



Devon Youth Service Task Group: Final Report

**Children & Young People's Services Scrutiny
Committee**

3 November 2010

Contents

	Preface	4
1.0	Introduction	5
2.0	Context	6
3.0	Recommendations	7
4.0	Summary	9
5.0	Options Appraisal	10
6.0	Devon Youth Service Overview	12
	Key Facts	12
		13
	Devon Youth Service Budget and Funding	13
	Budget Allocations	13
	Central Budget Costs	13
	Grant Funding Allocation	
	Issues Identified	14
	Vacancy Management Process	14
	Anti-Social Behaviour	14
	NEETs	14
	Safeguarding	15
	Targeted / Universal Services	15
	Premises	16
	Commissioning	16
	Youth Participation	16
	Schools	16
	Rural Devon	17
	External Funding	17
	Youth Opportunity and Youth Capital Funds	17

	Voluntary Sector	18
	Volunteers	18
	Voluntary Organisations	19
	Third Sector and the Current Economic Climate	19
	Community Input	20
Appendix 1	Other Agencies/Organisations	21
	Connexions	21
	Devon Youth Offending Service	21
	NHS Devon	22
	Police	22
	Young Devon	23
	Devon Young Farmers	24
Appendix 2	The Devon UK Youth Parliament ‘Things To Do’ Campaign Team - Survey on Devon Youth Service	25
Appendix 3	Young People’s Views on Devon Youth Service	31
Appendix 4	Devon Youth Service Report - Support to Voluntary Youth Organisations	34
Appendix 5	Devon Youth Service Report - A Small Cross Section of Case Study Examples of Support to Voluntary Sector Youth Organisations	35
Appendix 6	Devon Youth Service Report – Case Studies	44
Appendix 7	Local Youth Network Grants to Voluntary Youth Organisations 2009/10	49
Appendix 8	Task Group Activities	53
Appendix 9	Contributors/Representations to the Review	54
Appendix 10	Bibliography	58

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Preface

Councillor Vanessa Newcombe
Chair, Youth Service Task Group
Children & Young People's Services Scrutiny Committee



I am very pleased to be able to present this scrutiny review on Devon Youth Service. It has been a great privilege to chair this Task Group.

On behalf of the Group, I would like to thank everyone who contributed to this review including the officers from Children and Young People's Services (CYPS) who provided members with an invaluable level of expertise and guidance, and also to thank those external witnesses, particularly the young people who so kindly took the time to inform the review process in their evidence giving.

A special thank you has to go to the Devon UK Youth Parliament 'Things To Do' Campaign Team, who devoted so much time and energy undertaking a survey of young people in the County on behalf of the Task Group.

I would also especially like to thank the members of the Group who contributed greatly to the process.

Councillor Vanessa Newcombe

Introduction

The Task Group — Councillors Vanessa Newcombe (Chair), Peter Bowden, Alison Boyle, George Gribble, Chris Haywood, Philip Sanders and Saxon Spence — would like to place on record its gratitude to the witnesses who contributed to the review. In submitting its recommendations, the Group has sought to ensure that its findings are supported with evidence and information to substantiate its proposals.

This study into Devon Youth Service (DYS) links directly to the priority of the Council's Strategic Plan 2006–2011 in that *'Devon's children should have the best possible start in life and gain the knowledge and skills they need to lead happy, healthy and fulfilling lives'*. One of the objectives under this remit is to support parents, families and carers to help children and young people enjoy learning, aim for excellence and achieve to the best of their ability.

Time and resources necessitate that this review provides a snapshot approach to highlight significant issues relating to DHS. The list of witnesses to the review does not pretend to be exhaustive, but hopes to provide insight into the central themes affecting DHS at the present time.

The Task Group's terms of reference:

1. To examine the comparative costs and funding arrangements of DHS, back office costs, its facilities and how resources are utilised including front line targeted work, geographical coverage and its outreach service.
2. To consider the accessibility and take up of services by young people.
3. To identify good practice from within Devon and other local authorities both in-house and third sector examples.
4. To explore the effectiveness of DHS provision for young people not in education, employment or training, children in care, young people excluded from school and young people with additional educational needs.
5. To examine the relationship with and contribution of the third sector and other Children's Trust partners e.g. Police/Careers South West in the delivery of youth services in improving ECM outcomes for young people.
6. To conclude on the impact/effectiveness of DHS. Drawing on external judgements in key impact areas of national requirements.
7. To make detailed recommendations to the Children and Young People's Services Scrutiny Committee on the findings of the Task Group.

In August 2010, several months into this review, the Task Group learnt that an options appraisal was being undertaken by DCC on the future of DHS. Members agreed that it was essential in view of this appraisal that the Task Group considered and responded on the proposed options as a central aspect of the review.

Context

DYS is a discrete, centrally managed service. It is an integral part of the Children and Young People's Services Directorate. In Devon, the types of youth work on offer include youth clubs and centres provided by DYS or by voluntary and community organisations. These may cater solely for young people, or may incorporate provision for young people within broader community facilities such as in libraries, village halls, churches and mosques, and schools. DYS provides detached or street work meeting and developing purposeful relationships with young people in public spaces, such as parks, bus shelters, shopping centres or on the street. DYS also offer mobile provision, vehicles taken to particular localities, allowing young people opportunities to meet together, take part in structured programmes and gain access to resources, information and advice.

In a typical DYS session, there should be a balance of recreational activities, but with an educational intent and a learning element based on a young person's need, as articulated in the DYS curriculum document. There are 2 types of youth worker, Professional Youth Workers who must be qualified to degree level and Youth Support Workers who are required to train to NVQ level 2 or 3 depending on the duties of the post. Professional DYS workers have an important role in supporting, coaching and mentoring young people. All DYS staff and volunteers are CRB checked, as well as being appropriately trained.

There is a mixed delivery in Devon of services engaging young people provided by DYS and the third sector. There are different models of service in different parts of Devon, often based on the varying needs of an area. DYS is also commissioned to do particular work by a number of other departments within DCC and by other external organisations. These range from Early Years around safe places to go after school to work commissioned by schools such as at Chances in Newton Abbot. DYS is often involved in the type of community development work that underpins Government's vision of the Big Society. DYS is vital in terms of early intervention and safeguarding, particularly for the most vulnerable young people.

The twin purposes of youth work in Devon are:

- to support, challenge, and enable the learning of young people in order that they may realise their full potential in shaping their own lives, and;
- to promote the social and economic inclusion of all young people so that they can contribute to, influence and be valued as part of their communities and of society as a whole.

DYS contributes to the delivery of the Devon Children and Young People's Plan 2008 - 2011, which sees DYS as having a key role in ensuring that young people 'have the capacity to enjoy a balanced and fulfilled life...and to contribute more widely to the well being of their communities'. DCC has therefore committed itself to deliver 'improved youth services to support young people in the transition to adulthood'. DYS contributes particularly to those sections of the Children and Young People's Plan relating to the Integrated Youth Support Service

- access to good information, advice and guidance
- positive activities for young people - things to do, places to go
- volunteering
- targeted youth support to achieve earlier intervention, built on a clear picture of need and personalised packages of support.

DYS is also a contributor to each of the Every Child Matters outcomes:

- Be healthy
- Stay safe
- Enjoy and achieve
- Make a positive contribution
- Achieve economic well-being

Recommendations

The Task Group's recommendations have been drawn up using the evidence obtained from contributors and background material.

Recommendation 1 That Cabinet be urged to adopt Option 1 in the Options Appraisal:

Retain current in-house mixed economy arrangements and down size according to the level of cuts.

Rationale:

Option 1 will help to ensure the best possible outcomes for children and young people in Devon. DYS staff are trained to a high level and provide an excellent resource. DYS has a crucial role in creating opportunities and environments to engage young people positively. DYS also adds significant value to its budget through raising external funding. The Task Group is satisfied that only DCC offers security in terms of consistent, quality youth services.

Recommendation 2 That any cuts to DYS provision recognise the work DYS does in:

- (a) anti-social behaviour reduction**
- (b) NEETs engagement**
- (c) safeguarding**
- (d) health input (sexual health, alcohol and substance abuse etc)**

Rationale:

The Task Group recognise that a reduction in the DYS budget for the financial year 2011/12 is inevitable. However, it is necessary to recognise the effects and costs of removing provision, not only on the County's young people but the wider community. DYS input in reducing anti-social behaviour is crucial, particularly with the expected cuts in community policing, as is the DYS role in safeguarding young people and providing health education.

Recommendation 3 (a) That a streamlining of the existing DYS management structure be undertaken.
(b) That there is a review of the DYS locality team boundaries.
(c) That the Participation Team be moved outside of DYS.

Rationale:

There is a need to streamline the DYS management structure. There also should be some realignment of the locality teams' boundaries to maximise the effectiveness of the Team Leader's work. The Participation and Democracy Development Team does valuable work, but Participation is a cross-Council responsibility, and the Team should be taken out of the DYS budget.

Recommendation 4 That DCC adopt a more flexible approach to the Vacancy Management Process to ensure DYS provision is not compromised.

Rationale:

The Task Group expressed concern that valuable youth club sessions are being closed because of a lack of DYS staff owing to the Vacancy Management Process. This process is also preventing the transition of volunteers into part-time youth support workers essential to maintaining continuity of provision.

- Recommendation 5 That a review be undertaken to ensure efficiency of usage of DYS premises in the County.**

Rationale:

There is a need for an evaluation of DYS premises to ensure maximum efficiency of use and income generation.

- Recommendation 6 That good practice and innovative ways of DYS working with the voluntary sector be recognised and promoted across the County.**

Rationale:

The Task Group saw many examples of good practice that could be extended across the County

- Recommendation 7 That local consultation is strengthened via the county committee structure to encourage working with district, town and parish councils, the voluntary sector and Local Youth Networks. That communities have local fora to ensure a link up between DYS, uniformed services and any other youth groups in an area.**

Rationale:

There are many examples of effective working between DYS and the third sector, however there are inconsistencies across the County. Certainly, as a consequence of a likely funding deficit, the involvement of voluntary organisations in filling gaps in DYS provision needs to be maximised and the resources within local communities utilised. DYS needs to be committed to partnership working with the voluntary sector, and uniformed services and young people's representatives at locality, district and county level.

- Recommendation 8 That all youth service provision commissioned by DCC to outside bodies be monitored to ensure quality, effectiveness and value for money. That all outsourced work be reviewed with the potential of bringing it back 'in-house'.**

Rationale:

The Task Group expressed concern that there is a lack of accountability in youth service provision for those services commissioned outside DYS. There is a need for improved monitoring of outsourced youth work.

Summary

DYS provides a high quality service to the young people in the County. The Task Group agreed that DCC should not compromise its youth services by outsourcing them; these services should remain under the central control of DCC through DYS. Members agreed that in view of the likely cuts in budget it is preferable Devon retains effective youth services that continue to focus on quality and consistency.

The Task Group felt it essential that cuts to DYS budget are limited to the utmost extent. Evidence shows that there are serious implications in terms of anti-social behaviour and sexual health, should frontline DYS provision be reduced. Where fewer resources are provided for positive engagement of young people, more money will inevitably be spent further down the line on costlier interventions. The financial position for the Directorate and DCC is extremely challenging. Connexions extended services will inevitably reduce, and thus their capacity to pick up those hard to reach young people. As a direct consequence, the number of NEETs is likely to rise, as will the associated cost implications. Early intervention can make a significant difference to their future prospects.

While there is a need for specific targeted services, universal DYS provision should be maintained. DYS encourages a broad range of young people from different groups to socialise and gives opportunities for young people to make choices than they might not have if they remained within same peer group. If DYS is not generic, the provision could be stigmatised for those young people in deprived areas.

Transforming Youth Work: Resourcing Excellent Youth Services cites the figure of £100 per head for young people within a given local authority boundary for providing a good level of service; Devon's young people are funded at a level well below this at £60 per young person. DCC will have to adopt even smarter working practices, with more limited resources.

There are a range of voluntary organisations within Devon. Some local communities are very organised in providing a range of services for young people themselves or with limited support, others need much more intensive DYS involvement. It is vital that it is recognised that the provision of youth services within the County cannot be sustained by volunteers alone. It is also apparent that many volunteer organisations are only able to operate safely and securely through the support they receive from DYS.

Options Appraisal

In August 2010, the Task Group learnt that an options appraisal was being undertaken by DCC on the future of DYS. In anticipation of changes to Government's youth policy and reductions in public expenditure a youth strategy was being developed which will set out the offer that will be made to young people and how it will be delivered. As part of the development of this offer, staff and stakeholders identified 5 options for governance. These options will be appraised with a view to a final option being selected in November 2010. DYS is being assessed and scored in terms of how it fits in with the Corporate Plan, as well as comparing data with statistical neighbours to consider the service's value for money. Those services with low scores against the criteria evaluated may be stopped or redirected.

Option 1

Retain current in-house mixed economy arrangements and down size according to the level of cuts.

Option 2

Merge with an existing Local Authority Controlled Company such as Careers South West.

Option 3

Enter into a joint venture partnership with private or third sector partner.

Option 4

Outsource services to a newly formed mutual or social enterprise.

Option 5

Outsource to an existing private or third sector organisation

Task Group Response to Options

Option 1 - Retain current in-house mixed economy arrangements and down size according to the level of cuts.

An overwhelming number of witnesses to the review reported a preference to retain the existing DYS. The Task Group recognises that it is clearly a difficult time for DCC financially, but DYS should be retained even if the service might have to be scaled down with a restricted budget. It was not apparent to members that there is any other body in the County that could pick up and run the services that DYS currently provides. If DYS is outsourced, there is concern that youth services would move away from training, organising and supporting volunteers and community voluntary sector groups. Members also expressed concern about tendering, and the way in which services may be commissioned based on the quality of a bid rather than the quality of the service likely to be delivered.

DYS should be seen as an essential rather than a desirable service and needs to be properly funded in order to maintain the high level of service that it currently provides. DYS through support, positive engagement and activities is a cost saving service in terms of crime and anti-social behaviour, sexual health intervention and alcohol and substance abuse.

Option 2 - Merge with an existing Local Authority Controlled Company such as Careers South West.

Option 2 would require very careful examination. The Task Group recognises the quality of Careers South West as an organisation and the valuable work of the Connexions service, but there remain a number of unanswered questions about such a merger. Members would be particularly concerned about maintaining the quality of existing youth services in any period of transition.

Option 3 - Enter into a joint venture partnership with private or third sector partner /

Option 4 - Outsource services to a newly formed mutual or social enterprise /

Option 5 - Outsource to an existing private or third sector organisation

The Task Group would be extremely concerned about a loss of expertise, consistency and quality if either Option 3, 4, or 5 is chosen. In other parts of the country, youth services have suffered as a result of being outsourced, and it is likely to result in poorer quality provision. In pursuit of targets within commissioning requirements, there is concern that recreational activities for large numbers of young people may end up replacing developmental educational youth work. Where authorities have outsourced services, there is no concrete evidence of improvements for young people. It was reported to the Task Group that a number of authorities have had to bring their Youth Service back 'in-house'.

