

**Hampshire County Council
Children's Services Department**

**Joint Area Reviews
Youth Service
Self-assessment**

March 2007

PART A Background Information	
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A1 Local context	
1.1	Hampshire is the third largest Local Authority in England covering 3,679 square kilometres. Approximately 1.25 million people live in the county of which, 309,000 are 0-19 years old and of these approximately 110,000 are 13 -19 year olds.
1.2	Hampshire is a mix of urban and rural settings 77% of the population live in urban settings and 23% rural, however this varies greatly from district to district for example both Fareham and Rushmoor are urban whereas in Winchester only 41% live in an urban area.
1.3	The county of Hampshire is sub-divided into 11 second tier authorities and over 300 parish/town councils.
1.4	Hampshire is an affluent county. This can hide pockets of real deprivation and significant relative deprivation. On the national multiple deprivation categories scale, Havant is the most deprived district in the county, ranked 137 of 354, with Hart at 354 being the least deprived. Of the 20 most deprived wards in Hampshire, 16 are in to be found in Havant, two in Gosport and one each in the New Forest and Rushmoor.
1.5	Rural deprivation is recognised as a significant issue in the county and can be marked in the more affluent districts such as the New Forest. One particular issue is public transport, for instance, in the New Forest travelling from one side of the district to the other can take an hour or more.
1.6	A significant issue is the transient population in Hart, Rushmoor and Gosport involving families with the British Armed Forces (Army, Air and Navy) garrisons. The youth service works with significant numbers of young people from these communities, but continuity of provision is often hampered by the changing priorities created by a high turnover of base commanders.

- 1.9 On average, Hampshire residents earn 10% more than their national counterparts. Unemployment rates are very low at a county level equivalent to 1%, within the range of 0.6% to 2% across the districts. Only 16% of households do not have a car, well below the national average of 27%.
- 1.10 In 2005, 51.2% of Hampshire pupils achieved 5 A* - C and 78.3% achieved level 5 or above at key stage 3. Hampshire has 71 secondary schools and 7 Education Centres, the youth service works with a majority of both. Hampshire pupils are on average achieving higher than their peers in statistical neighbours in England with 62.3% achieving 5 GCSE A*-C, compared with 60.72%. Further analysis of achievement is detailed in the Children and Young Peoples Plan evaluation section 2, enjoy and achieve.
- 1.11 2.5% of the population of Hampshire belong to minority ethnic groups and they are relatively widely dispersed throughout the county. However, 5.8% of the 3-16 age group are from ethnic minorities: children in Hampshire's schools have 62 different first languages. A recent development is the growing number of migrant workers from the expanded European Union.

A2 Youth service location and structure

- 2.1 With the development of children's services, the youth service is involved in rapid and radical change as the change for children programme is realised.
- 2.2 Until the development of Children's Services, the youth service was part of the education department structure with a senior management team led by a county youth officer. Delivery is managed through 11 youth work teams, coterminous with district councils each being led by a senior youth worker. Resources are allocated to districts using a funding formula taking into account the 13-19 population and a number of social factors including deprivation, exclusion from school and youth offending. A development and training team was established to respond to service training needs and external funding opportunities involving participation, drugs and outdoor education.
- 2.3 Elected members have always taken a keen interest in the youth service and continue to do so via Hampshire Action Teams (HATs). (see corporate assessment for further details)
- 2.4 In January 2007 youth service personnel were fully integrated into the Children and Families branch of Children's Services. Youth workers deliver services alongside colleagues from social care and some services previously operating within the inclusion branch of education. The management of the service is through District Service Managers who manage Senior Youth Workers, locality teams, social work teams, and support services for vulnerable groups including children with disabilities and children looked after. The purpose of this move is to create continuity of service provision for young people across all agencies and ensure that local needs of young people, are met to establish and develop improved preventative services for young people at risk.
- 2.5 A strategic lead for youth work is maintained through the establishment of a Strategic Manager for Youth and Community who reports directly to the Deputy Director for Children and Families. This post is responsible for developing the strategy for young peoples services for the local authority and assisting service managers to ensure district youth teams are effective. The Strategic Manager will manage the staff responsible for Children's Fund, Teenage Pregnancy and drugs action, thus creating a portfolio that can address the strategic direction for services to young people.
- 2.6 In addition three youth service managers are also managed by the strategic post and hold project manager responsibilities for Youth Matters and Youth Development and Training. The Youth Matters work involves the development of an integrated youth support service (IYSS) specification, in partnership with South Central Connexions, working with partners: Recreation and Heritage department, district councils and the voluntary sector to develop volunteering opportunities and the youth offer in four pilot districts Test Valley, Rushmoor, Gosport and Basingstoke.
- 2.7 A third project manager focuses on maintaining the professional integrity of youth work through the



