

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**CABINET**

**10<sup>TH</sup> MAY 2018**

**YOUTH ENGAGEMENT AND PARTICIPATION SERVICE**

**REPORT OF DIRECTOR, PUBLIC HEALTH, PROTECTION AND  
COMMUNITY SERVICES IN DISCUSSIONS WITH THE RELEVANT  
PORTFOLIO HOLDER, COUNCILLOR LEYSHON**

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**1. PURPOSE OF THE REPORT**

- 1.1 The purpose of the report is to outline the revised priorities of the Youth Engagement and Participation Service in line with the transfer from Education and Lifelong Learning to Public Health and Protection and Community Services. It also provides Cabinet members with information regarding the new delivery model required to deliver against these new priorities.

**2. RECOMMENDATIONS**

It is recommended that the Cabinet:

- 2.1 Consider and approve the new priorities for the Youth Engagement and Participation Service
- 2.2 Consider and approve the new delivery model for the Youth Engagement and Participation Service

**3. REASONS FOR RECOMMENDATIONS**

- 3.1 The Youth Engagement and Participation Service continues to reach a significant proportion of young people in RCT. Having demonstrated its success in aligning to, and delivering against, Education priorities, refocusing the priorities of the Service offers the Council a further opportunity to deliver robust outcomes in other key areas of work. However, in order to contribute to new priorities, the current delivery model needs to be revised.
- 3.2 The new priorities and service delivery model refocuses the work of the Youth Engagement and Participation Service to contribute to key priorities set out in the Cwm Taf Wellbeing Plan, the Cwm Taf Children

and Young People's Statement of Intent and respond to Resilient Families Programme, Children Zone and Community Hub developments.

#### **4. BACKGROUND**

- 4.1 The current aim of the Youth Engagement and Participation Service is ***'to support young people aged 11-25yrs to achieve their full potential and overcome barriers to learning and progression'***. To achieve this aim, the early identification of young people through Vulnerability Profiling is the foundation of the Service.
- 4.2 Whilst part of the Education and Lifelong Learning Directorate, the Youth Engagement and Participation Service sat within the wider Engagement and Participation Service alongside the Attendance and Wellbeing Service, the Supporting Engagement in Education Employment and Training (SEET) Service and the ESF Projects Team.
- 4.3 The Youth Engagement and Participation Service has been subject to two service changes as part of the Council's Medium Term Service Planning arrangements; the first in 2014 delivering a saving of £2.2M (50% budget reduction) and the second in 2016, delivering a saving of £0.346M (16% budget reduction). Both service changes required the Service to align closely to the education agenda, contributing directly to the education priorities of improving school attendance rates, reducing NEETs rates, and supporting vulnerable learners. Both the process and the outcomes of these service changes were also identified by Finance and Performance Scrutiny Committee as good practice.
- 4.4 In December 2017, the Service has recently transferred to the Public Health and Protection and Community Services division under the newly established Community Wellbeing and Resilience Service. This new Service area has cross divisional responsibilities and comprises the Youth Engagement and Participation Service, SEETS Service and RCT Together under Public Health and Protection and Community Services and the Resilient Families Service and the Early Years and Family Support Service under Children's Services.
- 4.5 The current service delivery model is fully integrated with Education and Lifelong Learning and is focused around the 17 secondary schools in RCT, offering the following:
- A 'community offer' of open access provision located on secondary school sites, supported by the Enrichment Budget and delivered in partnership with voluntary sector organisations
  - Targeted support for:

- young people who have attendance rates of between 86%-90% for pupils in Key Stage 4
  - young people experiencing multiple in-year transfers
  - young people aged 16+ in Tier 1 (destination unknown), to support them into Education, Employment or Training
  - vulnerable young people in need of support (Identified as Amber through Vulnerability Profiling)
  - young people with low participation levels who are socially isolated
  - young people who attend Pupil Referral Unit's and are EOTAS
  - young people who require LGBT+ support, advice and guidance
- Support for young people to have equitable access to their entitlements alongside their rights set out in the UNCRC, supporting schools to gain the Rights Respecting Schools Award
  - Support for young people to participate in local decision making via the County Youth Forum

4.6 The success of the youth Engagement and Participation Service to deliver significant outcomes against education priorities is well documented both locally and nationally. The Service won the Award for 'Outstanding Youth Work Project which Supports Young People's Engagement with Formal Education' at the 2016 National Youth Work Excellence Awards and provided a Keynote Speech on the unique contribution youth work makes to improving attendance, attainment and behaviour at the National Youth Work Conference.