Devon Youth Service Overview

Key Facts

Core Budget 2010/11	4,403,259
(Core Budget 2009/10	4,636,029)
Additional Funds raised by teams 2009/10	840,167
Voluntary Youth Organisations financial support from core budget 2010/11	501,500
Youth Opportunity Fund/Youth Capital Fund to Voluntary Youth organisations 2009/10	456,296
Total Number of DYS Staff	249 (179 fte)
Number of DYS Youth Centres	21
Number of other venues used by DYS	85
Number of DYS Mobile Youth Centres	7
Number of young people registered and regularly attending DYS provision	11,350
Average number of DYS sessions to young people each week	405

Devon Youth Service Budget and Funding

Budget Allocations

	2009/10	2010/11
Exeter	310,766	301,443
East Devon	228,974	254,327
Teignbridge	362,291	383,422
Barnstaple / Chulmleigh / South Molton	243,605	236,296
Mid Devon	293,892	300,075
South Hams / West Devon	296,815	320,133
Central	94,127	59,603
Salaries	2,073,826	1,909,182
Total	<u>3,904,295</u>	<u>3,764,481</u>

Central Budget Costs

	2009/10	2010/11
Employee expenses total	352,526	387,672
Premises Costs total	13,575	5,000
Supplies and services	11,645	10,970
Transport costs	20,485	17,726
Establishment expenses	74,941	12,338
Internal expenditure	43,927	32,684
Total	517,099	466,390
Income	30,157	49,237
Final Total	<u>486,942</u>	<u>417,153</u>

Grant Funding Allocation

	2009/10	2010/11
Employee expenses total	87,998	8,7467
Grants	201,004	184,270
Establishment expenses	575	
Total	289,577	271,737
Internal reimbursements		41,708
Other income	8,200	8,405
Final Total	<u>281,377</u>	<u>221,624</u>

Issues Identified

Vacancy Management Process (Recommendation 4)

DYS is currently holding a considerable number of vacancies which has affected frontline provision. A combination of the impact of the Vacancy Management Process and the requirement to freeze some posts to meet the 2010/11 budget reductions has left DYS with a lack of capacity to cover vacancies or staff sickness. Although it was reported to the Task Group that staff have worked hard to adjust and retain frontline delivery to young people, some DYS sessions have been cancelled across the County and other programmes adjusted permanently. The Vacancy Management Process is challenging for community-based services, as it is not always possible to relocate staff to fill gaps in provision, particularly in rural areas where the travel distances can be impractical. This has resulted in a strategically disproportionate provision in some communities.

A number of existing staff have benefited from the Vacancy Management Process by having their hours increased and/or from being promoted to higher level posts. In all cases promoted staff required additional training and support in their new posts. There are however issues in some areas where there are no current first level youth workers remaining who have the experience required to be promoted. There are also a significant number of young people working for DYS who with the Vacancy Management Process are not able to move onto the next level of youth work.

Anti-Social Behaviour (Recommendation 2)

The Devon Community Safety Partnership (CSP) has agreed target priorities to achieve on a three yearly basis and all partner agencies (including DCC, district councils and local Police) have committed to work together to achieve these targets. Those priorities that directly relate to young people are those to achieve 'A Reduction in Anti-Social Behaviour' and 'Improve Community Confidence' across the County. DYS play an important and active role in the CSP structure, both at a strategic and operational level, and is considered a key partner. The CSP have provided small amounts of funding for DYS to provide activities. Some of the activities are building on existing core DYS activities and some are additional.

DYS is important in helping young people's development by providing a range of positive experiences, which can raise a young person's self-esteem. There is a direct link with those young people who are a cause of most concern across the health and social care agencies, and a lack of self-esteem. Many DYS workers are extremely skilled and seen as approachable, and provide young people with positive role modelling. Youth worker knowledge and support is vital, as they know a high percentage of the young people causing anti-social behaviour. For certain young people DYS is the only agency that they are likely to engage with. These are often young people coming from the most chaotic and disaffected backgrounds.

The Task Group is concerned about any cuts to services and early interventions that engage with vulnerable young people. With high levels of youth unemployment, any reduction in services provided by DYS is likely to lead to a rise in anti-social behaviour. With the restriction of services available from partner agencies, the Police and Fire & Rescue Services, there will be less flexibility to find solutions, interventions and funding to tackle issues of anti-social behaviour as they arise.

NEETs (Recommendation 2)

Young people not in education, employment or training (NEET) at 16-18 have poorer life chances than their peers and are more likely to be a long term cost to the public purse.

- *National figures for 2009 show 9.2 per cent (183,200) of young people aged 16-18 were NEET.*

- *The 2008 NEET cohort will cost an estimated £13 billion in public finance costs and £22 billion in opportunity costs over their lifetimes.*
- *Young men who were NEET are three times more likely to suffer from depression, and five times more likely to have a criminal record, than their peers.*
- *Data from fieldwork areas found a quarter of young people were NEET at some point during a two-year period, but most get into education, employment or training. However, ten per cent of young people remain NEET for six months or more.*

Against the odds: Re-engaging young people in education, employment or training (Audit Commission, July 2010)

A hardcore of difficult to engage young people remain NEET for extended periods, or repeatedly re-enter NEET status. Further reducing NEETs requires sustained effort and joint approaches. The number of NEETs and 'not knowns' is low in Devon, but there is a risk of the number escalating as a consequence to the cuts to Connexions.

As the largest urban area in the County, Exeter has the highest number of disadvantaged young people. DYS, YOS, FE colleges and Connexions are working together on specific NEET projects in Exeter. About 80, a third of the estimated NEET population in the city, have been engaged. These programs have had a significant impact on raising aspiration. A number of the young people have been accepted onto courses and learn to work projects. The projects have also been extremely beneficial in engaging these young people in receiving Health input in terms of sexual health, alcohol and substance misuse advice. There has also been a reduction in NEETs in Teignbridge, through DYS interventions through provision sub-contracted by South Devon College. And there are many more examples of successful targeted NEET work. It must be recognised that there are difficulties with NEETs in rural areas being more scattered than in urban areas. DYS along with other groups such as Young Farmers have an important role in identifying and working with these young people.

Safeguarding (Recommendation 2)

Safeguarding is a major issue in the field of youth work. The standards implemented by DYS are of the highest quality. DYS enables voluntary groups to maintain these standards. Voluntary groups alone do not have the same responsibilities relating to health & safety, and safeguarding.

There is concern about those young people outside of the uniformed and national services and DYS provision, who may not be engaged at all. One of the hardest to reach groups of children and young people are traveller children as they are the most difficult for the multi-agencies to make appropriate intervention. Young people experiencing domestic violence, young carers and black and minority ethnic groups may also be hidden. CYPs is working with Health and Police in this area. There is a problem with national statistics in terms of highlighting pockets of deprivation and associated indices, as small groups of very vulnerable young people can be missed.

Targeted / Universal Services (Recommendation 2)

DYS is currently involved in a variety of specifically targeted work, such as with children in care and care leavers, and activities for disabled children. Some DYS district youth work teams are involved with local schools in developing alternative curricula (Honiton and Axminster); a special project, Chances, with excluded pupils (Newton Abbot and Barnstaple); and in specific work with NEET young people (Exeter). Exeter has the only dedicated Street Team in DYS, which can be moved around the city to the areas of greatest need.

The Task Group recognise it is important to keep a level of activity in all areas and protect the generic access work. If universal DYS provision is not maintained, there will be a rapid rise in anti-social behaviour. There is often high level support for vulnerable young people in crisis in universal settings, although DYS is not always good at evidencing this.

A greater emphasis on targeted work using indices of deprivation could result in young people being missed out.

Early intervention is extremely important, in terms of working with children and young people. Resource allocation to DYS can have tremendous effect in reducing costs in other areas and above all the benefit to improving young people's life chances. By working with young people in Tier 1 and the lower end of Tier 2, it saves significant expense before they move into Tier 3. DYS has an important role to play with Stepping Stones and working with schools and disaffected young people. Youth work is successful in appealing and engaging hard to reach and vulnerable young people.

Premises (Recommendation 5)

DYS premises need to be assessed in terms of value for money to ensure facilities are well used and self-funding. It was reported to the Task Group that there are a growing number of projects utilising DYS buildings for day time use, and how for instance facilities can be used to support the 14-19 agenda. New DYS capital developments are being used by Early Years, Stepping Stones as well as the 14-19 agenda to bring in revenue streams, but there is a need to work with other partners to increase premises usage. Connexions, for instance, use DYS premises across the County and now share a back office with DYS, as well as some administrative staff.

A number of district authorities in the County in their strategic partnership proposals for the future, stress the need for improved facilities for young people in their areas. Teignmouth and Barnstaple were cited as example of having a shortage of suitable premises for youth work.

Commissioning (Recommendation 8)

Other parts of DCC commission different organisations to do particular work. This allows for appropriate specialists such as Young Devon being outsourced for housing or counselling. It was reported to the Task Group that there is an issue however when work is commissioned that DYS could do itself.

Youth Participation (Recommendation 3)

Devon was one of the first local authorities to have a Youth Participation Team, with participation a fundamental element of all DYS work. The Participation and Democracy Development Team work to involve children and young people in decision making within DCC and the wider Children's Trust. The Youth Parliament is a good example of this, where each year its members will promote certain projects and the young people are trained, supported and mentored through the election process by the Participation and Democracy Development Team, who then continue to work and support the Youth Parliament through working on project development. The Participation and Democracy Development Team also support young people in interviewing for posts within DCC and NHS Devon. In the last year, all 25 CAMHS staff that have been appointed have at interview had a trained young person's involvement. Commissioning is another area where young people utilise their experience and have a real impact on budgeting decisions.

Schools

DYS does a lot of work with schools, and with the steady raising of the school leaving age over the next 5 years, DYS needs to give attention to the contribution it is able to make to the development of alternative curricula for the increasing number of teenagers in their later years at school, who are likely to disengage with an academic curriculum.

An area that all agencies need to improve upon is the use of the Common Assessment Framework (CAF) for older teenagers and the level of support to the most vulnerable young people. One of the challenges is the lack of CAFs being undertaken in universal provision, particularly in the secondary schools. All appropriate level DYS staff are CAF train and understand the importance of an integrated approach with vulnerable young people. Staff attend Team around the Child meetings and instigate the CAF process

when necessary although it tends to be services that work more closely with individuals rather than groups who will make initial request for Team Around Child meetings. The youth worker is often the only adult a young person will approach when they have problems, and so can be instrumental in initiating CAF or signposting the young person to other services. DYS universal provision is key to the de-escalation aspect of CAF and to providing opportunities within a single pathway.

Rural Devon (Recommendations 5, 6, and 7)

The rural nature of Devon creates considerable challenges. It is generally more expensive to deliver youth services in rural areas, with issues surrounding transport a particular problem. There are gaps where young people are not being reached: it may be small numbers of young people, but there is still a duty to provide for them whatever the logistic implications. Public transport in rural areas can be sporadic with services ceasing by the evening. Some young people in the County's outlying villages are transported on minibuses to DYS provision where this option is affordable. There are, however, issues in terms of the cost of doing this where youth workers are effectively being employed as taxi drivers for a large part of their time. Parents and other volunteers will often support young people with transport, but it is also recognised that often young people are very parochial and they do not necessarily want to move out of their areas to attend DYS provision.

At the time of the last Ofsted inspection an inequity of provision and staffing numbers across the County was apparent with the biggest discrepancy in rural areas. Targeted youth services often have an urban focus where the need has been identified as greatest, which has led to a lack of provision in some parts of Devon. Local communities need to work together with DYS and with their town or parish council to further opportunities for funding and youth provision.

There is a need to continue to be creative in terms of the use of premises, mobile provision and street based teams. The mobile provision is a useful tool, although there may be an issue where DYS buses are in an area for up to 16 weeks and then have to move on, which can result in a gap in service provision being left. Market towns should be used as a hub for young people's centres from the surrounding villages. Concern was expressed about the survival of rural youth services if they are outsourced and the likelihood of a more targeted approach which might leave gaps in funding going into the rural areas.

External Funding (Recommendation 1)

DYS has consistently been able to add value to its budget by raising external funding. Over £840,000 is raised by grants or through partnership work with voluntary organisations or parish and town councils. Funding is also raised by key projects such as Haven Banks and Chances. Taken as a total DYS add an additional 40% to its DCC revenue budget and in addition raise large amounts for specific capital projects.

The Team Leader, DYS Teignbridge reported over £5,000,000 has been brought in to Teignbridge over the last 15 years for building and equipment mainly outside of the statutory budget through accessing outside funding streams, particularly where there has been match funding opportunities.

Youth Opportunity and Youth Capital Funds (Recommendation 7)

The overall aim of the Youth Opportunity and Youth Capital Funds has been to improve the provision of positive activities for young people, by giving them the power to decide how this funding should be spent in their area. Applications are made by young people to a panel of other young people who make decisions on whether applications are appropriate and should receive funding. Funded activities must support the five Every Child Matters outcomes, benefit the local community and offer good value for money. Giving young people, particularly those facing disadvantage, a genuine influence over the design and delivery of services is the most effective way of ensuring that provision is in line with what young people want. An independent evaluation of the first two years of the programme showed that the funds have had a genuine influence on empowering young people, their participation in positive activities and the quality of provision on offer.

Although these particular funding streams have finished, DYS will maintain its Youth Banks and look to provide other opportunities to distribute funding through Youth Bank processes. DYS has six Youth Banks which operate in the following areas.

- Exeter
- East Devon
- Teignbridge
- South Hams and West Devon
- Mid Devon and Torridge
- North Devon

The Youth Banks are groups of young people who meet on a regular basis to review and make decisions on Local Youth Network grant applications from other young people and youth groups. Often these organisations are at the heart of small communities and partnership work with them is crucial to community development. The Youth Banks currently make decisions about the Youth Opportunity Fund (£295,200 per year), Youth Capital Fund (£341,400 per year) and Local Youth Network grants (£149,000 per year). Young people involved in the Youth Banks are supported by youth workers and are able to take part in nationally accredited training.

Concern was expressed as to the situation in West Devon with the erosion of the West Devon Network. The Network had provided services to young people jointly through DYS and third sector, but has now effectively collapsed and there is now a need for services in West Devon to be reconfigured. Some concern was also reported to the Task Group that DYS is keeping hold of funding, where local young people should making decisions on funding through Youth Banks. There are small amounts coming through, but not in the way that it was intended.