work of the development and training team. The team provide the professional development and training programme for youth workers and are involved in rolling out the common assessment framework training. The post also ensures through a team of development workers that participation, outdoor education, accreditation, equalities and drugs education, remain central to the activities of youth work teams.

- 2.8 To support the new arrangements a youth matters board has been established, which is directly linked to the Children and Young Peoples Plan Management Board. This is chaired by the Deputy Director for Children and Families and has representatives from the secondary heads executive, Primary Care Trusts (PCTs), district councils, the Youth Offending Team, South Central Connexions, the voluntary sector and Recreation and Heritage. The board has also taken on the function of local management committee for Connexions and reports through the chair to the Children and Young Peoples Partnership Board (CYPPB) .
- 2.9 Youth work delivery has been largely unaffected by the structural changes, as management of delivery has continued to be led by district based Senior Youth Workers. The youth service has had coterminous boundaries with the 11 districts for 10 years, the knowledge and understanding created from those arrangements have proved invaluable to the other parts of children's services who have had to re-organise to the 11 districts from various arrangements of 3,6,7 etc.
- 2.10 As detailed in the Children and Young Peoples Plan the new Children's Services structure divides the 11 districts in to three wider areas, North and East, West and South East. The Senior Youth Workers in each of these areas meet together on a regular basis to share practice and collaborate in areas of work to support capacity. Examples of this collaboration include arrangements relating to, the Duke of Edinburgh's Award and accreditation where a full-time member of staff covers a whole area, thus improving continuity, delivery and capacity, rather than having three 12 hour a week posts.
- 2.10 Further changes to structure are expected as: arrangements for Connexions funding alters in April 2008, as following a scoping exercise an integrated youth support service specification is being prepared. Other changes will occur as the roll out of the targeted youth support pathfinder (TYSP) and the locality team agenda come together to ensure that prevention work within the county is high priority.

A3 Workforce profile

- 3.1 The workforce is made up of:
- 1 (1 FTE) Strategic Manager – Youth and Community
 - 3 (3 FTE) Project Managers
 - 2 (2 FTE) Youth Officers
 - 83 (77.6 FTE) Professional Youth Workers (Role profiles 6-10)
 - 243 (66.3 FTE) Youth Support Workers with 30% locally qualified at NVQ3 or equivalent
 - 1 (1 FTE) Business Manager
 - 40 (28 FTE) Support staff including Administrators, Human Resources, Finance and Caretakers
 - 105 Volunteers in youth service projects
 - 1391 Volunteers in Duke of Edinburgh's Award projects operating under the Hampshire licence
- 3.2 The ratio of full-time equivalent youth workers to young people aged 13-19 is 1:764 based on population of 110,000.
- 3.3 Of 69 full-time youth work staff 36 are professionally qualified, with a further 24 working towards their professional youth work qualification. Forty-seven part-time staff completed their stage 1

training during 06/07 and a further 21 are currently participating in the NVQ3 programme. Links have been established with further and high education providers including Eastleigh College with whom a number of NVQ courses have been developed and accredited. To support the NVQ programme, 28 staff have completed their NVQ assessors' qualification and a further 13 are currently undertaking this course.