4.7 The outcomes for young people are demonstrated in the performance data. Between the academic years 2013-2014 and 2016-2017 the Youth Engagement and Participation Service:

- prevented **262** young people aged 14-16yrs from entering statutory education services.
- supported **257** young people aged 16-18yrs who were unknown to any service following leaving statutory education into Education, Employment or Training.
- Engaged with **82%** of those young people identified by vulnerability profiling as being at 'amber' risk of disengaging from learning

4.8 During the same period of time secondary school attendance rates in RCT have improved by **0.4%** and the NEETs rate in RCT has decreased by **2.94%** improving our ranking in Wales from 20<sup>th</sup> to joint **1<sup>st</sup>**.

4.9 The Youth Engagement and Participation Service can also evidence improved performance in terms of national benchmarking. Since September 2014, the Service has engaged with a total of **20,608** young people. National benchmarking data for 2017 ranks RCT **4<sup>th</sup>** in Wales

for 11-19yrs reach and 5<sup>th</sup> in Wales for 11-25yrs reach. This is an improvement from 7<sup>th</sup> for 11-19yrs reach and joint 5<sup>th</sup> for 11-25yrs in 2016.

- 4.10 The quality of service delivery is also well evidenced at a national level with the work of the Youth Engagement and Participation Service enabling RCT to receive the accolade of the first Local Authority in Wales to gain the Bronze, Silver and Gold Quality Mark Awards for Youth Work in Wales. The assessment for the Gold Award concluded that the Service's processes for and use of management information are sector leading, that the relationships staff have with young people are outstanding and that there were no recommendations for improvement.

## **5. THE NEW SERVICE DELIVERY MODEL**

- 5.1 In response to the creation of community hubs and the opportunities created by the change of Directorate, with closer working with a range of community based provision, the development of new priorities and delivery model for the Youth Engagement and Participation Service has taken into consideration the following key developments in legislation, strategic planning and operational delivery:

- The Council's Corporate Plan: The Way Forward (2016 – 2020)
- The Wellbeing of Future Generations (Wales) Act (2015)
- The Cwm Taf Wellbeing Plan
- The establishment of the Resilient Families Programme
- The development of the new Regional Strategy for Children, Young People and Families
- Cwm Taf Funding Flexibilities Pilot
- Cwm Taf Children's First pilot
- Cwm Taf Early Years Integration Project
- The new Community Hubs being created across the County Borough
- The implementation of the new Children and Young People's Multi Agency Risk Assessment Framework
- The implementation of the Resilient Families Service to deliver improved Team Around the Family (TAF) arrangements in RCT
- The Chief Executive's challenge to all Council services to identify their contribution to the early intervention and prevention agenda and commit to making required changes to further the agenda.
- The WG National Youth Work Strategy
- The national review of the WG Extended Entitlement Guidance (Supporting young people in Wales 2002)
- Together for Mental Health Delivery plan (2016-2019)
- Homelessness Prevention Plans

5.2 The new aim of the Youth Engagement and Participation Service will be ***‘to support young people aged 11-25 to improve their resilience to deal with current and future challenges, supporting their wellbeing and their positive engagement in and contribution to the communities in which they live’.***

5.3 To achieve this aim, the new delivery model will see the Youth Engagement and Participation Service focus on the following four priorities to support the delivery of key Council programmes of work:

5.3.1 **PRIORITY 1: Establish a visible, community based youth service that supports the delivery of Community Zones and Hubs across the Local Authority;**

***To deliver a visible, community based Youth Service, we will:***

- Deliver a ‘community offer’ of open access youth provision located in community venues, supported by the Enrichment Budget and delivered in partnership with voluntary sector organisations. This will include relocating a proportion of the current 34 ‘Extended Provision’ sessions delivered each week from school sites to community settings to increase accessibility and rebranding ‘Extended Provision’ to reflect the youth club status given to this provision by young people. (This work has already started in the transfer of some Communities First youth provision to the Youth Engagement and Participation Service).
- Deliver a full suite of services from Community Hub settings including open access youth provision; targeted one to one work with young people; information advice and guidance; and informal accredited learning opportunities.
- Recruit volunteers from the community to support the delivery of youth provision, delivering a full suite of training and establishing a mentoring framework for qualified youth workers to work alongside volunteers to build their confidence in their practice.
- Support voluntary sector organisations to achieve the Quality Mark for Youth Work in Wales Award.
- Deliver open access provision during the day for young people aged 16+ to improve their resilience and offer information advice and guidance and support to engage in education, employment and training.