Youth organisations need to be part of the Local Youth Network in terms of their quality standards. These standards are not unduly rigorous, but there have to be standards in place for children and young people, as well as for staff to work safely. Youth organisations have to be extremely careful as any informality in terms of volunteer and staff recruitment could have serious safeguarding implications. The quality standards are linked to the Ofsted criteria of quality youth work.

It was reported to the Task Group that the role and function of Local Youth Networks was not clear, and how DCC is facilitating the process of aligning services to meet the needs of young people. Local Youth Networks should reflect all the provision that is being made for young people in an area, but Voluntary Youth Services Devon is confused as to the extent by which the Local Youth Networks exist and operate. Voluntary Youth Services Devon would like DYS to clarify the present position on Local Youth Networks and the mechanisms in place for their broad function and consistent working. There is also confusion as to the way in which Local Youth Networks operate with Youth Banks.

Voluntary Sector

Volunteers (Recommendations 6 and 7)

DYS work with young people is a partnership between volunteers and paid youth workers. There are as many volunteers working with and supported by DYS as there are paid staff. The volunteer's gift of time, skills and experience enables DYS to extend its capacity to provide valuable services to young people. The role of DYS in supporting adult volunteers with training is vital in the sustainability of youth services, where trained volunteers then have a role in supporting new volunteers. Every year hundreds of young people sign up as volunteers with DYS, with over 600,000 hours given annually to DYS from older young people providing youth work.

Some young people volunteer to give something back for the years of enjoyment that they have at their local youth centre. Others volunteer to add to develop their skills and experience which then makes them more employable in the future. Once established as a volunteer, young people are invited to take part in Senior Member Training. Senior

Member Training aims to accredit the learning of young people involved with DYS. The programme has been designed for young people aged 11 to 19, but predominantly 13 to 17 years, who are already linked to DYS. Volunteers and Senior Members are a valuable resource to DYS, but these types of provision would not however exist were it not for the support DYS and qualified youth workers provide.

There is a need to harness the goodwill that exists in communities and maximise volunteer potential. People like the idea of volunteering, but the reality of doing so can be a different proposition as the demands of the work can replace the enthusiasm for the post. Volunteers are happy to help for a couple of hours to run a youth club and to undertake some limited training, but are rarely willing to run services themselves. In order that volunteer numbers are sustained, it is vital that they are given adequate guidance, support and are kept safe, as well as opportunities for progression and development. Voluntary organisations need to have policies in place for recruiting and retaining volunteers, and this is an area where support from DYS is hugely beneficial.

Voluntary Organisations (Recommendations 6 and 7)

21,500 young people regularly engaged in voluntary youth organisation activities (VYS Devon, June 2008).

The voluntary sector is huge with a mix of large organisations such as Young Devon to smaller groups working in rural areas. There is considerable capacity within the voluntary sector but it is about how this capacity is targeted and utilised, as the size and potential of the voluntary sector is not always fully recognised. In some parts of Devon, DYS works well with the voluntary sector, but this level of positive and productive working is not replicated across the County. It was reported to members that DYS is too focussed on the delivery of its services and not focussed enough on enabling voluntary organisations. Support from DYS to individual voluntary youth groups in local districts can vary between little or no contact with a DYS officer or Area Youth Worker in one district to a formal agreement in another whereby a DYS worker is seconded to a voluntary club to run its programme. It would seem that uncertainty exists for DYS whether professional support for small local voluntary youth groups should have any degree of priority.

It is vitally important given the present economic climate to be as clever as possible in securing funding, and for DYS to recognise that local groups can access funding streams that are not available to DCC. In some cases community groups have been able to access funding, often through the lottery, where an SLA actually pays for the entirety of DYS input in a given youth centre. Where issues do arise, these can be around quality and safeguarding. There are no minimum legal requirements in terms of someone setting up a youth group; anyone can without any checks or regulations in place.

Where DYS is operating with vacancies this is where the support of local towns and voluntary groups is so crucial. DYS needs to build up partnerships at a local level with other organisations to help fill the gaps and provide support where DYS staff is stretched. Good youth work practice is vital along with people working together to provide an effective infrastructure, otherwise the voluntary sector can disappear from areas quite quickly without this support. It is difficult for the voluntary sector in the urban areas, and this is where it is vital strong guidance and support is provided by DYS. DYS has an SLA with Voluntary Youth Services Devon to do specific work in supporting the voluntary sector.

Third Sector and the Current Economic Climate (Recommendations 4 and 8)

In the current economic climate, third sector organisations are being hit, due to a loss of multiple funding streams which will in some cases threaten their very existence. It is nationally extremely problematic for voluntary organisations within the charitable sector who may have enjoyed significant growth over the last 10 years but who might have only limited levels of reserves. It seems apparent that both statutory and voluntary agencies have planned improvements to services independently. The result has been a somewhat topsy-like growth of services with an unevenness of quality provision between districts. It was reported to the Task Group that the voluntary sector has been commissioned in recent times to do work which could have been undertaken in house.

The voluntary sector is having difficulty raising funds because various grant giving trusts only pay interests on capital. Voluntary groups with funds are also not receiving interest as a revenue stream. Voluntary sector organisations can only get grants for specific projects not for general running costs. Lottery funding for instance is only for 3 years and then the organisation has to fund itself. As DCC funding reduces, voluntary organisations may find themselves in financial difficulty and may close due to a lack of funds. The question then is about how this deficit in funding will be made up and is particularly problematic for rural areas already lacking in provision.

Community Input (Recommendations 6 and 7)

DYS looks at its provision of youth services on a macro and micro level, understanding the importance of local issues and the community, as well as those national issues that inform their work. DYS maintains contact with groups such as leisure centres, rotary clubs, colleges which aids their role in terms of community cohesion. If DYS is removed from areas or its impact reduced, the effect will be the creation of more divisions within a community. In addition to the role DYS plays in reducing anti-social behaviour, DYS is engaged in inter-generational work looking to promote mutual understanding. In Uffculme for instance DYS has worked successfully with young people and the elderly, with the result of the young people feeling more a part of the community in which they live.

Members felt that any major changes to DYS provision should be communicated to the County Committees with the need for decisions to be made more in the localities with greater local control of resources. There have been significant developments in terms of listening to young people and their voice being heard, although it was reported that DCC does not do well enough in consulting adults. There is a need to maximise community input in local provision, however in Exeter for instance which has a number of deprived areas; it is difficult without significant professional support. There are issues for some staff focussed on delivering services to take on an enabling and more community development role. The only long term sustainable approach is through focussing on communities that need support and enabling them to be self-sustaining.

There is a need to explore the financial contribution from town and parish councils for DYS provision. The South Hams and West Devon Team Leader reported that a number of town councils in the area are financially supporting youth leisure nights. There is a role for DYS encouraging parishes to make contributions, as well as the use of locality budgets from members. There is also scope for increased working with district authorities.

Vanessa Newcombe (Chair)
Peter Bowden
Alison Boyle
George Gribble
Chris Haywood
Philip Sanders
Saxon Spence

Electoral Divisions: All

Executive Member: Councillor Christine Channon (Cabinet Member for Schools and Skills)

Local Government Act 1972 List of Background Papers		
Report originated by:	Dan Looker	
Room:	G.36	
Tel No:	01392 382722	
Background Paper	Date	File Reference
—	—	—

Appendix 1

Other Agencies / Organisations

Connexions

The Connexions service is contracted by the peninsula local authorities to be delivered by Careers South West Ltd. Connexions provides universal information, advice, guidance, support and placing for young people aged 13-19 years of age (up to the age of 25 for some young people with special needs). Connexions undertake targeted work with teenage parents, substance misusers and the most vulnerable to try to get them back onto a college course for instance. Connexions presently see all young people in Devon schools during Year 9, as well as around 3,000 young people a month in centres across the County. Connexions has a very high contact rate with young people in Devon. Connexions know of 99% 16-18 year olds in Devon compared to 91.4% in 2002 and a national average of 95.4%. Connexions try to ensure that all young people are picked up, to the extent that workers go around visiting young people in their homes. Connexions work with young people to try to equip them with the necessary skills to be ready for the workplace, as there remains a group of young people of post compulsory education age who are not prepared.

DYS work closely with Connexions, such as on the NEETS project in Exeter and in the delivery of the 14-19 agenda. However the Head of Connexions for Devon advised that he is currently trying to minimise possible changes to Connexions necessitated by the in year cuts. Following the cut of 24% to the Area Based Grant (ABG) Cabinet in July 2010 agreed a 12.5% in year cut to Connexions which, because it has to be achieved in a six month period will be closer in real terms to a 25% cut. As a consequence, cuts in staff will leave Connexions with less time to work with the young people in schools and reduced outreach provision. It is unrealistic to think that Connexions will be able to retain its 99% tracking rate. The cuts to the Connexions budget will result in less follow up work tracking young people; less contact with young people in schools; less intensive support to the young people concerned and less support to the voluntary sector. These young people in need of extensive support will be disadvantaged particularly in communities that are more isolated.

Devon Youth Offending Service

The Devon Youth Offending Service (YOS) is a statutory partnership between DCC, the Police, Probation and Health. The YOS has 2 principle aims:

- to work cooperatively with statutory partners who contribute in terms of funding and staff in order to prevent offending by children and young people and to reduce re-offending.
- to reduce the number of first time entrants to the youth justice system.

There are 3 Youth Offending Teams (YOT) within the YOS – in Exeter, Barnstaple and Newton Abbot working with young people aged 10-17, although prevention work starts from age 8. In the region of 100 staff deal with 1400-1500 offenders per year, who commit around 3000 offences, although in 2009 the number of offenders dropped to 1138, and the number of offences to 2190. Prevention staff also work with children who are ‘at risk’ of offending. There are around 71,000 young people aged 10 to 17 in Devon with 500 first time entrants to the youth justice system last year. Devon YOS received excellent inspection reports from the Youth Justice Board and HMI Probation.

There are pockets of youth offending in the County, and in those areas, there are specific projects run by the YOS which look at targeted group work and activities to include the wider family and friends. The YOS has a number of strategic approaches working with DYS and also in terms of operational delivery both on universal services and positive engagement initiatives and targeted provision. Education, training and employment is a key factor in reducing both the number of first time offenders and those re-offending. The vast majority of young people will engage if they are given the right opportunities. Young

people while working with YOT often do not re-offend, that intervention is successful. However following the end of the Court Order, YOT is not funded and there can therefore be something of a cliff edge at which young people find themselves when the support suddenly is stopped. It is vital that the relevant agencies look at the Common Assessment Framework and Team Around the Child to see how these young people can be supported beyond the end of YOT orders, and DYS has an important role to play in this.

The Devon YOS in 2009/10 is funded accordingly:

Organisation	Funding
DCC	748,000
Youth Justice Board	600,000
Police	158,000
Probation	80,000
Health	69,000

NHS Devon

NHS Devon reported close working with DYS, engaging on many different levels as part of a productive two-way process. DYS provided a strategic input in the Devon Young People's Sexual Health Strategy 2008 – 2012 and Devon Teenage Pregnancy Action Plan. Health provision is increasingly targeted to those young people who are most in need. In relation to teenage pregnancy, Health and DYS have been working with hard to reach young mothers and young fathers as well as general health and information for those with the most risky behaviours. There is joint working in DYS settings through youth workers in conjunction with school nurses. Health services do some direct delivery in the community with DYS in youth clubs in relation to healthy eating and sexual health. DYS has been exemplary in engaging with Your Welcome a kite mark for quality assuring health settings as young person friendly. DYS has been one of the biggest users of NHS Devon training in recent times with the C-Card and other sexual health awareness. These courses have enabled them to meet the local training requirement for issuing condoms in youth work settings. Some youth workers also provide pregnancy tests and support young people with this. Youth workers support or run health drop-ins in schools and youth premises across the County. There is a DYS representative on the Teenage Pregnancy & Young Person's Sexual Health Partnership Board, and a representative has been involved in the development of training through attendance at the training steering group.

NHS Devon reported to the Task Group that as a result of the withdrawal of Strategic Health Authority funds, coupled with the removal of the Area Based Grant they will be unable to add to the DYS skill base in the same way with the training element of the Health input particularly likely to be compromised.

Police

Devon & Cornwall Constabulary's Youth Issues Manager presented the Task Group the Force Youth Strategy, and highlighted the Police commitment to early intervention and youth work. 12 Youth Intervention Officers within Devon & Cornwall Constabulary work to pick up the most at risk young people. There are currently some excellent initiatives carried out by DYS with the Police. Joint targeted work has reduced anti-social behaviour by as much as 70%. Police Community Support Officers (PCSOs) in particular are supportive in working with DYS and young people in their local communities. It is important that PCSOs know the young people within their area and work closely with them to limit those causing problems. It is apparent that the level of hostility towards the Police has dropped significantly in the last 5 years or so, as a culture of mistrust has been removed. DYS helped develop a new training programme for Community Police and PCSOs, which the Police have reported a benefit from DYS involvement. PCSOs in Exeter undertook youth work training and this helped in terms of understanding and identifying issues with working practices. DYS has also developed partnership guidelines for joint working with the Police. Devon & Cornwall Constabulary's Youth Issues Manager reported that while management like to know that there are clear professional boundaries between the organisations, the emphasis needs to be on working together rather than any organisational barriers.

The Police reported issues with a lack of DYS provision in the summer holidays and also on Friday/Saturday nights when many of the anti-social behaviour type problems occur. Officers on the ground feel frustrated by the lack of activities provided by DYS on these nights and a lack of engagement of the most challenging young people in certain areas. While in some parts of the County, DYS work with the Police is excellent. Members expressed concern that there are DYS staff who do not let the Police on the site of youth centres.

The Comprehensive Spending Review may force a rationalisation or different direction to the current priorities. As budget cuts affect Police resources, there is likely to be a refocus of how Police officers and staff are utilised. This may have an adverse effect on the amount of partnership work the Police become directly involved in. The Task Group expressed concern if the Police emphasis will be too centred on crime and punishment, and less on the social aspect of policing. It is hoped that neighbouring policing will still fulfil the community engagement role. The Police have also had a directive to reduce meeting attendance, which is an issue in terms of the strategic and operational link up with DYS.

Young Devon

Young Devon has 150 full and part-time workers across 13 sites as well as through outreach workers in the more rural isolated communities. Alongside paid staff Young Devon, also deploy over 200 volunteers. Young Devon supports more than 60 voluntary youth groups across the County in delivering a range of provision to children and young people. Young Devon work with all young people from targeted to universal but it is the primary objective to enhance the lives and promote opportunity for those who are least likely to have their voices heard and whose life circumstances impeded their ability to achieve their full potential. A huge amount of the work undertaken by Young Devon is about stabilising young people and then moving them on into being positively engaged. 3,000 young people (many in crisis) received help last year via Young Devon's network of Youth Enquiry Service (YES). YES centres offer any young person access to free, confidential, Information and Advice Services. Young Devon reported often being the first point of contact for young people who may be in the hard to reach category. Young Devon is publicised in schools and tries to remain visible in all parts of the County.