- 3.4 The Youth Service has developed a close relationship with Southampton University to operate a course which enabled its workers to obtain a Joint Negotiating Committee for Youth and Community Workers (JNC) national youth work qualification. The training officer is seconded on a part-time basis to deliver parts of the curriculum. The course is based on vocational learning and is reliant on work based learning supervisors.
- 3.5 Staff turnover has constantly fallen since 03/04 when full-time turnover was 11% and part-time 58%. The current position is, full-time turnover is 4% and part-time 30%. This change is attributed to the services involvement in the Southampton University JNC qualification course and the amalgamation of smaller part-time posts to create posts that are more substantial.
- 3.6 Hampshire has successfully implemented the JNC pay settlement for 2003/4 by creating a new salary structure based on ten generic role profiles. Staff in non-youth work positions are employed on EHCC (Employment in Hampshire County Council) terms and conditions, which has been the subject of a protracted pay and benefits review, the results of which were announced at the end of January 2007.
- 3.7 Some posts exist as a result of partnership and joint funding arrangements.
- 3.8 The service supports a professional development programme to ensure:
- each member of staff understands what his or her job involves
 - each person is trained to perform their current job to the required standards
 - staff are prepared and equipped for opportunities created by changes
 - each individual is enabled to develop his or her potential, both personally and professionally
 - staff undertake the children's services induction programme.

A4 The Youth Service

- 4.1 The guiding principles and objectives which are the foundation for the current service are to be found in 2006/07 Youth Work Plan (appendix 6), introductory pages and relate to the 03-06 Strategic Development Plan 'Managing, Supporting and Promoting Effective Youth Work' (appendix 7).
- 4.2 Whilst the purpose, aim, objectives and values have remained constant across the years, annual service plans have developed built upon previous work and changes to national and local priorities such as 'Every Child Matters'.
- 4.3 The plan for 07/08 (appendix 1) continues this process by creating targets related to the priorities of the Children and Young Peoples Plan and the Local Area Agreement.

A5. Partnership arrangements



- 5.1 The Youth Service has developed a strong culture of partnership working at strategic levels supported by the Children and Young Peoples Partnership Board and district level, where Senior Youth Workers are actively engaged in a variety of groups led by district councils including: local strategic partnerships, district young peoples planning groups, crime and disorder groups. These district links will be further enhanced by the development of Hampshire Actions Teams. (See corporate assessment for further details)
- 5.2 The diversity of partnership working is evidenced through the array of projects jointly funded or staffed by health, police, schools, other parts of the local authority, local businesses and community groups.
- 5.3 **Connexions**
South Central Connexions and the youth service are linked by history. The youth service led a pilot project for and, subsequently had a delivery contract with South Central Connexions before they became a direct delivery organisation. In coterminous areas, senior youth workers have regular meetings with their Connexions counterparts to identify joint arrangements and the complementary nature of the separate provision. A number of the Youth Opportunity Fund panels are joint operations as are a range of young councils, forums and participation opportunities.
- 5.3.1 The youth service and connexions are jointly contracted (from the participation steering group) to deliver the Care Action Team (CAT) mark. This exciting project is the development of a young person's quality assurance system and kite marking process. It has now reached the training stage and young people are being identified and local teams prepared to deliver the training.
- 5.3.2 Other examples of joint work include training on the Common Assessment Framework and the development of the Assured Quality for Young People (AQYP) quality assurance mark for the voluntary sector.
- 5.3.3 Both organisations are committed to developing an integrated youth support service and two joint programmes have taken place the first to scope the requirements and the second to create a specification for the development of this service.
- 5.4 **TYSP (Targeted Youth Support Pathfinder)**
This is one of 14 national pathfinders, supported by the Training and Development Agency, focussing on one ward in the Test Valley district. The priority age group is primarily 13 – 19 year olds but also involves 11 and 12 year olds to ensure key transition phases are being addressed. The target groups are vulnerable young people and those groups who are at risk of exclusion or causing trouble in their communities. The multi-agency teams will go live in March 2007. Outcomes will be measured by increased school attendance, a reduction in school exclusions and a reduction in risk taking behaviour such as drug taking, alcohol, crime and unprotected sex.
- 5.4.1 The pathfinder has demonstrated the willingness of partners to come together to develop innovative approaches to supporting young people and a range of agencies has committed staff to work within the TYS team. This work has had important implications for the development of locality teams and the TYSP project co-ordinator has now been seconded to the Common Assessment Framework (CAF) and Locality Project Team to support the roll out of Locality Teams and work on their relationship to Targeted Youth Support throughout Hampshire.
- 5.5 **Voluntary Sector**
In total £196k is provided to the voluntary sector through two different grants. Annual Revenue Grants, support the infrastructure costs of the larger umbrella organisations. Project Development Grants up to £4k are available to help develop new and innovative projects within the sector. Opportunities to strengthen and develop the relationship with the sector will increase through the decision to integrate grant making processes throughout the authority.
- 5.5.1 Hampshire Council for Voluntary Youth Services (HCVYS) also distributes a small training grant of



£10K on behalf of the service. This has an excellent multiplying effect on the development of youth workers and in the voluntary sector.