5.3.2 **PRIORITY 2: Provide early intervention and prevention support for vulnerable young people, to reduce social isolation and prevent issues escalating to a level that requires statutory intervention;**

***To provide early intervention and prevention support, we will:***

- Deliver targeted support for young people to improve their resilience, delivering 1-2-1 work in both schools and community settings to prevent young people from requiring statutory intervention or specialist help in the future.
- Deliver discreet targeted support for young people who are identified by vulnerability profiling as at amber/red risk of disengagement, to increase their participation in community based activities and prevent social isolation.
- Develop and deliver open access 'youth play' provision for children aged 9 to 11 years, in community settings as a means of early intervention, offering play opportunities alongside age appropriate information, advice and guidance sessions. This will serve to bridge the current gap between youth work and play, supporting transition to the next phase within a community development approach.

**5.3.3 PRIORITY 3: Implement a wellbeing, resilience and engagement pathway of support to improve young people's resilience, which is fully integrated with the Council's Resilient Families Programme;**

***To improve young people's resilience, we will:***

- Proactively respond to the existing needs of young people by building their resilience to deal with the challenges they face. Intervention will seek to build on the strengths of the young person to prevent further escalation of need. This will give young people the tools with which they can make positive changes to their own situation is in line with the fundamental underpinnings of the Social Services and Wellbeing Act and the Future Generations (Wales) Act.
- Implement the newly formed Wellbeing, Resilience and Engagement pathway (WREP), a young person centred programme that supports young people to improve wellbeing and build resilience. It focuses on improving the resilience of young people through a strengths based approach that reduces vulnerabilities and adversity.
- Measure and evidence the impact on resilience of our targeted interventions with young people through the new resilience assessment tool and action planning process completed with the young person.

- Provide training and support for partner organisations to also utilise the new resilience assessment and review tools to provide a single mechanism to provide a County Borough wide measurement of young people's resilience levels.

**5.3.4 PRIORITY 4: Facilitate opportunities for young people to have their voices heard and actively participate in the communities in which they live and contribute to building community resilience.**

***To provide opportunities for young people to participate in and contribute to building community resilience, we will:***

- Support young people to contribute to the development of Community Zones, as an integrated place-based approach to building resilient communities that prevents and mitigates the effects of ACEs and breaks the intergenerational cycle of adversity, which challenges so many young people and families across RCT.
- Actively promote young people's rights in line with the UNCRC and ensure young people have equitable access to their entitlements across all communities in the County Borough.

5.4 The new priorities of the Youth Engagement and Participation Service will require organisational changes to be made in order to facilitate a new service delivery model.

5.5 The current staffing structure organises frontline staff within the three geographical areas of Rhondda Cynon and Taf under the management of three Team Leaders who also hold Service wide thematic responsibilities. These thematic responsibilities are currently educational in nature: Accredited Learning; Early Intervention; and Closing the Gap. A fourth Team Leader holds the thematic responsibility for Community Engagement and Rights, managing staff who organise and deliver the full programme of youth activities and overseeing the Rights Respecting Schools Programme, SLA's with Voluntary Sector partners, the County Youth Forum and social media communications.

5.6 The new model will see these thematic responsibilities change to reflect the four domains used to manage Youth Support Services arrangements in RCT, namely:

- Education, Employment and Training
- Information, Advice and Guidance
- Participation, Consultation and Rights
- Sporting, Leisure and Cultural

This will ensure that the commitment to ensuring young people's access to their entitlements is both visible and meaningful across the Service.