Young Devon reported that they are creating opportunities and building capacity of organisations to support young volunteers, with 1570 young people supported to engage in volunteering around the County each year. Young Devon has 8 youth action teams in the County delivering community volunteering initiatives based on local needs. Last year Young Devon spent £2,800,000 on delivering a range of services to young people living in Devon. In the region of 80% of funding comes from Government or from local grants (about half of which from DCC). The rest of the funding is raised through charitable trusts, public giving and young people fund-raising. Funding streams have however been cut totalling about £300,000 for 2010/11, and there are difficulties in trying to protect frontline services as a result of this. Young Devon receives no money by right; a business case has to be put forward for all funding. Over the last decade has enabled Young Devon to be successful at attracting monies for all sorts of projects, services and buildings.

Young Devon reported having specialist positive activity programmes that tackle issues of anti-social behaviour, inter-generational harmony and community engagement targeted at disengaged young people, inspiring them through activities including outdoor pursuits, sport, music and the arts. Young Devon has 700 young people engaged in positive activity events and programmes each year (expected to rise to 1500+ with new Change Academies). The Change Academy - two facilities, one in North and one in South Devon – is providing a range of positive activities all based on the principle of positive activity, community benefit, youth leadership and social enterprise. Young Devon report that through their work there has been a 95% reduction in anti-social behaviour noted in young people's individual plans and a 99% retention rate of young people onto other programmes and youth volunteering following positive activity sessions.

At a practical and local level, there are examples of good partnership working with DYS and Young Devon, as well as at a more senior level. The Chief Executive of Young Devon reported that he works closely with DYS partners, but there are issues with

'politics' getting in the way of service delivery. On the ground, Young Devon's relationship with DYS is very good, at other levels there are difficulties. DYS and Young Devon are in direct competition in terms of providing certain services. DYS provision used to be linked to community education settings (pre 2002) with significant service variation across the County, Young Devon used to be a membership organisation but have evolved and expanded particularly in responding to young people below social care thresholds in areas such as housing support needs. Young Devon and other third sector providers (Community Action, Ivy Project etc) have gradually filled some of the voids between social care responses and universal services. Historically there was an SLA with DCC which helped to formalise joint working arrangements. This has in recent years been replaced with a Youth Futures group chaired by the Acting Head of Integrated Youth Support and Development Service. The Chief Executive of Young Devon believes DYS should concentrate on the Youth Matters headings, while third sector groups could add real value by picking up areas of work that are not the focus of DYS. Areas of overlap have and do exist between Young Devon, DYS and other community and voluntary groups e.g. accreditation, advice and information, counselling support, youth work training, support to the voluntary youth sector and specialist projects. DYS and other voluntary groups have withdrawn from some areas of work e.g. the YES delivery to avoid unnecessary competition with Young Devon. Similarly, Young Devon has evolved to do a lot less work on supporting the community based voluntary sector.

It is apparent that there is some work that Young Devon does very well in terms of housing advice and work on homelessness. However, it was reported to the Task Group from a number of sources that there are services that are currently commissioned out to Young Devon could be run by DYS more cheaply, effectively and with better quality. There are also concerns as to the sustainability of Young Devon at its present size and also vulnerability if there was for any reason a change in its leadership.

Devon Young Farmers

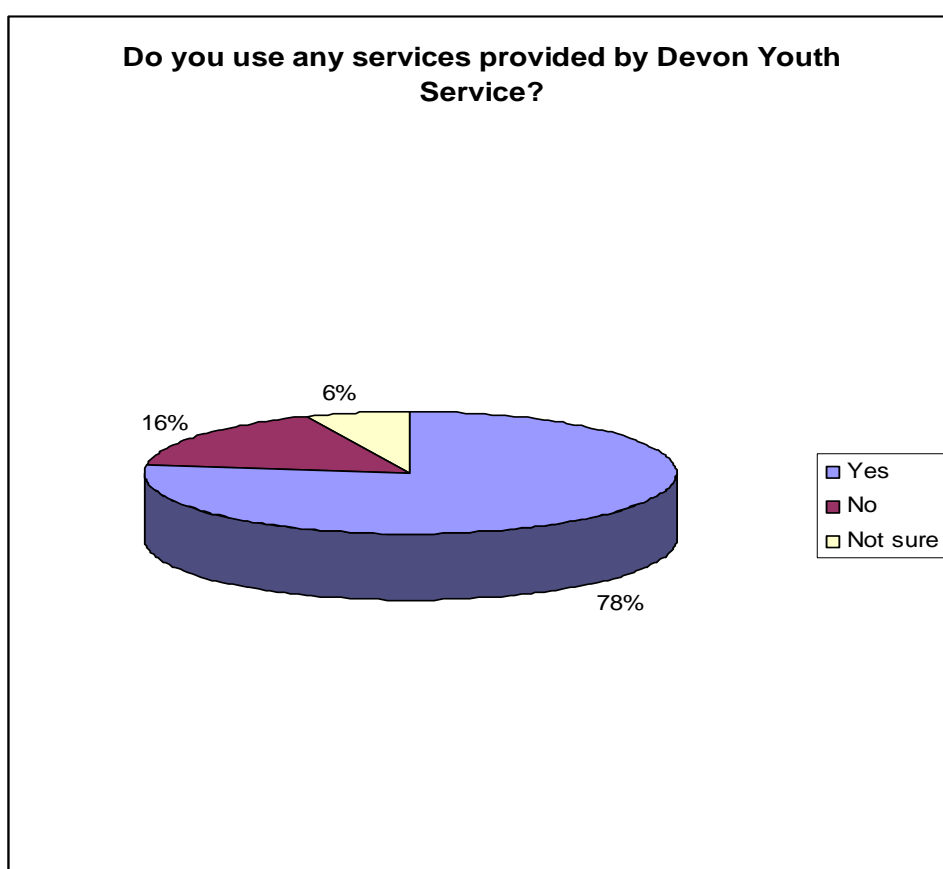
Devon Young Farmers (DYF) was established in 1932 and is the second largest Young Farmers in the Country with approximately 1400 members and 39 clubs. DYF is not exclusively for youngsters in rural communities; it is open to all young people. DYF works with the 10 – 26 age group, although the predominant focus for DYF is 13 – 19. DYF has a turnover of around £100,000. Last year DYF donated £81,000 to charities which had been raised by members at their own clubs. DYS assign 1.0 FTE to work with DYF to develop provision in rural areas and to work with the older age band. DYF make a contribution (approximately 20%) to this post. The Club Federation Organiser supports DYF clubs through DYS and the volunteer structure. The Club Federation Organiser is in regular contact with the DYS Area Youth Worker to liaise on issues identified. DYF has approximately 400 volunteers. There is a structure in place where young people as they grow up take on an organisational role within DYF leading the younger members. Training evenings are held for volunteer leaders, which includes safeguarding training. DYF also provides positive life skills, first aid, self-defence, as well as some more agriculture related training. It is important having DYF input in helping young people to access support such as sexual health services and counselling.

Appendix 2

The Devon UK Youth Parliament 'Things To Do' Campaign Team - Survey on Devon Youth Service

This appendix includes edited information from an extensive survey created and distributed by members of the UK Youth Parliament in Devon. As part of the 'Things to Do' campaign, which aims to increase and promote the accessibility of services for young people, a survey was developed in order to highlight issues relating to Devon Youth Service.

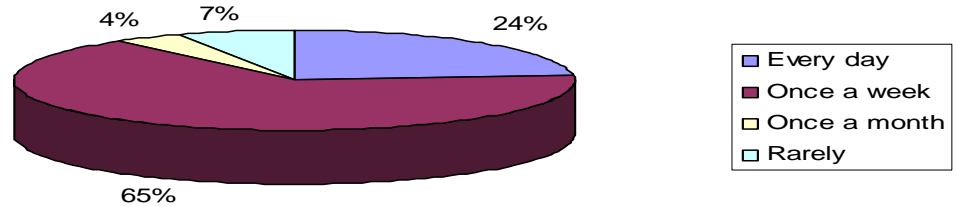
The Team gathered responses from 1,234 young people. They did this between 4 October and 18 October 2010. 54% of the young people that responded were male and 46% were female. The survey was distributed among pupils at schools and youth clubs across the County, and was also available on Twitter and Facebook ensuring that young people were able to take part and have their voice heard.



Do you use any services provided by Devon Youth Service?

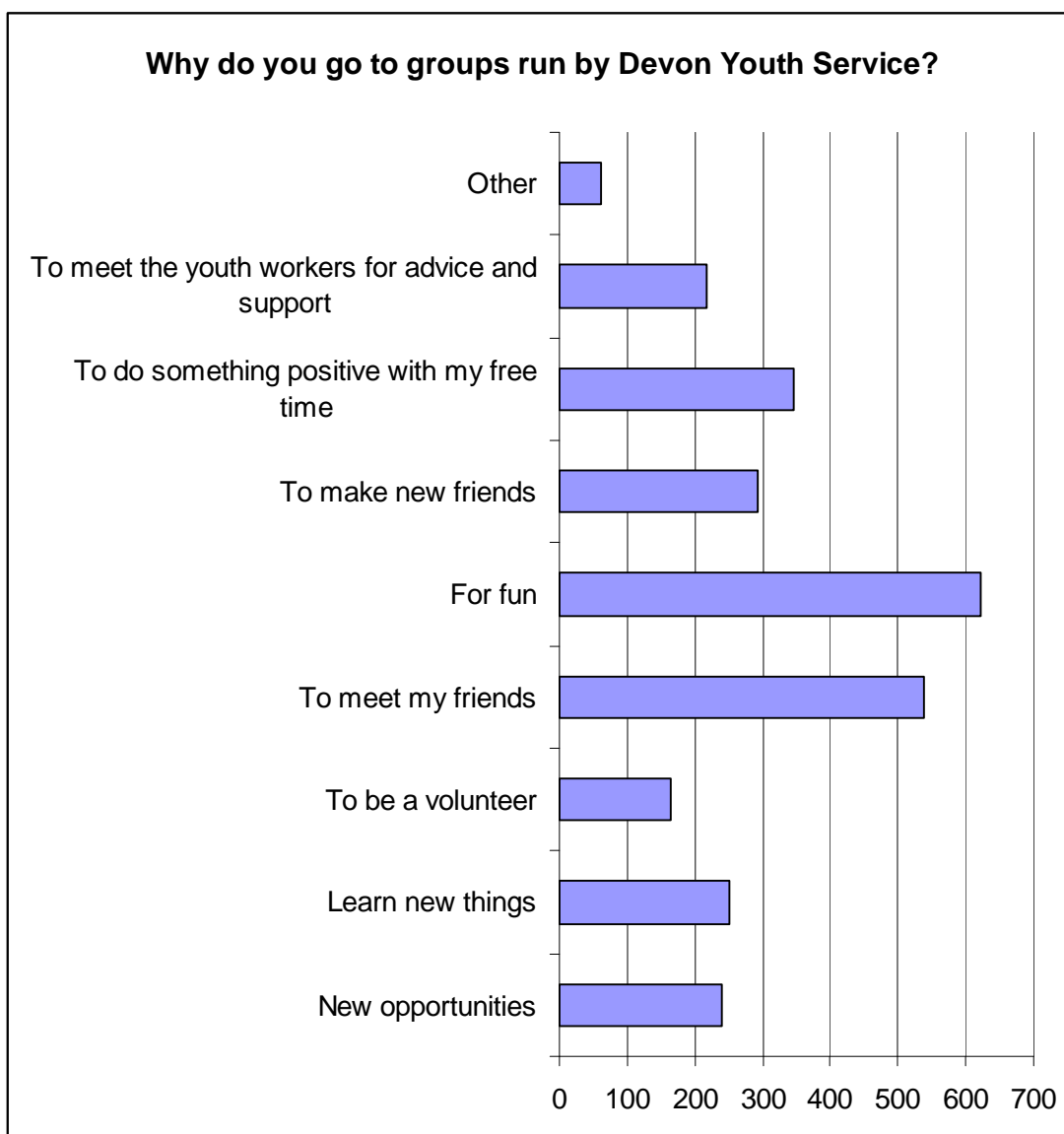
	Count	Column N %
Yes	951	77%
No	203	16%
Not sure	80	6%
Total	1234	100%

If yes, how often?



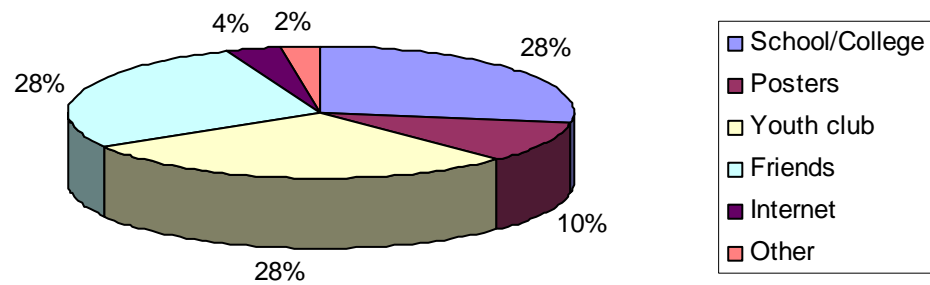
	Count	Column N %
Every day	220	24%
Once a week	614	66%
Once a month	40	4%
Rarely	62	7%
Total	936	100%

Some of the young people identified on their consultation that they attended their Youth Service Youth Centre 2 – 4 times per week.

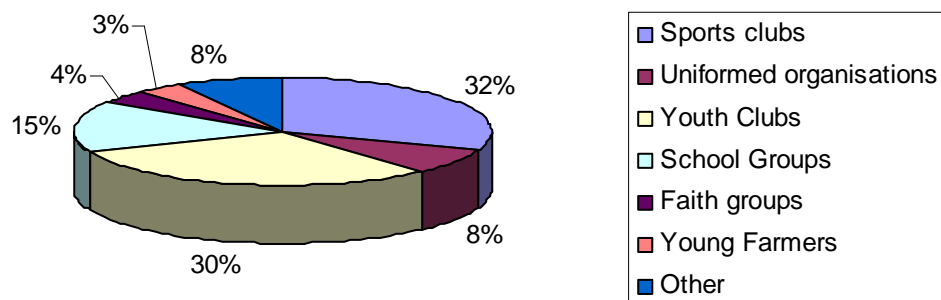


	Count	Column N %
New opportunities	241	26%
Learn new things	251	27%
To be a volunteer	164	18%
To meet my friends	537	57%
For fun	623	67%
To make new friends	294	31%
To do something positive with my free time	347	37%
To meet the youth workers for advice and support	217	23%
Other	62	7%

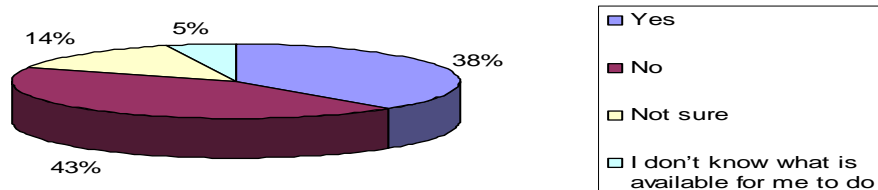
If you have been involved in activities provided by Devon Youth Service, how did you find out about them?