- 5.5.2 Hampshire Council for Voluntary Youth Service plays an important role in the local authority as a whole and has two of the Children and Young Peoples Plan leads on volunteering and developing positive publicity about young people. In addition, it enables the general engagement of the sector in all the key initiatives currently taking place.
- 5.5.3 The voluntary sector might argue that the finance is the most valuable contribution the County Council makes, however considerable support, advice, guidance and training is also provided and a robust relationship exists between the sectors. The Strategic Manager Youth and Community, is an ex-officio member of and regular attendee of the boards for HCVYS, Youth Clubs Hants and Isle of Wight, Young Farmers and Youth Options. In the future the voluntary sector will be represented on the youth and community strategy group through attendance by the HCVYS chief executive. County and district forums are well established where senior youth workers with colleagues from HCVYS organise forums to enable uniformed and non-uniformed voluntary orgs to work together locally.
- 5.6 In most districts there is an information, advice and counselling service based in the voluntary sector and supported by the youth service. The level of support varies considerably from annual grant aid, line management, to project co-ordinator, supplying three full-time equivalent of staff.
- 5.7 Teenage Pregnancy Strategy (TPS)
In the future the Teenage Pregnancy Partnership Board will be integrated with the Youth Matters Board, thus further strengthening the partnership opportunities. The eight local implementation teams which roll out the county strategy at a local level have youth service representation and Youth workers are key to many of the projects aimed at both young people and young parents.
- 5.7.1 Eighty-four youth workers have completed Sex and Relationships Education (SRE) training with Hampshire Teenage Pregnancy Partnership (HTPP). Fourteen of these have completed Tier 1, 2 and GET IT ON condom distribution. Other elements of this partnership include the national campaign for Sex and Relationship Education this involved Members of the United Kingdom Youth Parliament (MYPs) writing to MPs. The MYPs designed a survey which they took out to schools, colleges and youth centres as well as uploading it on the Hampshire County Youth Council website. Using the survey results, they designed and produced a leaflet and poster, which was distributed across the county. MYP's were invited to present to the Teenage Partnership Strategy board and have also been invited to speak at an National Health Service conference.
- 5.7.2 Other practical examples of the support provided by the youth service to support health inequalities include a health drop-in which the school nurse also attends at the Wedge at Andover and a sexual health clinic at Youth in Romsey attended by a doctor and nurse from a local surgery. A further health drop-in is being developed at Rowner in Gosport which is an area of high deprivation, and also the chlamydia testing in Eastleigh highlighted in the good practice section of this document.
- 5.10.3 The majority of districts organise work with young parents. The Young Parents group in Basingstoke is of particularly note for supporting members of the group back into education. They have also delivered workshops to other professionals and at Children and Young Peoples Partnership (CYPP) conferences.



6. Budget information

Budgets

Percentages using Youth Service cash limited budget	2002/03	2003/04	2004/05	2005/06
Youth Service budget as % of Y&C sub block	N/A	49%	50%	51%
Youth Service budget as % of overall Education Budget	0.72%	0.70%	0.68%	0.72%
% of young people reached from Cash limited Youth Service budget	12%	25%	22%	29%
No of Young people reached (13-19)	13,136	26,150	25,076	31,487
Youth service population as reported to NYA (13-19)	117,649	108,167	113,956	109,792
Youth Service budget per young person (13-19)	£35.33	£40.47	£39.58	£46.03
Income received	£312,400	£1,148,700	£1,072,500	£904,415

NB. The figures used are based on the Youth Service Cash limited nett budget, not the Section 52 figures and with no below the line on-costs