- 5.7 In order to mitigate the impact of a significant cut in the WG Youth Work Strategy Grant for 2018-19, the post of Engagement and Progression Co-ordinator (EPC) will be disestablished. The Youth Engagement and Participation Service will absorb the EPC function and the SEETS Service which will offer better co-ordination and outcome reporting in line with the Youth Support Services domains.
- 5.8 In order to reduce duplication of effort, the Service will organise frontline staff within an East / West geographical split to ensure youth work provision is delivered where it is required and to support community based planning. The current and new staffing structures can be found in Appendix 1 and details of the new roles and responsibilities of staff can be found in Appendix 2.
- 5.9 With the exception of the Youth Engagement Officers, all other frontline staff within the Service are already based in community venues such as libraries and leisure centres. Whilst it is important that Youth Engagement Officers have a visible community presence we would not like to lose the benefits to young people of the excellent working relationships we have with schools. Therefore, by maximising the existing agile working arrangements staff will be able to work from both school sites and community venues. The Youth Engagement and Participation Service will actively seek to have a staff presence in the Community Zone and Community Hubs across RCT to ensure maximum visibility and accessibility for young people.
- 5.10 The Service will implement a new set of assessment and review tools as part of a Resilience Assessment Framework to support the focus of improving resilience when working with young people on a one to one basis. These resilience tools have been developed and tested by the Service over the last 12 months to align with the proportionate resilience assessment undertaken by the Resilient Families Service. The use of the new Resilience Assessment Framework enables the Youth Engagement and Participation Service to contribute directly to building overall resilience of families and measure its contribution to the work of the Resilient Families Service in preventing children entering statutory services.
- 5.11 The new tools provide a framework for assessment, intervention and review providing clear goals and actions for improvement and a simple distance travelled diagrammatic which has been very well received by young people.



5.12 To monitor the outcomes of the new service delivery model it will be necessary to develop new local indicators to complement the existing performance indicators of the Service. The effective monitoring of these performance indicators will be facilitated by the continued use of the Capita One module IYSS (Integrated Youth Support Services). Further details of the performance indicators and outcome measurements can be found in Appendix 3.

## 6. **MANAGING RISK**

6.1 In order to facilitate the new model of service delivery to deliver against new priorities it will be necessary to make changes to current school based service delivery. Whilst the Service will continue to provide one to one sessions in school settings for young people in need of support to build their resilience, there will not be the capacity to deliver regular timetabled interventions. This could present potential service delivery risks for Education and Schools if not appropriately managed.

6.2 The table below identifies the areas of service delivery affected by the implementation of the new model, the potential risk, and the action that will be taken to mitigate against these risks:

| <b>Area of service delivery</b>                              | <b>Changes</b>  | <b>Potential risk</b>   | <b>Mitigating action</b>   |
|--|---|---|--|
| School attendance referrals                                  | YEPS will no longer accept direct attendance referrals from schools for Key Stage 4 pupils with 86-90% attendance | Potential impact on the Attendance and Wellbeing Service and secondary school attendance rates (currently YEPS receive an average of 10 attendance referrals a month – 13% of total YEPS referrals) | Improved resilience is a key factor in improving attendance, therefore in accepting referrals for young people requiring support to improve their resilience, YEPS will continue to indirectly support the school attendance priority. |
| Delivery of formal OCN accredited learning                   | YEPS will no longer deliver formal OCN qualifications for pupils as part of the school curriculum                 | Potential impact on some schools' capacity to deliver aspects of the curriculum and Level 2 threshold outcomes for vulnerable learners  | 11-16 year olds gaining formal OCN qualifications in community settings can be linked to schools Level 2 threshold outcomes  |
| Delivery of school based positive activities 5 days per week | YEPS will continue to provide positive activities from school sites however this will be reduced to 2/3           | Depending on existing programmes of positive activities this may have an impact on the schools' capacity to deliver enhanced  | Positive activity programme planning will be undertaken in collaboration with the school to identify joint priorities. Staff will remain based in  |

|  |               |                           |         |
|--|---------------|---------------------------|---------|
|  | nights a week | curriculum opportunities. | schools |
|--|---------------|---------------------------|---------|

6.3 To mitigate further against potential risks, the new service delivery model is implemented in two phases. **Phase One will commence in May 2018** and will include:

- Rebranding of Extended Provision in collaboration with young people
- Identification of community venues for the delivery of youth work provision
- Plan for youth work provision to be incorporated into Community Hub settings
- Work with primary schools, Early Years and voluntary sector partners to plan the development of a community 'youth play' offer for 9-11 year olds
- Engage young people in the changes to the Service and co-construct a multi-platform communication strategy
- Discussion with schools to ensure there is an agreed plan in place to facilitate Phase Two
- Implementation of the Young Person's Support Framework
- Implementation of the Resilience Assessment Framework

**Phase Two will commence in September 2018** and will include:

- Delivery of the communication strategy
- Relocation of the Extended Provision with low attendance rates from school sites to appropriate community settings
- Service no longer delivering OCN qualifications as part of the curriculum
- Service no longer accepting school attendance referrals
- Reduction in the number of evenings positive activities take place on school site
- Begin delivery of 'youth play' provision for 9-11 year olds

6.4 The delivery of service changes in two phases will facilitate the Service's transition to new priorities mid academic year therefore minimising the impact on young people.

## 7. EQUALITY AND DIVERSITY IMPLICATIONS

7.1 There are no equality and diversity implications in relation to the implementation of the new priorities and service delivery model. As a result of the service enhancements, children and young people will benefit from better access to services.

## 8. CONSULTATION

- 8.1 Consultation with young people is a core element of the Youth Engagement and Participation Service and will be fundamental to the implementation of the new delivery model.
- 8.2 Consultation with schools and partners will take place as part of the Phase One implementation.
- 8.3 Staff consultation will be carried out in accordance with the Council's statutory obligations and Managing Change policy. Staff and trade unions would be fully consulted at the appropriate time.

## **9. FINANCIAL IMPLICATION(S)**

- 9.1 There are no financial implications associated with the implementation of the new Youth Engagement and Participation Service model. This model is concerned with service enhancement within current resources, which will require the revision of duties and tasks of existing roles to maximise outcomes as opposed to incurring financial costs.

## **10. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED**

- 10.1 The Council has a statutory duty to provide youth services for 11 – 25 year olds as prescribed in section 123 of the *Learning and Skills Act (2000)*. This Act is in force in Wales under the *Youth Support Services Direction (Wales) 2002* which directs local authorities in Wales to:

- a) Provide youth support services;
- b) Secure the provision of youth support services, or
- c) Participate in the provision of youth support services, having regard to guidance issued by the National Assembly

- 10.2 In RCT the above statutory duties are the responsibility of the Youth Engagement and Participation Service with provision subject to inspection by ESTYN under the inspection of Local Authority Education Services for Children and Young People.

## **11. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT**

- 11.1 The new priorities and service delivery model for the Youth Engagement and Participation Service support the delivery of the following Corporate priorities:

**People** – Promoting independence and positive lives for everyone  
**Place** – Creating neighbourhoods where people are proud to live  
**Economy** – Building a strong economy

11.2 The Youth Engagement and Participation Service will appropriately support the Council's strategic plans and priorities in order to deliver **long term** improvements in the outcomes for young people. The Service will offer early intervention and **prevention** support for young people through the use of vulnerability profiling as a way of offering support to young people at risk of disengaging from learning as a result of the socio-economic factors they face. Leading on the delivery of **integrated** multi-agency support young people via the Young People's Support Framework, the Service will **collaborate** with communities to deliver a comprehensive 'youth offer' of both open access and targeted support to young people. **Collaboration** with partners such as schools, colleges, voluntary organisations, police and the fire service will be key to delivery of outcomes. Young people will remain **involved** in service planning through consultation events, focus groups, local youth forums and the RCT County Youth Forum.