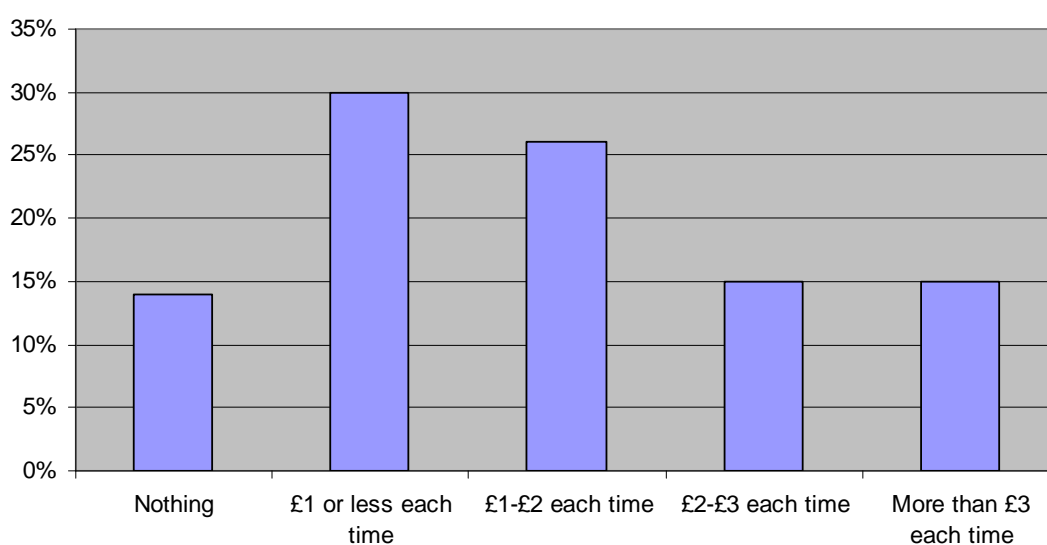
Which of the following youth groups, other than those provided by Devon Youth Service, are you involved in?



Is there enough for young people to do in your area?

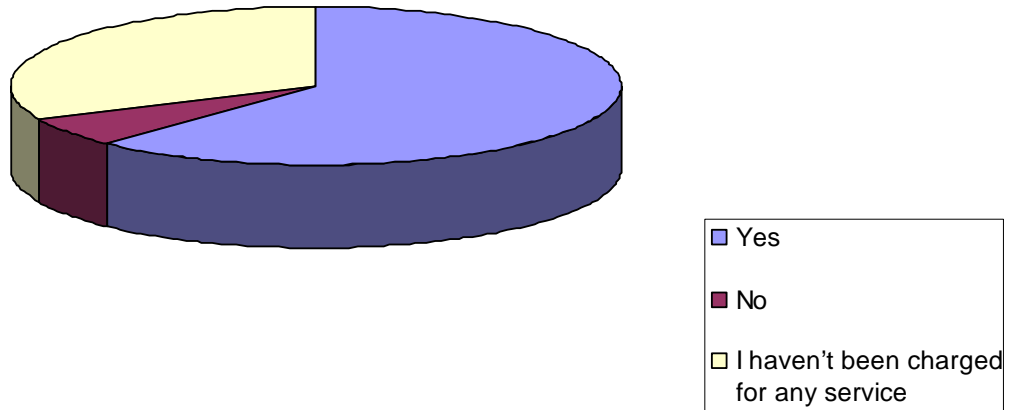


How much would you be willing/are able to spend to take part in activities provided by Devon Youth Service?



	Count	Column N %
Nothing	171	14%
£1 or less each time	361	30%
£1-£2 each time	312	26%
£2-£3 each time	181	15%
More than £3 each time	182	15%
Total	1207	100%

If you already pay for some of the activities you get from Devon Youth Service, do you think the prices are fair?



	Count	Column N %
Yes	545	62%
No	57	6%
I haven't been charged for any service	280	32%
Total	882	100%

Appendix 3

Young People's Views on Devon Youth Service

Members received 84 representations from young people writing directly to the Task Group. The following quotes provide a snapshot of the responses received. These statements do not include the feedback from the UK Youth Parliament survey.

I have been able to see friends, other younger members, and my self develop and gain knowledge; knowledge that is absent from their education in school.

Max, 18

I have made friends who have had similar past experiences to myself and can relate to what I have to say.

Jamie

We come down to the street bus to enjoy ourselves and have a laugh with everyone. Before the street mobile bus came down we was in a lot of trouble. The Police came down all the time, but not a lot now.

Connor

We come down to the street team to socialise and get out for a couple of hours, so we aren't on the streets causing trouble. The Youth Bus is a good place for us to socialise, they also help us with the outside world.

Bethany

Sex education for example, whilst taught in schools, is rushed; it is very limited, and taught in such a formal situation not appreciated by the pupils. Not only this, but the discussion of sex is not seen as appropriate in school. Whereas, in the Youth Centre, it is something freely to be discussed, there are no taboos, and this clearly enables young people to gain the knowledge from trained professionals, which those who do not attend.

Max, 18

Not everyone has elder siblings, a role model, someone they can easily talk to if perhaps their parents, or even the Youth Workers initially seem daunting. The result of the mixture of ages, and interaction between the young people, at least in my experience, is there is always someone to go to, and there is always someone you can ask for help.

Max, 18

We need the street team down here to keep us out of trouble, also they help us with social, mental and physical skills. It helps us make friends, it's good social time and it's the only good thing that happens for the ages of 13-19 years. We would be lost without it. We have lost a lot of projects down here and it makes us more loud and so the Police come up more often which means we get moved on. Now the youth bus has come back we have become more calm and we are less loud. They do so much for us which we appreciate and we feel really safe around the youth workers they are like family.

Heather and Jake

I have been going through some rough patches lately and the workers at The bungalow have helped me get through this and I could not have got through this difficult time without their help and support. I also know that I am not the only person that they have helped.

Sophie, 17

I come to the Bungalow for support socialising with other people. If the Bungalow wasn't here I would probably get in trouble all the time around town because there is nothing else for us to do around here. I became a Senior Helper because I want to help and get some qualifications for the future. I have never volunteered before and this is teaching me that it is a good thing to do. I have realised that I want to be a youth worker when I leave school so that I can give back some of what has been given to me.

Kassandra

I use the Bungalow Youth Project. I go there often as it is a safe fun environment. The staff are always friendly and welcome us with open arms. They also support and advise us in the right way if we require it. I can get condoms so my health is safe and Chlamydia tested if I need to. There would be nothing to do if I was not here which would up the crime rate in Buckfastleigh.

Reuben

I think if the youth club was not here I would be in a lot of trouble. Thanks to the youth club I am off the streets and out of trouble. The Chudleigh Youth Centre gives me somewhere to go if I need help or a chat! It provides us with activities and trips and also somewhere to go when its cold and raining.

Amber, 14

On a Tuesday night at (Chudleigh Youth Centre) there's a session for disabled adults, without this session the adults would have no interaction away from their carers in an environment which is positive and supportive. I feel that the YS is an invaluable resource that supports and enables children and adults to develop socially, emotionally, intellectually and physically.

Hermione

If the youth club wasn't there, I would be out on the street making noise.

Chris

I used to be very quiet in group situations and would never speak up in large groups. Over the years the staff have built me up and now I don't have a problem in these situations. I know it sounds really cheesy but I really am a better person because of the staff and facilities of the Yard Youth Club.

Anon

When I started at the Yard I had a pretty bad anger problem and I had very little social skills, but steve has helped me a lot with both of these problems. I have learnt how to deal with difficult situations.

James

DYS staff were able to give me guidance on my academic career, they provided someone to talk to when my Nan died, a break from caring from my mum and when my parents split up, a place to go. Not every young person can say they have somewhere, which lacks all judgement that they can go and talk freely about almost any issues. School certainly cannot provide this.

Max, 18

Volunteers

I've been working at The Junction for half a year. If I wasn't working at The Junction I would be getting in trouble, but at The Junction I feel good for helping with young people and disabled people.

Iggy, 13

We benefit people with learning difficulties and we give them a chance to come and socialise with others which can be a very hard thing to do. If I didn't help out at The Junction, I feel that I would lose a part of me because over the years working here my mind has opened to think how people feel and to help others with their problems. I feel that I make a big difference for these people and I feel better in myself for helping others. So many workers give up their own time for the well being of others and it would be a waste to lose this kindness.

Jonathan, 16

Volunteering is a big part of my life as I get to give back to my community. I've used so many services for young people, that to be able to do this means a lot to me. It keeps me out of the house and off the streets with my friends. I've met amazing people who have helped me through hard times in my life – I've made loads of new friends and the 8 months I've been here are the best 8 months of my life.

Anon

I first came to The Junction as a client and I really enjoyed the atmosphere and opportunity to socialise. I then progressed to a senior helper where I was able to give back to the service that helped me.

Anon

Starting as a volunteer at The Junction I feel has been one of the best decisions I have made in my life so far.

Alex, 18

Before I started volunteering at Kingsteignton Youth Club I was always getting in to trouble at school and at home. My mum is disabled and looking after her was a real stress to me. The way I used to deal with this was smoking drugs. The staff asked me to commit to them and in return they would help me turn a corner. I now volunteer for 2 sessions a week and attend senior sessions.

Rob

This weekend I am going to Mount Hawk and on Monday – Alton Towers, these are two events which without DYS my parents would never be able to afford or organise.

Carl

The best thing about Kingsteignton Youth Centre is that the youth workers allow any young person to come in and use the Centre, this is helped by the wide range of sessions offered for young people aged between 10 and 19 if the Centre was to close this would mean many young people in this age range would not have many activities or a place to go in the evening and this would mean that many young people may turn to other ways in keeping themselves occupied which could be bad for their future. Another brilliant aspect to Kingsteignton Youth Centre is the way that it is not only DYS that benefits, the building is also used by a local Asperger group so the community can take use of the centre and get an opportunity to try out different activities in a safe environment.

Jamie

To me, and others we see this community centre as a second home, we care and respect it, and sometimes wish the night never ends. It's somewhere we can meet friends, it has everything we need to stay occupied.

Hollie

The Youth Centre has given me the chance to do the Duke of Edinburgh Award. The Centre keeps us off the streets and provides somewhere to hang out with mates and be safe.

Lorren

I was having lots of problems with my life and I didn't know who else to turn to, so I went down to The Bungalow and they listened to everything I had to say. The Bungalow has given me so much confidence as they helped me to go through everything.

Mary

Appendix 4

Devon Youth Service Report to Scrutiny Committee

Support to Voluntary Youth Organisations

Context

Partnership working with other agencies, particularly voluntary and third sector organisations is an established and essential aspect of the DYS operational strategy.

Process

Support to voluntary youth organisations takes place on two levels, county and area.

County Level Support

- Infrastructure support through Voluntary Youth Services Devon including funding a 0.5 post.
- Direct support to Devon Federation of Young Farmers Clubs including funding the full time County Coordinator post.
- Designated Divisional Youth Officer to provide advice and support to County Wide Organisations such as Scouts, Guides etc.
- Running the Duke of Edinburgh Award Licence including funding the 0.4 award officer and the administration staff and office costs.

Area Level Support

- Through the provision of information and guidance on the safe operation of youth clubs provided by Team Leaders/Area Youth Workers and the DYS Checking it out Publication
- Through Local Youth Work Networks.
- Through individual group support from Team Leaders and Area Youth Workers.
- Through the allocation of youth worker time to support voluntary group activities on a fixed term or on going basis, often under a Service Level agreement, SLA.
- Through the allocation of Local Youth Network Grants
- Through the allocation of Youth Opportunity Fund Grants
- Local voluntary youth workers have access to training and training funds including induction, Introduction to Youth Work Training and the NVQ in Youth Work.

Appendix 5

DEVON YOUTH SERVICE

A Small Cross Section of Case Study Examples of Support to Voluntary Sector Youth Organisations

**Evidence to Scrutiny Committee
August 2010**

East Devon Team

Principle – The East Devon Team is a highly committed to supporting local communities in providing Youth Work.

How we achieve this – In East Devon we operate a Street-Based Team which provides outreach and detached youth work as part of our local provision and planning. This is based on our local needs assessment.

The lead worker of the Street-Based Team and a designated part-time worker also provide set-up and on-going quality assurance support for those local communities who wish to provide youth work provision for their young people. This is additional provision that cannot be met through the Devon Youth Service (DYS) devolved team budget. Over the last year the designated part-time youth worker has spent 88 youth work hours undertaking quality assurance visits.

The team also works in partnership with the Community Safety Partnership Strategic Group and local action groups. Funding from Community Safety has enabled the Street Based Team to offer a rapid response team. This enables 2 youth workers to respond quickly when local communities identify concerns relating to anti social behaviour by young people. The detached youth workers are able to make quick contact with the young people and are then able to provide the essential communication link between the young people, residents and the police.

In communities where there is a will to provide youth clubs, additional support is made available. The 'setting up' support involves DCC youth workers working with and advising the local community on how to establish a local youth committee, access routes to funding and policies and procedure that will ensure best practice. Especially important is the professional guidance given, in relation to safeguarding and child protection and also health and safety. DYS Youth Work Induction and Training is made accessible and for those organisations willing to participate, a specific four week training package is offered and delivered at the venue identified for youth work provision.

Sometimes this support has evolved into the setting up of Service Level Agreements. An SLA is where a local community committee provides the venue and resources for the youth work programme and commissions DYS to provide experienced youth workers. DYS charges for the salary rate of the youth workers and operates on a non-profit basis.

In the majority of cases, where capacity allows the street based team place the mobile provision in the community, as part of the 'set up' process. This enables the young people to be actively involved from the beginning and ensures clear lines of communication, between the adult committee and the young people. It enables the young people to identify the activities and programmes that will meet their needs, allowing them time to think carefully about how the club will operate and to develop their own codes of conduct.