- 6.1 In 05/06, the cash limited budget for the youth service was £5,053,500. The Youth Service has historically been a low funded service based on per capita. The fact that the service achieves both the reach and participation targets indicates the excellent value for money achieved by the service. 89% of resources are spent on staffing.
- 6.2 Budgets are delegated to the 11 districts of Hampshire using a funding formula which allocates resources on the basis of needs, using 70% youth population and 30% social disadvantage factors (youth crime, unemployment, exclusions).
- 6.3 Deployment of each district budget is approved at an annual planning meeting with the Strategic Manger for Youth and Community, the Senior Youth Worker and District Service Manager. The Business Manager, holds quarterly budget meetings throughout the financial year to ensure all resources are managed effectively and efficiently.
- 6.4 External funding is raised from every district council, 15 parish or town councils, 14 schools, and a range of other HCC departments, services or strategies (e.g Teenage Pregnancy) securing external funding is an annual target for each Senior Youth Worker. In addition, Hampshire County Youth Service receives income from a range of sources such as the police and health authority. In 05/06, this amounted to £904,415 which is equivalent to 18% of the cash limited budget.
- 6.5 The Youth Opportunity Fund (YOF) and Youth Capital Fund (YCF) have been an exciting additional resource for the development of youth work, led by young people. As of the end of January 07, funding information was as follows:

YOF allocation 06/07 =£594,273
 Spend = £185,302
 Committed but not yet spent = £88,317
 Applications waiting to go to panels =£111,913

YCF allocation 06/07 =£513,998
 Spend = £216,900
 Committed but not yet spent =£290,000

PART B Performance against the youth service framework key aspects

B 1 Standards of young people's achievement and the quality of youth work practice Grade 3

- 1.1 In 2005/06 the youth service reached 28% of the 13-19 population with an active participation rate of 19%.
- 1.2 Standards of achievement and the quality of youth work is good in the youth service with 68% of youth work units being graded good or better, 29% graded adequate and 3% inadequate in peer and management observations (140 observations). These standards of achievements are also reflected in the self-assessments where 57% staff have assessed their own work as good or better, 41% adequate and 2% inadequate. The 179 self-assessments undertaken demonstrate that staff appear to be in general harder on themselves than the external observations reflect.
- 1.3 Inevitably, in an organisation delivering in approximately 200 units (this includes a number of short-term programmes) there is evidence of performance across the full range of grades. Most youth workers have high expectations of the young people they work with and the young people respond accordingly. There are evidenced examples that can be found in case studies in the county and district annual reports of the powerful influence that youth work has had on young people's lives. Young people learn and make progress because of their engagement with the service.
- 1.4 Further evidence of young people's development as a result of their involvement in the youth service is found in the annual users survey. In 2006 this involved some 1230 young people from across the county. This Likert styled survey enables young people to agree or disagree with a set of 24 statements and demonstrates that young people involved with the youth service found that:
- Talking to people and joining in becoming easier (59% agree, 11% disagree)
 - Made a difference to attitudes and behaviour in school (37% agree, 23% disagree)
- 1.5 Workers ensure youth work is about young people's learning, growth and development. Youth work delivery consists of a wide and diverse range of different provision, which have been established and developed to meet the needs and interests of a broad range of young people and to respond to those involved.
- 1.6 This focus on learning is true of both targeted work and universal provision; good examples of this outcome in universal provision include detached work in Basingstoke, at Hamble Youth Centre in Eastleigh and at The Original Place in Havant. In a sample of 29 self-assessments of universal open access provision (larger centres and detached work), the self-assessments provided 16 good and 13 adequate ratings, whilst the peer and management observations demonstrated 2 outstanding, 15 goods, 11 adequate and 1 inadequate rating. This leads the service to believe that all practice is informed by a relevant and purposeful curriculum that staff understand and are able to deliver in all circumstances.
- 1.7 In 05/06, 4376 young people gained a recorded outcome and 1022 an accredited outcome. The Duke of Edinburgh's Award accounts for 593 accredited outcomes, but other accreditation includes Youth Achievement Award (YAA), and Open College Network (OCN). During 06/07, Assessment Qualification Alliance (AQA) has been developed as an accreditation route in a number of districts.
- 1.8 The outcomes for recorded and accredited outcomes are disappointing when set against the national Best Value Performance Indicators (BVPI) standards. In 04/05 recorded outcomes were extremely low 1515 roughly 1% of the cohort, this rose to 17% in 05/06 and after the third quarter of 06/07 looks set to rise again to approximately 30%. Thus, the direction of travel on this indicator is positive.
- 1.9 Residential provide excellent opportunities for learning and there have been 53 of them during 05/06, with 681 young people participating. Residential venues are varied including Avon Tyrell,



