analysis of the types of support which referrers for targeted work identify as needing to be met.
- Analysis of contribution to multi-agency working including number of incidences that a youth worker takes the lead professional role in a team around the Young Person /family.
- Number of Young People being supported in targeted group work sessions.
- Number of targeted group work sessions provided.
- Numbers of Young People referred into other services.

Youth and community support

- An analysis of the nature and results of work with and support for community and voluntary groups.

Performance management information on **alternative provision** and the **Duke of Edinburgh Award Scheme** will also be provided by DYS Space Ltd to the Council.

Dr Virginia Pearson
Chief Officer for Communities, Public Health, Environment and Prosperity

Electoral Divisions: All

Cabinet Member for Performance and Engagement: Councillor Barry Parsons

Local Government Act 1972: List of Background Papers

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Background Paper	Date	File Ref.
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Nil

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