Up until this year all of our agreements had been for DYS to provide an experienced youth worker at a minimum grade of Senior Youth Support Worker. This worker has then trained and supported local volunteers. Unfortunately in all of the SLA's operated, the local communities have struggled to recruit and retain volunteers, so they have all opted to move to an arrangement whereby they commission two youth workers from the team. Volunteers are still encouraged to work along side the youth workers but even on a rota or very occasional basis many of our partners find it difficult to get local community members to engage.

We have seen a decline in parents and residents willing to give up their time to support their local youth provision and also a lack of people willing to be on committees. At the end of this term we will see the closure of Otterton Youth Club, a

long running SLA. This is due to the committee, despite much effort, not being able to recruit new members and therefore remain functional.

Over the years we have found that local youth clubs not entering into an SLA have become unsustainable. Very often the survival of these clubs is dependent on a key individual who takes on the role of youth worker. From our experience the clubs often only run for a year or two, as when the volunteer youth worker moves on there is no one willing to replace them.

Youth clubs that have been affected over the last two years and are not closed are – Whimble, Rockbeare, Broadclyst, Otterton and Clyst St Mary.

The short “termism” of these clubs has led us to question the amount of time spent by the team during the set up process.

Examples of small, medium and larger scale partnerships –

Alvesbeare – A one night a week youth club with an SLA for one youth worker. This agreement was set up in September 2007. From September 2010 an SLA to provide two DYS youth workers, as the local committee has struggled to recruit volunteers.

Budleigh – the local community, through fundraising and support from DCC Capital funding, raised money to purchase a building to be designated for a range of young people’s groups, both uniform and non-uniform. The project began as a result of a group of local young people campaigning for a youth club, this group was greatly supported by their local Police Officer. The DYS street-based team, using mobile provision, worked with the young people to establish the programme and promote the opening of the club.

An SLA became operational from 1st April 2009 (*6 months later than planned as a direct result of vacancy management*) for one youth worker, one night a week. The committee have requested a second youth worker to become operational from September 2010.

Colyton – This community over the last couple of years has raised funds including DCC airport sale monies and Youth Capital Funding, to build a purpose built early years and youth centre. The DYS Divisional Officer for Eastern Devon was very involved in advising on the design and development of the build. The East Team has supported planning meetings, provided mobile provision to engage the young people, facilitated young people’s consultation events and has delivered the four week Volunteer Training Programme.

An SLA for two sessions of youth work, two youth workers per session will commence from September 2010.

Over the last 12 months the un-charged hours of youth worker support to Colyton ‘Reece Srawbridge Committee’ are:-

- Divisional Youth Officer – unrecorded
- Team Leader - 8 hours
- Senior Area Youth Worker – including training delivery – 32 hours
- Consultation and mobile deliver (work with young people) – 93 youth worker hours

Sidmouth Youth Trust

In addition to the Street-Based Team, local Area Youth Workers provide support to their local community groups. For example in Sidmouth, a group of residents and local business people has set-up the Sidmouth Youth Trust. The purpose of the Trust is to raise funds and secure additional provision for the young people of Sidmouth. In partnership with the Town Council the Trust has obtained occupancy of a small

facility on the seafront to provide an informal drop-in for young people. With young people involved from the outset the area has been designed and revamped. Their intention is to open at weekends and during the school holidays. Unfortunately, due to the DCC Vacancy Management Policy – DYS were refused permission to advertise for the posts of youth workers, **despite the project and salaries being 100% externally funded**. Therefore, the project will be reliant on volunteers only, creating high risk in relation to sustainability.

DYS support over the last 12 months

- Team Leader -10 hours
- Senior Area Youth Worker – 21 hours
- Area Youth Worker – supporting set-up of Trust and seafront project/adult committee – 19 hours
- Area Youth Worker – supporting young people set-up the policies and procedures for the sea front project – 9 hours
- Training Volunteers – 3 hours
- **In total = team support to Sidmouth Youth Trust = 62 hours**

Due to changes in our programmes and delivery over the summer period, creating more day time capacity – the team is delivering 36 hours of youth work delivery (72 hours of youth worker hours) from the seafront venue through an SLA and is contributing an additional 36 hours of uncharged youth worker time.

Torridge and Mid Devon Team

East of the Water Youth Association

East of the Water Youth Association was formed as a result of continuing issues with Young people on this very large estate, located on the opposite side of the river Torridge, from the town centre and all other amenities. The estate comprises of a mixture of social housing, private dwellings and an industrial estate, the residents have a variety of complex needs and it has areas of high unemployment.

With the help of DYS, a Youth Association was formed, which comprises of partner agencies, residents of the estate, Councillors and officers of the Polyfield Community Centre. Also involved are the following partner agencies - Devon County Council, the Police, Torridge District Council and Bideford Town Council. The Youth Association has its own terms of reference and is a registered charity, and has adopted the policies and procedures of Devon County Council.

The Association runs a one night a week youth club based at the Polyfield Community Centre, and through an SLA, DYS provide three youth workers. A range of activities and events are planned by the young people working alongside the staff team which also comprises of a Police Officer and a PCSO.

The result of this joint working and intervention has lead to a large reduction in Anti Social Behaviour on the estate, the Community Centre, once alienated from its community and continually vandalised, is now becoming vibrant and seen as a vocal point again, for the community including the youth population. This has been a long process with all concerned and led very much by both Devon Youth Service and the Police working together.

The Youth Club has around 45 members in the 13 to 19 age range and is well attended. Other local events are organised and either attended or organised by the staff team. The young people, the Community and the local Authority would like to see a second Youth Club night, and the Youth Association with the help of DYS are applying for resources to achieve this goal.

Young Carers

Support for Young Carers in Mid Devon is through the Charity Unite, a local Voluntary organisation based in Tiverton. DYS provides both staff and venues for the groups to meet at Tiverton Youth Centre, Crediton Youth Centre and The John Tallack Youth Centre in Cullompton. They meet on the same evening at different Youth Centres to allow access to Young Carers who may have issues with transportation access to the service.

The young people, from a wider age range, help plan and run their programme, and use each of the centres resources and equipment as part of their activities. They also raise funds for the project and a number of them are part of the Youth Bank Team, who distribute grants from the Youth Opportunity/Youth Capital Fund and these are supported by DYS. The Youth Service also supports the group in attending the Annual Young Carers festival, providing both staff and transport. (It was through attending this festival that the idea for Kongamana was born). This project has led to relationships between Young Carers and DYS staff being formed, giving the young people the opportunity to be supported by DYS staff outside of the project, at a time and date required by them.

South Hams West Devon Youth Work Team

West Devon Rural Youth Project.

We are currently working with 7 voluntary youth projects in west Devon, who employ their own youth workers to deliver youth services to young people in rural locations. These areas have been chosen either, due to the rural isolation that young people experience or due to the high levels of need or both. For many years we have provided paid DCC workers to work alongside either local volunteers, or paid workers from voluntary groups, in order to maintain delivery in Bere Alston, Horrabridge, Tavistock, Princetown, Mary Tavy, North Tawton and Hatherleigh. All of the identified areas have tried for a number of years to encourage local volunteers to solely deliver these projects; however volunteers have not come forward, hence the need to employ youth workers in these localities.

It is clear that this is not sustainable, given the current financial situation and that DCC would not be able to guarantee that we could provide those groups using DCC paid workers, indefinitely. Over the last 4 months we have been working with these groups, with the help of CVS, to develop a consortium which would then enable them to apply for larger pots of funding. This has the added benefit of limiting the groups from all going for the same types of smaller funding pots and therefore being in competition with each other.

We are currently helping them apply for Lottery Funding, reaching communities funds and they are applying for £500, 000 over 4 years. This will provide these groups with a minimum base-line delivery that won't be reliant on DCC workers. It will ensure that the work is sustainable and hopefully prevent short term crisis work. DCC workers will continue to support the groups through advice, training, professional support and also additional staffing support if possible.

South Brent Youth Project.

In the South Hams, South Brent is a village on the edge of the moors, approximately 6 miles from each of the nearest market towns of Totnes and Ivybridge. The number of young people in the 10 to 19 age range is 379 and there is a mix of local authority and privately owned housing. The area is judged by a number of services to be of high need with a proportion of disadvantaged young people.

The Youth Service identifies South Brent as a high priority area and has delivered and supported a range of youth work opportunities over a period of at least eight years. The approach has always been to work in partnership with the local community, in order to support a more long term, sustainable provision for young people.

Initially the Youth Service worked with South Brent Youth Action committee to deliver regular street-based youth work in the village which was part funded by the group. At the time there were concerns about anti social behaviour and young people's use of drugs and alcohol. The street based workers built positive relationships with the young people and engaged the young people in trips, activities and projects, including Treads Driving Project, and substance awareness and harm minimisation.

Over time the work progressed to a point where the Youth Service supported the South Brent Recreation Committee (which took on responsibility for youth projects, after successfully bringing in funding for a youth shelter and skate and BMX area) to advertise and recruit locally for youth workers to run regular youth club provision in the recreation building. The Youth Service was able to support this move by providing training, non-line management supervision, and support and guidance on policies and procedures.

Street-based work with DYS youth workers continued through this transition, building new relationships with a new group of young people and delivering programmes to meet their needs, including a babysitting accredited course, training for senior members, and skate competitions in the park.

By 2009 / 2010 South Brent Recreation, a member of the Local Youth Network, was providing two youth club sessions a week. Ongoing contact was maintained by the Area Youth Worker and Rural Development Worker, which enabled the Youth Service to recognise and respond when, the locally run project was experiencing difficulties from challenging behaviour and was at risk of failing.

With the agreement of the South Brent organisation, the rural worker was deployed to support the senior youth session once a week and we also used the mobile youth venue on alternative weeks, alongside the youth club provision. This high level of support enabled the youth workers to role model positive youth work relations and practice, and work to establish ground rules and positive behaviour with young people. This intervention has enabled the voluntary sector to continue providing much needed youth opportunities in the village.

VIBE Youth Leisure Nights

The VIBE Youth Leisure Nights project run in partnership with Tone Leisure – a social enterprise and charitable trust which operates leisure centres on behalf of South Hams District Council – in partnership with DYS. It operates in four leisure centres in the South Hams and is an open access programme for young people aged between 11 and 19 where they can take part in a host of sporting and social activities on a Friday night, which encourage them to spend their time positively and achieve healthy lifestyles. There are also health workshops to include sexual health, and drug and alcohol awareness. The Youth Leisure Nights are attended by up to 130 people. The initiative has been supported by Police who say Youth Leisure Nights are helping to keep young people off the streets and out of trouble.

The Police believe there is a direct correlation with youth work and a reduction in anti-social behaviour. In Totnes, figures from November 2008–October 2009 show that criminal damage committed by people aged 16 and under has reduced by over 58% since 2005–6 and more recently, assaults committed by the same age group have reduced by 37% between 2007–8 and 2008–9. In Dartmouth, the 2005–6 and 2008–9 figures show a 50% drop in both the number of assaults and public order crimes committed by those aged 16 and under, whilst criminal damage caused by that age group has completely ceased, with no recorded incidents between November 2008 and October 2009. In Ivybridge, assaults have been reduced by 92% from 2005–6 to 2008–9, and criminal damage and public order offences diminishing by 74% and 75% respectively over the same period.

North Devon Team

Special Needs

Through our work with Youth Opportunity Fund, young people have allocated funding to the Pathfield Activities Club (PAC) based in Barnstaple. All 33 young people aged between 13 and 19 have “profound, severe and multiple physical and / or learning difficulties.” Each member requires a minimum of 1 -1 support.

A total funding of £18,376.00 has enabled PAC to employ 13 members of staff and reduce the waiting list of 28 young people by 11. It has also provided a small amount of funding to buy equipment and provide additional activities during club sessions and enabled excursions. Members have the opportunity to attend 80 sessions a year, the majority being on a Saturday, with additional sessions running during the summer holidays on Tuesday, Wednesday and Thursday.

Thanks to the grant PAC and the Joint Agency team have been able to recommend the club to potential new club members, parents and carers. Extended School Services have now become involved and registered the group on the “Don’t Stop Me Now” scheme, for the summer. PAC has written to DYS thanking us for our valuable support.

Exeter Team

Vibe Youth Club

The Vibe Youth Club was formed 18 months ago, to provide one night of youth work for Pinhoe young people. It was started by volunteers, but their initial enthusiasm waned and the club was in danger of closing. Our Team was approached for support and a Senior Youth Support Worker was seconded to work with the club. Funding for this post was provided through the Local Youth Network. This support proved to be beneficial and continuity was ensured. More recently, the volunteer team was reduced further and a second worker will be seconded to the project shortly, with additional funding from the Local Youth Network. This senior club continues to thrive with around 15 to 20 young people attending.

Young Carers

This group meets once a week at the Knight Club. It is organised through the Westbank League of Friends and has 15 to 20 young carers, meeting on a weekly basis. Young people are collected from their schools by a mini bus and brought to the Knight Club. They are returned home by mini bus at the end of the session. We have received twilight funding to support this work with two youth workers, who work alongside their staff to provide the youth work curriculum, including accreditation, to the young people who attend. This has been running successfully for nearly 3 years.

Teignbridge Team

Chances

Chances in Newton Abbot is an initiative subsidised by DYS but funded mostly by secondary schools, aimed to try to reduce the numbers of young people being permanently excluded. Chances provides a period of time-out to allow young people to address behavioural difficulties and to prepare for reintegration into their schools. Chances address the issues that prevent some young people from accessing education. Many of these children have problems, which makes it extremely difficult for them to be able to focus in school as their problems are too complex for most schools to be able to deal with. The number of permanent exclusions has fallen from around 80 a year to in the region of 10. The reduction in permanent exclusions through earlier intervention saves DCC a huge amount of money. Chances now offer 55 places. A similar initiative to Chances has been set up in Barnstaple, while nationally the Chances model has also been picked up.

Quality and Development Team - Duke of Edinburgh’s Award

The Duke of Edinburgh’s Award is operated by Devon Youth Service, under a licence granted to Devon County Council. This licence is reviewed every 3 years and the last review was carried out in early 2010.

It is staffed by one DofE Manager (approx 14 hours per week), 2 administrators (one at 18 hours per week and one at 22 hours per week) and two development workers (at 3 hours per week each). The office is located in the Library building in Moretonhampstead.

There are approximately 70 groups operating in Devon, this figure varies a little with new groups starting up and groups closing down. The Award is offered in nearly all the secondary schools in Devon in both the private and public sector and they form the bulk of the groups. There are also groups in special schools and behavioural units. There are 14 voluntary groups across the County which provide an alternative venue and method of delivery for young people.

All groups receive support from the DofE office in Moretonhampstead and also the services of a development worker to answer any queries they may have and also to ensure the quality of delivery of DofE. Support is also given in the form of training for group leaders both in the delivery of DofE and also in the supervision of expeditions and in first aid. Devon Youth Service, through the local youth network funds has supported a number of leaders, particularly in the voluntary groups to undertake the necessary courses.