North Wales, Fairthorne Manor, canal boating and camping within the UK. Summer activities have been a growing area of work for the service and again the opportunities provided have been varied ranging across the spectrum of activity, from sporting, (kayaking and mountain biking) creative, (music and creative writing) to trips to places (Thorpe park and Paultons) and out in to the countryside of the New Forest and South Downs.

- 1.10 Adventurous activities are an important component of the work and the outdoor education unit approved 176 events organised by youth workers which involved 2137 young people. A further 311, residential experiences involving 5170 young people took place as a result of the Youth Services management of the Duke of Edinburgh's Award, through district open award centres and schools.
- 1.11 The service works with 29 schools to deliver alternative learning programmes for young people who are at risk of exclusion and a full-time youth worker is seconded to a joint EBSD and education centre for excluded pupils. Youth workers are also involved in the Extended Schools programme, three staff having completed the TDA (Training and Development Agency) training to become ESRCs (Extended Schools Remodelling Consultants) and therefore leading school clusters to develop extended schools initiatives. Other work with schools include the delivery of PHSE and supporting schools in engaging young people in exploring citizenship and democratic representation.
- 1.12 The quality of youth work practice is evidenced in the range and diversity of work taking place, but young people provide the best evidence. The 2006 annual user survey found young people saying
- I get on well with the youth workers at the project (agree 89%, disagree 2%)
 - Youth workers challenge attitudes and behaviour (agree 67%, disagree 7%)
 - I am able to get information and advice from youth workers (agree 81%, disagree 6%)
 - If scared or upset I can talk about my feelings to youth workers (agree 68%, disagree 12%)
 - Youth workers would help me if I was in trouble (agree 82%, disagree 3%)
 - Workers are positive about young people and their achievement (agree 85%, disagree 3%)
- 1.13 The standards of achievement and quality of youth work are identified in the annual self-assessment undertaken by every unit of delivery, which is subject to a peer or managerial observation. When an assessment falls below a 2, an action plan is implemented to ensure improvement and the development and training team provides additional support. As a result of this quality assurance, process delivery patterns have been changed in some districts with existing work being closed in order to develop new initiatives; Winchester and New Forest districts are examples of where this has taken place.
- 1.14 **Summary**
The service believes practice is good; in general, the service delivers well above the minimum requirements for young people by a youth service. Targets for reach and participation are exceeded despite a very low level of per capita funding, suggesting excellent value for money. Although the national recorded and accredited outcomes have not been reached yet the direction of travel towards these targets is clear. Youth workers have high expectations of young people and ensure that learning and personal development are central to all activities. The service makes a significant contribution to a range of overarching objectives and priorities highlighted in the Children and Young People's Plans, Local Area Agreement and other government initiatives such as Teenage Pregnancy, Drugs Action and Young Carers amongst others.
57% of self assessments identify themselves as good or better and a further 41% as adequate
68% of peer/management observations identify good or better practice
The service reaches 28% of the 13-19 population and has a participation rate of 19%
- 1.15 **Strengths**
- In 05/06, the national targets for reach and active participation were both exceeded
 - The range and diversity of provision
 - The ability of the service to respond to diversity
 - Residentials and outdoor activities
- 1.16 **Room for Improvement**
- Improvement of mechanism to establish recorded and accredited outcomes.
 - The balance between types of delivery has progressively switched away from universal



provision.