11.3 The new priorities and delivery model will contribute to the following wellbeing goals:

- **A prosperous Wales** – The Service will seek to empower young people to raise their aspirations and their agency in participating in the communities in which they live. By supporting young people within a community context to build their own resilience to deal with challenges as they arise, the Service will be in a position to support the Council to meet its aim to empower communities to take a lead in delivering services to meet their needs. Supporting young people to identify and secure post 16 education, employment and training destinations that lead to them achieving their aspirations builds the prosperity of the communities in which they live.
- **A resilient Wales** – Focusing support on improving the resilience of young people in RCT, the Service will in turn contribute to improving the resilience of the wider family and the resilience of the community as a whole. By building the resilience of young people to deal with current and future challenges they face and providing them with strategies to cope with adversity, the Service will support the sustainability of resilient communities in the future.
- **A healthier Wales** – Ensuring young people have access to the full range of entitlements as well as opportunities to grow and develop socially, emotionally, educationally, the Service will actively support both the physical and emotional wellbeing of youth people in RCT. Improving young people's resilience provides them with the skills to emotionally deal with future set-backs and challenges, ensuring their future wellbeing.
- **A more equal Wales** – Providing youth services in a range of different settings will ensure that geography and location is not a

barrier to young people accessing youth provision or their entitlements.

- **A Wales of cohesive communities** – Delivering an open access community youth offer located in community venues and schools will raise the visibility of young people as members of their communities. Recruiting volunteers from the community and working alongside community groups to support the delivery of youth provision supports communities to meet their own needs. It also serves to break down perceived barriers between young people and adults leading to a more supportive and cohesive community environment. Ensuring young people play an active part in the creation and implementation of Community Hubs in RCT will also assist in breaking down these barriers and supporting cohesiveness.
- **A Wales of vibrant culture and thriving Welsh language** – Delivery of all Youth Engagement and Participation Service activities will continue to be made available through the medium of Welsh including the provision of one to one support for young people which will assist the Council to meet the objectives of the Welsh in Education Strategic Plan. Existing working relationships with Welsh language providers will be maintained to ensure that young people wishing to access alternative provision through the medium of Welsh are not disadvantaged in line with Youth Support Services responsibilities.
- **A globally responsible Wales** – redefining new priorities for the Service and implementing an enhanced delivery model within existing resources provides the opportunity for the Council to ensure resources are being used efficiently and effectively to target the delivery of current priorities.

## **12. CONCLUSION**

- 12.1 The Youth Engagement and Participation Service has a robust track record for delivering outcomes for young people in line with the Education priorities it was given in 2014.
- 12.2 The recent transfer of the Service presents clear opportunities for the Youth Engagement and Participation Service to positively contribute to the work of the Public Health and Protection and Community Service Division and the wider Community and Children's Services Group.
- 12.3 The proposed priorities of the Youth Engagement and Participation Service and the new delivery model set out in this report clearly outlines how the efforts of the Service can directly support key programmes of work within the Council.

12.4 With careful planning, that keeps the young person's experience as the focus, the impact of these changes on Education priorities and schools can be minimised whilst the Service continues to deliver positive outcomes for young people.

**Other Information:-**

***Relevant Scrutiny Committee***

Children and Young People's Scrutiny Committee

**LOCAL GOVERNMENT ACT 1972**

**AS AMENDED BY**

**THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**CABINET**

**10<sup>th</sup> MAY 2018**

**REPORT OF DIRECTOR, PUBLIC HEALTH, PROTECTION AND  
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**YOUTH ENGAGEMENT AND PARTICIPATION SERVICE**

**Background Papers**

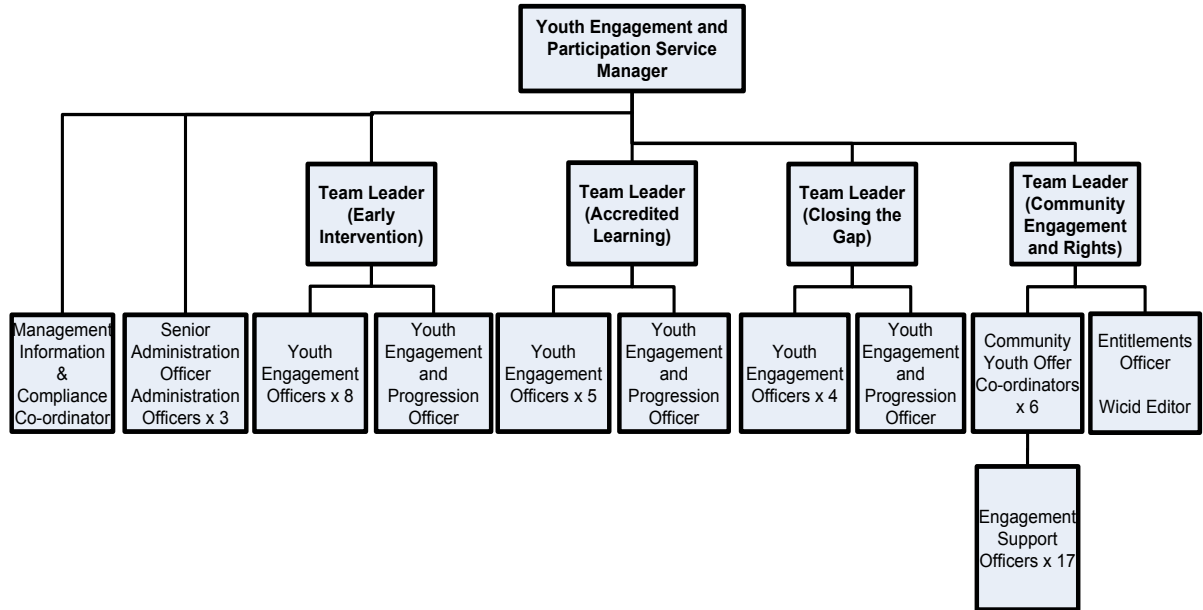
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Officer to contact:

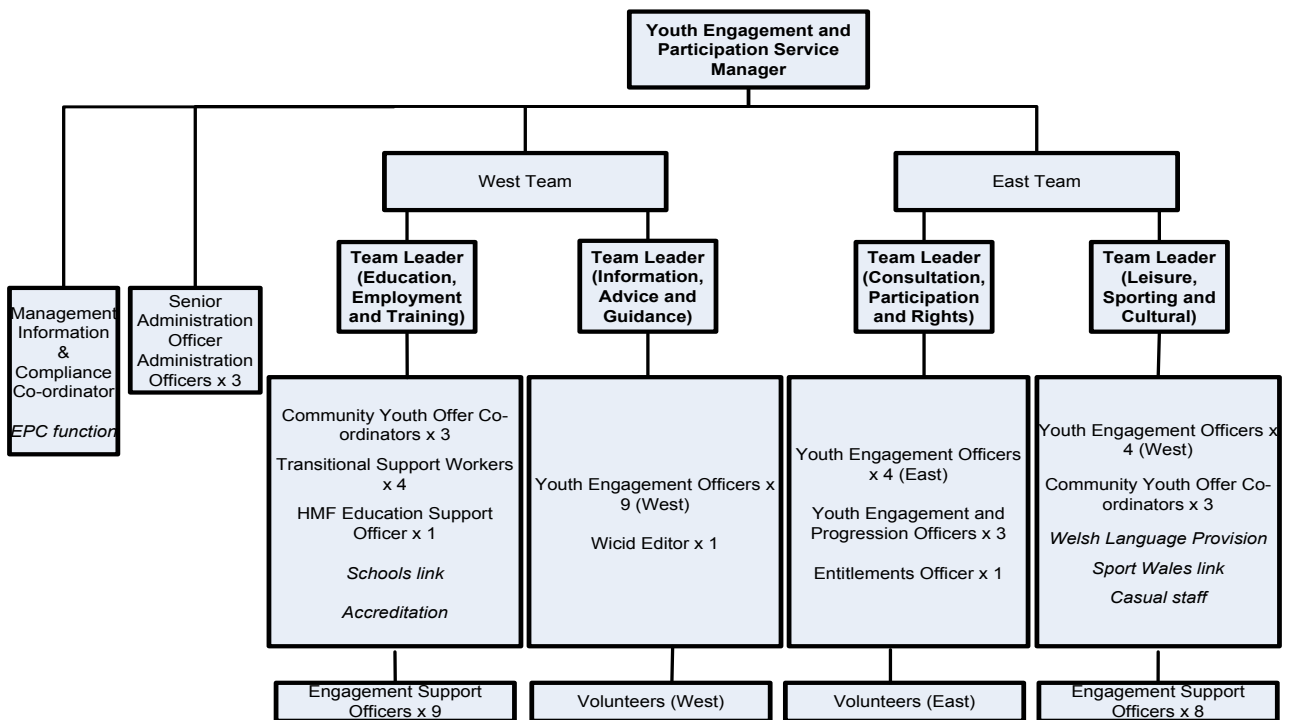
Claire Hutcheon –Youth Engagement and Participation Service Manager.  
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## APPENDIX 1