Sales of books/licences indicate that around 1500 young people start their Duke of Edinburgh's Award each year and the database shows around 3000-3500 active participants.

Voluntary groups such as Scouts, Guides, Cadet forces etc have their own national licences but are offered local support, and in particular the opportunity to network with other local groups - to share resources, training and general support. This works well and is the mutual benefit of both those organisations and the DofE in Devon.

Quality and Development team - Checking It Out

The first edition of Checking It Out was produced in the Spring of 2004 and was based on work done by the Checking It Out project in Somerset. It is a free booklet, designed to provide a step by step guide to volunteers who are thinking of setting up a youth club or project for young people in Devon.

The third edition, released in 2009, has been amended and updated in the light of feedback which has been received. There is also some new material which has been included to ensure that it is in line with current practice and law. It gives information on rules, regulations and best practice that will give a group the maximum chance of success and will help to keep both the young people and adults as safe as possible. At the back of the booklet is a CD which includes all the forms which can be found in the Appendices, plus a copy of the DYS booklet on Accreditation.

Youth work of any type should provide young people with high quality care, safe and stimulating surroundings, competent supervision and enjoyable activities. This handbook is for anyone thinking of running a club or activity group for young people between the ages of 8 and 17 years. Activities run for under 8s carry a number of legal requirements and are not covered by this publication.

The most important message that the handbook carries is that there are lots of organisations around who can help you to get started and their help is only a phone call away. A list of some of these organisations can be found within the booklet. The booklet is sent out on request from DYS central office, or provided by the Youth Service Team Leaders. Well over 500 copies have been distributed and comments received indicate that it is well liked and in particular it's easy to read and easy to follow format is particularly highly valued.

Notes

This report contains a small cross section of support that is provided to voluntary youth organisations by DYS. The examples provided do not include support provided by the Voluntary Youth Service Devon and the Devon Federation of Young Farmers Clubs. Examples from these organisations have already been submitted direct to the scrutiny Committee.

Appendix 6

Devon Youth Service Report - Case Studies

Case Study 1

Area: Exeter – Youth Open Space International Club (YOSIC) (EXYO 71 £10,000)

Background: Urban – High deprivation

The club is a youth club for young people aged 13 -19 who are refugees to this country. It was started because of the need to bring communities together outside of school hours. Bullying due to racism was being experienced by these young people and there was no appropriate provision for them outside of school. They had become concerned for their physical safety when playing football in Belmont Park. They wanted a way to integrate with other young people and learn to all get on together. Twenty-six young people registered with Devon Racial Equality Council and formed the YOSIC.

The Approach:

The Club's ethos is to provide a safe place for these young people to learn, play sports, explore cultural issues and meet new friends. The boys meet on a Friday and the girls on a Saturday. They work closely with the national parks and many of the young people are working towards its leadership certificate thus building their self esteem, confidence and self reliance. Three young people have taken on the role of leaders within the club. They have established successful 5 a-side and 11 a-side football teams. The YOF grant has enabled them to hire a Leisure Centre and the University pitches twice a week so that they are safe when training. The 5 a-side team has won the 'Kick Racism out of Football' competition 3 times. They are keen to play with other young people so plans are in place to join up with DYS's (DYS) football initiatives. Football also features in the club's links with Moretonhampstead Youth Club, in a very rural and isolated part of Devon. A teacher is employed on Saturday to help with GCSE revision for both girls and boys. A film maker has helped with the production of a DVD about the young people's experience of racism in schools. This has been shown in schools with the young people giving a presentation. There are plans to make another DVD about some of the young people's journeys from Afghanistan and Iran to Britain and their perception of what it means to be a refugee in Britain.

Outcomes:

The young people have little family or other support; a number are orphans, so this project gives them opportunities to discuss and address relevant issues and gain an understanding of their newly adopted country. The club gives them a starting point from which they can learn to become more independent. They have developed many skills. They organise their football and have the confidence to go into schools with their DVD and tell their peers about their experiences. They are beginning to integrate more with wider DYS provision; getting to know many more English young people. As a result those English young people are gaining greater knowledge and understanding of very different life experiences.

Case Study 2

Area: South West Devon – Wembury Skate Park (YC132 £22,971)

Background: Rural - Isolation

Wembury is a rural Devon village on the very south western tip of the county. It has poor public transport links. South Hams District Council (SHDC) owned a piece of

land on the edge of the village and in conjunction with the Parish Council had already developed a playground, football pitch and tennis courts. A group of young people, who did not play football and were currently using the school site for skating, approached the Parish Council to ask for help in developing a skate park as that was what they really wanted to see in their village and there was no suitable provision for them.

Approach:

A pragmatic approach was adopted in order to achieve this ambition within the budget available. The Parish Council has added to the YCF grant. A number of suppliers were contacted. Consultations between suppliers, young people and the Parish meant that a steel construction was decided upon because, whilst it can be noisier, it is considerably cheaper. Assurances were obtained from the eventual supplier regarding an acceptable noise level. Useful bits of kit for developing skills were decided upon in preference to the more stylistic ones available. Patience and negotiation was required in order to come to an agreement that was acceptable to all parties involved. The solution arrived at, was that SHDC would be responsible for maintenance and insurance with the Wembury Parish Council contributing towards professional inspection fees. The skate park was being used within 8 months of the money being allocated by the youth bank. Now, only a month after being open, an average of 15 young people can be found using the facility outside of school hours. Novice skate boarders are encouraged and a fairly gentle sloping side was incorporated into the design at the suggestion of a young skater for this very purpose. BMX riders are also to be found making use of the jumps and ramps.

Outcomes:

A parish councillor commented that anti-social behaviour decreased as soon as the young people had this project to focus on. The young people are enjoying developing their sporting and other skills. They are getting plenty of exercise and are actively encouraging others to do the same. A group of them have learned valuable negotiating skills and how to make their voice heard in an appropriate manner. Consequently, a bid for a multi use games area has now been successful which will use a redundant area between the tennis courts and the skate park – a very positive contribution to the community in which they live.

Case Study 3

Area: Teignbridge – ‘The Bungalow’ – Buckfastleigh (YCF 08/09 £50,000 TEYO40 09/10 £7,000) and ‘The Youth Centre’ – Chudleigh (TEYO45 £6000).

Background: Rural – High deprivation

Based on indices of multiple deprivation when comparing local areas in Devon both Buckfastleigh and Chudleigh are in the group that come fourth out of five levels of deprivation. Both are rural areas with poor transport links. There was nothing for young people to do and boredom led to issues of alcohol and drug abuse. Young people were left to ‘hang around’ the streets or ‘under the church gate drinking and smoking’. Both of the buildings were in need of substantial refurbishment.

Approach:

The Bungalow - In May 2009, the YOF funded 20 hours a week of youth worker time. It re-opened its doors four nights a week to the young people who were ‘out on the streets anyway’. Approximately 100 members come almost exclusively from the two large council estates that surround the Bungalow. A number of these young people are at risk of exclusion, fall into the NEET category and are involved in the criminal justice system. There are young people from differing ethnic backgrounds and a number of the young people classify themselves as disabled. There is an average

nightly attendance of approximately 30 young people. The young people stated that if the Bungalow was open more often they would attend. They felt that the great strength of this venue is the youth workers because 'you can tell them anything' and 'they are always prepared to speak to you as individuals'. The staff have worked closely with the young people to achieve 7 Devon Awards, 15 Duke of Edinburgh Access Awards and 1 V50 Award.

Chudleigh Youth Centre – An average of 25 young people attend each session. It is open Tuesday, Wednesday, Thursday and Friday evenings as well as Saturday mornings. There were particular issues with behaviour amongst the younger age group who attend on Wednesdays and Saturdays. There are 20 senior members and 7 voluntary helpers who assist in these sessions and they obviously appreciate the continuity and support that the Youth Centre has provided. At least 5 of the regular members are deemed to be at risk of exclusion from mainstream education. In February 2010 8 young people went on a residential where they achieved a range of accreditations including first aid, kayaking, and orienteering.

Outcomes:

There are far less young people creating low level disturbance on the streets now that they have somewhere to go to meet up with friends, take part in positive activities and learn new skills. They have said that they are less likely to succumb to substance misuse and that there is someone available for them to talk to should they encounter problems. The young people in the areas are beginning to respect the rules and boundaries negotiated and agreed with the youth workers. They understand now that they can benefit more from their services and facilities if they respect and contribute to those facilities.

Case Study 4

Area: East Devon and Exeter – Exmouth Block Club @ Exmouth Young People's Centre (EDYO 41 £1753) and Eastern Activity Scheme @ 100 Club Exeter (EXYO 70 £3900).

Background: Large market town and City – Urban - Deprived

The Exmouth Block Club was originally run by the parents of disabled young people and is now run by trained youth workers from DYS. The Eastern Activity Scheme was set up by the Joint Agency Service to provide respite for families with young people with significant special needs. It started in Exeter and has developed to Honiton and Exmouth. Both projects cater for a wide age range of young people up to 18 years.

Approach:

These clubs provide somewhere for young people with a wide variety of needs to go on a regular basis where they can be accepted for who they are. Their needs include learning differences, autism, downs syndrome, cerebral palsy, ADHD, chromosome disorders as well as other significant physical disabilities. They are supported through all the challenges they face – even being helped with their attendance at and comprehension of Slimming World. In this supportive environment they are able to help with everyday tasks, such as shopping for and making pancakes or pizzas and getting on with friends. Some of these young people find social interaction challenging and the Wii equipment purchased by the Eastern Activity Scheme enables four young people to play together. The young people with learning difficulties found the dance mat to be great fun. It absorbs and stimulates them whilst providing great exercise. The simple provision of a camera and ink supplies enables young people with limited communication abilities to print off photos of their experiences and share them with others.

At the Block Club a much needed staff member was provided by the YOF grant. A laptop was also purchased as, at the time, disabled young people could not access the PCs. This is used for 'cinema nights' and also by a young person who compiles slide shows on a relevant topic, such as recycling. He then shares them with the rest of the group. He has been given an in-house media award, of which he is justifiably proud. He is able to share his IT experience with both the group and staff. The laptop is also used for music and games. Many of the young people respond to the sensory stimulation that 'dance music' provides and they are able to share their favourite bands.

Outcomes:

For some of the young people, attending these youth clubs is one of the only things they have been able to 'stick at'. It helps prepare them as they move through and beyond the care system. It provides continuity for the young people. Also there is support from people who know them should something happen. For one seventeen year old it is the only time she gets out of the house. A safe, stimulating and supportive environment means these young people can be themselves and develop their full potential.

Case Study 5

Area: Torridge and Mid Devon – Bideford Young Parents Group (TMDYO 79 £10,640).

Background and approach: Market town and Rural – High deprivation, high isolation.

There has been a group supporting young parents in this area for 7 years. Obviously the young people change but the need continues. There are currently 72 young parents registered with the Bideford Bay Children's Centre between the ages of 13 and 21 (most are 16 – 18). These young people are referred to the centre by local midwives. The PCT provides ante-natal care at the Centre. The young people come from as far away as Hartland and Northam as the centre is the only place for them to go to receive support once they are pregnant. An average of 20–23 young parents attend the weekly session with a maximum number of 30. Most of the weekly Tuesday sessions start with a healthy lunch cooked by the young parents in the Centre's canteen and then eaten by parents and children together. Action for Children base their provision on the Webb Stratton parenting course. The Centre has established genuine partnership working. Connexions provide training, education and employment advice. Sure Start provide play and education advice regarding the babies and toddlers and also play workers to care for the children while their parents are busy with their activities at the Centre. North Devon College provide tuition for numeracy and literacy qualifications, levels 1 & 2. Devon and Cornwall Housing are also involved. Last year the Children's Centre suffered a funding crisis and staff hours had to be cut (on average 7 hours for every full time staff member). This meant that running the Tuesday session for Young Parents along the current successful model was impossible with only 1 outreach worker and 1 play leader and no funds available to contribute to the other agencies' costs. The young parents themselves determined not to allow their group to collapse and put in a bid to the YOF. Along with other compromises, such as Connexions attending fortnightly, this has enabled the group to continue until September 2010.

Outcomes:

'We have so many opportunities given to us and all are so enjoyable and benefitable (sic), especially first aid and food hygiene'. Accredited outcomes have been achieved such as first aid at work, paediatric first aid, emergency first aid, food hygiene, CV writing. DYS provides support for the young people in matters of self esteem and ongoing personal development and achievements. In the short term this group

supports the young parents so that they do not become isolated and unable to cope with bringing up their children. In the longer term the parenting and child development education that this group receives ensures that their children have role models and experiences that the young parents may not have had. The hope is that the cycle of teenage pregnancy may then be mitigated. The training and education enables young parents to have the confidence and ability to move on from this group. One young Mum is coming to the end of her law degree at Exeter University. Tarka Housing have offered a community flat rent free for 12 months to young parents in the Westward HO / Northam areas for their personal development. If funding can be raised this group's successful model may be used to reach vulnerable young families who cannot get into Bideford with their children for either practical or financial reasons..

Case Study 6

Area: North Devon – GOYA Barnstaple (NDYO 93 £4,102).

Background: Large Market Town – High deprivation

The Forches Estate is an area of significant deprivation and suffers from an above average level of crime. In 2008 the Police funded regular football sessions, held at the Primary School, for young people at risk of offending or re-offending in an attempt to reduce crime and give the young people something to do that took them away from the streets of the estate. There is little or no work in the area and a resistance by young people to staying in education. Community Action co-ordinated this project, targeting the 40 most at risk young people who were mostly under the age of 16. They are referred by the Police, schools, Youth Offending Service, pupil referral units, Connexions and others. Regular football practices are held on Wednesdays and Fridays with games and tournaments being organised as well. An identity for this group was quickly established and 'Forches GOYA (Get Off Your Arse)' play well together as they have known each other for some years.

Approach:

This group wanted to improve their football which meant becoming fitter and healthier. They put in a bid to buy 10 gym memberships as part of a healthy living agenda (Community Action also delivers cooking courses), gaining Community Sports Leaders Awards and as part of the D of E Award. If the gym memberships are not used regularly (on average twice a week) they are transferred to another young person - there is a waiting list. Going through the two inductions required and keeping up this attendance is quite a commitment that is being honoured by these young people. Now that they are six months into the project they are enjoying their football even more and playing as many games / tournaments as possible. The relationship the young people maintain with the Community Action workers is constructive and provides them with a positive role model. Training hard involves commitment and provides a much needed release at a challenging time in these young people's lives. Having spent the day at the Crown Court watching his father's trial one young man was able to voice his belief that it was 'all his Dad's fault' and then he was able to run around for nearly 2 hours with people he knew well.