B2 Quality of curriculum and resources

Grade 3

- 2.1 The quality of curriculum and resources is good. The service offers very good curriculum responses to the needs of young people. Through targeted youth work, it addresses the needs of a number of vulnerable groups, although this provision differs from district to district dependent on local needs assessment. Within the curriculum, a range of opportunities are available. Individual support takes place but group work remains the focus of most work. The curriculum is responsive to a diverse range of needs but forms a platform for universal provision. Partnership working is strong, with approximately 75% of provision provided in partnership.
- 2.2 The new organisational structure and the developing work associated with the Youth Matters agenda and the Integrated Youth Support Services has created an opportunity to identify within the Youth Matters framework the percentage of service delivery corresponding to each aspect. This knowledge will help shape future services for young people, and current delivery breakdown is:
- | | |
|----------------------------|------------------------|
| Empowering Young People | = 51% of delivery time |
| Young people as citizens | = 12% of delivery time |
| Supporting choices | = 16% of delivery time |
| All young people achieving | = 21% of delivery time |
- 2.3 Open access universal provision includes a variety of youth clubs and street work projects, which respond to the personal and social development of those involved in a flexible and responsive manner. It does this by providing a range of opportunities such as international work, accreditation opportunities, participation projects, creative and performing arts, sports activities, outdoor/challenging activities, and information and advice. In these provisions, young people play an active part in the design and development of the programme taking place. The amount of universal provision varies from district to district but all is informed by the curriculum.
- 2.4 Information and advice
Most districts teams support an information and advice project, often in partnership with the voluntary sector. The input to these projects varies from providing a number of staff (3 FTEs in Hampshire Youth Bureau) to providing the management for a co-ordinator employed by the charity. The development of these services has been uneven and therefore young people are unable to access consistent support throughout the county. These projects support other district staff to enable referrals to appropriate agencies.
- 2.5 Young people's experience of the curriculum is positive. In the user survey they say:
- Are able to try out new events and activities (73% agree, 9% disagree)
 - That they know more about keeping healthy (53% agree, 18% disagree)
 - That discrimination is always challenged agree (64% agree, 9% disagree)
 - Attending helps keep them out of trouble (53% agree, 16% disagree)
 - Involvement, has helped my involvement with other forums (42% agree, 21% disagree)
 - I get good advice about sex and relationships (61% agree, 8% disagree)
 - I feel safe when I attend the project (81% agree, 3% disagree)
- Disappointingly a question about taking part in a lot of different activities as a result of attending this project indicated only 40% agreement (20% disagreement). This could suggest that some projects may adopt a single activity route to achieve learning.
- 2.6 Many youth work opportunities relating to outdoor or adventurous activities are provided. The most popular of these are team building and problem solving events to provide personal growth and development. Favourite activities include mountain biking, climbing (including mobile climbing wall) and canoeing. Trips to multi-activity centres such as Calshot are also popular. The new activities which began to appear in 05/06 included surfing, bushcraft and power kiting.



- 2.7 The youth service has a long tradition of foreign exchanges. In 2006, these included highly regarded and politically supported exchanges to develop youth participation with Poland and a developing communities exchange with Nepal. The latter has made a significant impact and has led to the adoption of a children's home in Nepal by young people, the community, and a regular youth provision targeting Nepalese young people within the Hart and Rushmore districts. Other foreign visits have included Denmark, Germany, Latvia and a second to Poland. There was also a youth exchange hosted here involving young people from Germany, Slovakia, Spain and France.
- 2.8 A number of vulnerable groups of young people are targeted dependent on local needs assessments. These include young people who are:
- at risk of exclusions
 - already excluded from schools
 - not achieving in schools
 - lesbian, gay, bisexual or transsexual
 - young carers
 - experiencing learning difficulties or disabilities
 - involved with the Youth Offending Team
 - belonging to ethnic groups such as Travellers and Nepalese
 - children looked after
 - needing short-term counselling, face housing crises or experience domestic violence
 - young parents
 - using drugs
 - concerned about sex and relationships.
- 2.9 The Youth Service gives PSHE support to schools, often related to drugs and alcohol, sex and relationship education or the citizenship agenda. The service supports the development of school councils, ensuring pupils have opportunities to vote in Hampshire County Youth Council and United Kingdom Youth parliament elections.
- 2.10 Inclusion programmes operate both within individual schools and from a district provision, which caters for those excluded or at risk of exclusion from schools. The majority of the education centres and special schools have youth work taking place. School programmes vary according to the negotiations with the school, and range from mentoring programmes to alternative curriculum opportunities and outdoor adventurous activities. A number of inclusion projects are paid for by schools.
- 2.11 Duke of Edinburgh's Award is largely delivered through schools, however it is supported in every district through open award centres and local field officers. The Duke of Edinburgh's Award programme has adapted particularly well to working with young people with learning difficulties or disabilities, for example the Award works closely with Treloar College for young people with disabilities, the Andover open award centre operates a group for those with learning disabilities and cerebral palsy, and also with Grateley House School where there is a group for young people with severe autism.
- 2.12 There is provision for young people with learning disabilities in most districts. These range from Gateway groups, to groups of young people with specific learning difficulties, such as Intouch in Eastleigh for those with Aspergers Syndrome and PALS in Havant which is a group for young people with physical disabilities. The service also operates in and with a number of special schools or units such as Samuel Cody and Mark Way.
- 2.13 The Youth Service works with the Children's Society to develop work with young carers. There is some particularly good support work in Havant, and in Hart where the youth worker has helped the young people produce DVDs about their experiences as young carers.
- 2.14 Districts with children's homes designate a worker to ensure that information on local opportunities is kept up to date and where appropriate work with the team for the education of children in care. Some outdoor activities have been provided in this way and in two homes there are regular youth work sessions.