### Youth Engagement and Participation Service - Current staffing structure



### Youth Engagement and Participation Service - New staffing structure





## APPENDIX 2

### Roles and Responsibilities of Staff

| <b>Post</b>                            | <b>Current duties</b>   | <b>New duties</b>   |
|--|---|---|
| Youth Engagement Officer               | <ul style="list-style-type: none"> <li>• Deliver targeted one to one support in schools for young people referred to the service</li> <li>• Deliver taught Accredited learning group work as part of the school curriculum</li> <li>• Be single point of contact in school for positive activities until 5pm 5 nights a week</li> <li>• Deliver Extended Provision until 8pm 2 nights a week</li> </ul> | <ul style="list-style-type: none"> <li>• Deliver targeted one to one support to build resilience for young people identified by the Resilient Families Service, in any venue</li> <li>• Provide group work interventions to build resilience and delivery information advice and guidance</li> <li>• Deliver open access 'youth play' provision for children aged 9-11</li> <li>• Delivery open access youth club provision in most appropriate settings</li> <li>• Mentor and coach volunteers</li> </ul>  |
| Youth Engagement & Progression Officer | <ul style="list-style-type: none"> <li>• Delivery targeted one to one support in special schools for young people referred to the service</li> <li>• Organise and manage youth forums</li> <li>• Provide support for young people ages 16yrs +</li> </ul>   | <ul style="list-style-type: none"> <li>• Provide youth work activities in community settings during the day</li> <li>• Provide specialist information advice and guidance for young people aged 16+ from Community Hubs</li> <li>• Deliver targeted one to one support to build resilience for young people aged 16+ identified by the Resilient Families Service, in any venue</li> <li>• Focus on preventing youth homelessness</li> <li>• Mentor and coach volunteers</li> </ul>   |
| Community Youth Offer Co-ordinators    | <ul style="list-style-type: none"> <li>• Plan and deliver a full programme of youth activities 52 weeks a year</li> <li>• Undertaking tendering and procurement of specialist activity providers</li> <li>• Oversee quality assurance of all provision</li> <li>• Manage Extended Provision</li> </ul>  | <ul style="list-style-type: none"> <li>• Work collaboratively with voluntary sector youth and community groups to deliver a visible community based youth work offer</li> <li>• Work collaboratively with voluntary sector youth and community groups and play providers to deliver a visible community based open access 'youth play' provision for 9-11yr olds</li> <li>• Plan and deliver a full programme of youth activities alongside partner providers 52 weeks a year</li> <li>• Support partners to develop robust quality assurance procedures</li> </ul> |

**To support the staff to adapt to the change in duties, a full training and skills analysis will be undertaken and any necessary upskilling of staff will be a priority.**

## APPENDIX 3

### Youth Engagement and Participation Service Performance Indicators

| <b>Type</b>                | <b>Description</b>  |
|----------------------------|---|
| LEDU223                    | % 16 year olds (Yr11) leaving school who are known not to be in education, training or employment   |
| LEDU224                    | % 17 year olds (Yr12) leaving school who are known not to be in education, training or employment   |
| LEDU225                    | % 18 year olds (Yr13) leaving school who are known not to be in education, training or employment   |
| WG - National Benchmarking | Number and % of young people that have engaged with open access provision   |
| WG - National Benchmarking | Number and % of staff that are EWC registered   |
| Local indicator            | Number and % of young people that have engaged with open access provision identified as Amber/Red on Vulnerability Profiling  |
| Local indicator (new)      | Number and % of young people with increased resilience following support via the Young People's Support Framework   |
| Local indicator (new)      | Number and % of families with increased resilience following intervention with the Resilient Families Service where a young person in the family has received support via the Young People's Support Framework                        |
| Local indicator (new)      | Number and % of families affected by disability with increased resilience following intervention with the Resilient Families Service where a young person in the family has received support via the Young People's Support Framework |
| Local indicator (new)      | Number and % of young people that have engaged in formal participation sessions   |
| Local indicator (new)      | Number and % of young people that have engaged in formal participation sessions identified as Amber/Red on Vulnerability Profiling  |