Outcome:

These gym memberships are valued by the young people and have added to their enjoyment of their football and the benefit they receive from it. The fact that there is a waiting list means that everyone uses them well, they are prized possessions. There is now a move to introduce this group to coaching and involve younger people on the estate so that they have the confidence to join the football and use the gym, should they get the opportunity.

Appendix 7

Local Youth Network Grants to Voluntary Youth Organisations 2009/10

Exeter

Group	Allocated
Vibe Youth Club, Pinhoe	1,285.00
1st Pinhoe Scouts	1,168.00
Exeter Sea Cadets	3,000.00
1st Pinhoe Guides	250.00
1st Topsham Sea Scouts	1,400.00
12th Exeter Guides	282.00
Vibe Youth Club, Pinhoe	474.00
Vibe Youth Club, Pinhoe	270.00
1st Pinhoe Scouts	750.00
Exeter Sea Cadets	6,225.00
10th Exeter Scouts	955.00
Exeter Explorer Scouts (RAS)	1,000.00
Total	<u>17,059.00</u>

East Devon

Group	Allocated
Clyst St. Mary Youth Club	2,046.00
Exmouth and Budleigh Explorer Scouts	665.00
Christ Church Youth Group	4,959.00
The Brix	302.00
Chardstock Youth Club	300.00
Otterton Youth Club	4,075.00
Ottery Explorer Unit	1532.00
Dunkerswell Youth Club	705.00
Honiton Guides	450.00
Upottery Youth Club	877.00
Honiton Duke of Edinburgh Award Group	682
Kilminster Baptist D of E Group	279.00
Newton Poppleford Youth Group	208.00
Aylesbeare Youth Group	750.00
EC Youth	1,050.00
Honiton Twistars	850.00
Broadclyst Youth Group	1,000.00
Total	<u>20,730.00</u>

Teignbridge

Group	Allocated
Buckland & Milber	4,268.00
Dartmoor Activity Group	1,625.00
The Bungalow, Buckfastleigh	3,000.00
Chudleigh Youth Club	4,000.00
Ilswington Youth Club	745.00
Kenton Youth Club	450.00
Dawlish Action	3,000.00
Ashburton Guides	270.00
GTI	2,580.00
MED Theatre	500.00
Aspergers Group	1,390.00
The Yard	2,500.00
Jessica Smith	215.00
Miriam Kaye	215.00
Total	24,758.00

North Devon

Group	Allocated
1 st Wrafton Guides	2,698.00
Barnstaple Marching Band	2,727.00
Iddesleigh Christian Coffee Bar	150.00
Children's Summer Club	627.00
Ilfracombe Sea Cadets	228.00
North Molton Youth Club	352.00
Winkleigh Youth Club	958.00
3 rd Ilfracombe Guides	193.00
North Devon All Starz	500.00
Taw Explorer Scouts	145.00
1 st Combe Martin Guides	106.00
Combe Martin D of E Group	877.00
Phatfish	375.00
1 st Tawstock Scouts	332.00
Swimbridge Youth Club	500.00
Pathfield Activities Club	500.00
St John Ambulance	1,080.00
Shared Equipment	8,914.00
Individual Grants	4,322.00
Total	25,584.00

Mid Devon

Group	Allocated
Willand Youth Club	2,350.00
1 st Sandford Scouts	650.00
Tiverton Town Majorettes	792.00
Hovercraft Group	1,500.00
Tedburn and Cheriton Youth Club	489.00
Sampford Youth Club	2,064.00
Tiverton Junior Operatic Society	2,152.00
Tiverton Sea Cadets	450.00
Individual Grants	280.00
Shared Equipment	273.00
Total	11,000.00

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Torridge

Group	Allocated
Bideford Expedition Group	2,060.00
Bideford Sea Cadets	2,065.00
Bideford St John Ambulance	311.00
Bideford Youth Pipe Band	989.00
Halwill Baptist Youth Club	75.00
Hartland Youth Club	908.00
Holsworthy Guides	454.00
Holsworthy Rangers	602.00
Langtree Netball Club	542.00
Torrington Duke of Edinburgh Group	2,028.00
Langtree Reunites	780.00
Bidford Cricket Club Colts	403.00
Bidford Army Cadets	300.00
Individual Grants	733.00
Shared Equipment	267.00
Total	12,517.00

South Hams

Group	Allocated
Stoke Gabriel M8s	250.00
Yealmpton YC (YoYo)	2,500.00
South Brent Explorer Scouts	1,100.00
South Brent Youth Club	1,700.00
Young Devon	2,200.00
Kingston Young Parents Group	900.00
New Moss Adventurers	1,250.00
Bigbury Youth Club	500.00
Stoke Gabriel Scouts	1,000.00
Shared Equipment	600.00
Total	12,000.00

West Devon

Group	Allocated
Horrabridge Youth Club	1,000.00
North Tawton Youth Club	1,000.00
Youth 2 Youth	1,000.00
Pavilion Youth Club Princetown	600.00
Tavistock Youth Cafe	1,000.00
Hatherleigh Youth Project	1,000.00
Stannary Brass Band	409.00
Tavistock Guides	500.00
Okehampton D of E Award Group	612.00
Tavistock D of E Award Group	490.00
Tavistock Outdoor Education Forum	1,000.00
West Devon Scouts	672.00
Young Devon	1,000.00
Peter Tavy Youth Club	400.00
Friends of Tavistock Youth Network	120.00
Individual Grants	550.00
Total	11,353.00

Appendix 8:

Task Group Activities

- A8.1 The first meeting of the Task Group took place on **19 May 2010**. The aim of this initial scoping meeting was to determine the focus for the investigation, gauge members' viewpoints and plan the next steps for the review. The session was attended by the following officers from CYPS who provided background information to the Task Group: the Quality and Improvement Officer; East / Exeter / Northern Divisional Youth Officer and the Acting Head of Integrated Youth Support and Development Service (IYSDS).
- A8.2 On **7 June 2010**, the Task Group received evidence from the Chair, Voluntary Youth Services Devon and the Lead Youth Participation Worker-Children in Care, CYPS.
- A8.3 On **14 June 2010**, the Task Group met with Cabinet Member for Schools and Skills; Chief Executive, Young Devon; Acting Head of Service (Youth), CYPS and Head of Youth Offending Service, CYPS.
- A8.4 On **9 July 2010**, the Task Group interviewed the Club Federation Organiser, Young Farmers; Team Leader, DYS Teignbridge, CYPS and Team Leader, Participation and Democracy Development Team, CYPS.
- A8.5 On **13 July 2010**, the Task Group met with the Head of Health Improvement, NHS Devon; Head of Connexions for Devon, Careers South West; Director for Learning & Schools and Service Line Manager, CYPS; Head of 14+ Learning & Skills Strategic Team, CYPS and Head of Commissioning and Procurement, CYPS.
- A8.6 On **6 September 2010**, the Task Group received evidence from the Acting Head of IYSDS, CYPS; Team Leader, DYS North Devon, CYPS; Divisional Youth Officer, CYPS and the Cabinet Member for Finance and Property.
- A8.7 On **13 September 2010**, the Task Group met the Team Leader, DYS Torridge and Mid Devon, CYPS; Portfolio Holder for Communities, East Devon District Council; Team Leader, DYS Exeter, CYPS; Team Leader, DYS South Hams and West Devon, CYPS and the Community Safety and Anti-Social Behaviour Co-ordinator, East Devon District Council.
- A8.8 On **28 September 2010**, the Task Group met 5 members of the Devon UK Youth Parliament 'Things To Do' Campaign Team.
- A8.9 On **30 September 2010**, the Task Group met a retired Area Youth Worker from Ivybridge; Team Leader, DYS East Devon, CYPS; a member from Devon County Council / Teignmouth Town Council; Youth Issues Manager, Devon and Cornwall Constabulary and a retired Duke of Edinburgh's Award Field Officer / The Boys' Brigade Leader.
- A8.10 On **6 October 2010**, members met to discuss their findings and possible recommendations.
- A8.11 On **18 October 2010**, the Task Group met to further consider the draft report.

Appendix 9

Contributors / Representations to the Review

A6.1 Witnesses to the review (in the order that they appeared before the Task Group)

Witness	Position	Organisation
Claire McMahon	Quality and Improvement Officer	CYPS
Kevin Henman	East / Exeter / Northern Divisional Youth Officer	CYPS
Dillon Hughes	Acting Head of Integrated Youth Support and Development Service	CYPS
Paul Allan	Chair	Voluntary Youth Services Devon
Mark Goodman	Lead Youth Participation Worker-Children in Care	CYPS
Councillor Christine Channon	Cabinet Member for Schools and Skills	DCC
Tim Tod	Chief Executive	Young Devon
Dave Rafferty	Acting Head of Service (Youth)	CYPS
Sue McGrath	Head of Youth Offending Service	CYPS
Nick Creasy	Club Federation Organiser	Devon Young Farmers
Mike Stevens	Team Leader, DYS Teignbridge	CYPS
Rachel Henderson	Team Leader, Participation and Democracy Development Team	CYPS
Becky Carmichael	Head of Health Improvement	NHS Devon
John Davey	Head of Connexions for Devon	Careers South West
Judith Johnson	Director for Learning & Schools and Service Line Manager	CYPS
John Peart	Head of 14+ Learning & Skills Strategic Team	CYPS
Brian Grady	Head of Commissioning and Procurement	CYPS
Dillon Hughes	Acting Head of Integrated Youth Support and Development Service (IYSDS)	CYPS
Simon Cohen	Team Leader, DYS North Devon	CYPS
Councillor John Clatworthy	Cabinet Member for Finance and Property	CYPS
Tony Wasley	Team Leader, DYS Torridge and Mid Devon	CYPS
Councillor Jill Elson	Portfolio Holder for Communities	East Devon District Council
John Man	Team Leader, DYS Exeter	CYPS
Pippa St John Cooper	Team Leader, DYS South Hams and West Devon	CYPS
Gerry Moore	Community Safety and Anti-Social Behaviour Coordinator	East Devon District Council

Zoe	Things To Do' Campaign Team	Devon UK Youth Parliament
Emily	Things To Do' Campaign Team	Devon UK Youth Parliament
Aydan	Things To Do' Campaign Team	Devon UK Youth Parliament
Haleemah	Things To Do' Campaign Team	Devon UK Youth Parliament
Kathy Cuthbert	Retired Area Youth Worker	Ivybridge
Lisa Rutter	Team Leader, DYS East Devon	CYPS
Councillor James McMurray	Local Member	DCC / Teignmouth Town Council
Sergeant Andy McClenaghan	Youth Issues Manager	Devon and Cornwall Constabulary
Brian Cherrett	Volunteer	The Boys' Brigade / The Duke of Edinburgh's Award

A6.2 Written Representations

Witness	Position	Organisation/District
Prof. Tim Drey	Chairman	Buckfastleigh Community Development Project (Trust)
Councillor Michael Ryan	Chairman	Buckland and Milber Community Centre
Julia Loveluck	Devon Teenage Pregnancy Co-ordinator	NHS Devon
Glynis Bath	Devon Teenage Pregnancy Co-ordinator	NHS Devon
Peter Brewer	Chairman	Bank Youth Project, Ashburton
John Willis	Chair	Moretonhampstead Association for Youth
Stuart Carson	Trustee	Dawlish Action For Youth
Bill Keen	Chair	Chudleigh Youth Centre Partnership
Jim Corben	Member of public	Teignmouth
Laura Thomas	Member of public	Holsworthy
Jeff and Marie Patch	Members of public	Honiton
Susan Laing	Volunteer	Chudleigh
Chris Conway	Neighborhood Beat Manager, Cowick	Devon & Cornwall Constabulary
Clare Saunders	Play Development Team	Exeter City Council
Nigel Forder	Manager	West Exe Learning Centre
Philip Wagstaff	Chair	Devon Heartlands Community Forum
Terry Keefe	Regional Officer	UNITE
Emily	Young person	East Devon
Jack	Young person	East Devon
Charlotte	Young person	East Devon
Jack	Young person	East Devon
James	Young person	East Devon
Sarah	Young person	East Devon
Courtney	Young person	Exeter
Ella	Young person	Exeter
Kirby	Young person	Exeter
Megan	Young person	Exeter
Max	Young person	Exeter

Heather	Young person	Exeter
Jake	Young person	Exeter
Bethany	Young person	Exeter
Connor	Young person	Exeter
Lily	Young person	Exeter
Benjamin	Young person	Exeter
Haydn	Young person	Exeter
Lily	Young person	Exeter
Ashley	Young person	Exeter
Jamie	Young person	Exeter
Andrew	Young person	Exeter
Beth	Young person	Exeter
Anonymous	Young person	Exeter
Iggy	Young person	Teignbridge
Jonathan	Young person	Teignbridge
Tessa	Young person	Teignbridge
Tiffany	Young person	Teignbridge
Savannah	Young person	Teignbridge
Matthew	Young person	Teignbridge
Sean	Young person	Teignbridge
Jordan	Young person	Teignbridge
Liam	Young person	Teignbridge
Alex	Young person	Teignbridge
Rachel	Young person	Teignbridge
Carey	Young person	Teignbridge
Simon	Young person	Teignbridge
Amber	Young person	Teignbridge
Hermione	Young person	Teignbridge
Chris	Young person	Teignbridge
Jake	Young person	Teignbridge
Ollie	Young person	Teignbridge
Pierre	Young person	Teignbridge
Kim	Young person	Teignbridge
Paige	Young person	Teignbridge
Matt	Young person	Teignbridge
Deborah	Young person	Teignbridge
Liam	Young person	Teignbridge
Hannah	Young person	Teignbridge
James	Young person	Teignbridge
Mary	Young person	Teignbridge
Anthony	Young person	Teignbridge
Vikki	Young person	Teignbridge
Emily	Young person	Teignbridge
Joe	Young person	Teignbridge
Chris	Young person	Teignbridge
Lewis	Young person	Teignbridge
Tom	Young person	Teignbridge
Sophie	Young person	Teignbridge
Kassandra	Young person	Teignbridge
Ashleigh	Young person	Teignbridge
Reuben	Young person	Teignbridge
Rob	Young person	Teignbridge
Adam	Young person	Teignbridge
Carl	Young person	Teignbridge
Jess	Young person	Teignbridge
Ben	Young person	Teignbridge
Zoe	Young person	Teignbridge
Jamie	Young person	Teignbridge

Hollie	Young person	Teignbridge
Jack	Young person	Teignbridge
Bradley	Young person	Teignbridge
Sam	Young person	Teignbridge
Lorren	Young person	Teignbridge
Keegan	Young person	Teignbridge
Ruth	Young person	Teignbridge
8 Anonymous	Young person	Teignbridge

Appendix 10:

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