- 2.15 Tracking youth work with young people associated with other parts of the JAR process demonstrated involvement in 31 of the YOT cases. Of 1178 low achievers the youth service works with 188, 127 being active participants, 69 having achieved a recorded outcome and 17 an accredited outcome. The percentages for recorded and accredited outcomes are significantly higher than for the general 13 -19 population.
- 2.16 **Equipment and resources**
The service owns 21 buildings and most of these are maintained to a high standard. A rolling programme of refurbishment and improvement has taken place during the last seven years. In the last three years, four new building projects have been completed at Hamble, Wildern, Rowner and Basingstoke. The service spends only 5% of its budget on premises and running costs, with office accommodation being incorporated within many of the youth wings, therefore providing efficiency savings and value for money.
- 2.17 All County Council owned buildings are compliant with Disability Discrimination Act (DDA) legislation and other buildings used by the service are expected to meet these standards where possible.
- 2.18 All full-time and substantial part-time staff have access to IT, which enables effective communication. All County Council buildings have internet access available for young people. The resources to deliver the curriculum are good and all districts have acquired significant resources which are shared throughout the district, area or county.
- 2.19 The recent new buildings mentioned above have been created as a result of significant alternative funding such as Single Regeneration Budget or school new builds. However with a limited resource, the youth service has made a conscious decision not to own buildings which can be a significant drain on resources, preferring to use the majority (89%) of the cash limited budget on staffing. Ways of using buildings more effectively are always under review and the development of New Milton Youth Centre as a children's centre is a recent example of that principle.
- 2.20 It is also true that youth workers in some districts become frustrated at the lack of building resource controlled by the service, as this can restrict the flexibility and responsiveness of the programme on offer.
- 2.21 **Summary**
The overall grade in this area is 3 but grades of 2 and 4 could also be found in individual projects. In general, the service consistently delivers above the minimum requirement for young people. Some of the practice is highly innovative and much of the targeted work makes good contributions to a range of CYPP, LAA and partners' targets.
- 2.22 **Strengths**
- Youth service property is well maintained and of a good standard
 - Diversity in the range of methods of delivery informed by a relevant curriculum, and meeting the differentiated needs of young people
 - The development of specific areas of work through district champions
 - Innovative youth work practice
- 2.23 **Room for Improvement**
- In some districts there are no buildings owned by the service
 - The opportunities for young people to access information, advice and counselling are limited by the adhoc development of these services.

B3 Strategic and operational leadership and management
Grade 3/3

- 3.1 The current circumstances present exciting and challenging opportunities. The developing changes have already demonstrated the potential benefit of young people of integrated service provision.

- 3.2 Multi-agency working has led to increased understanding of different professional roles and functions and the integrated management provided to the youth service by District Service Managers should ensure an increase in the use of youth work techniques to support vulnerable young people and provide preventative opportunities.
- 3.3 Strategically the activities of different components of youth work, such as drugs action, teenage pregnancy and the four strands of youth matters are beginning to consolidate through the Youth Matters Board and the new management arrangements.
- 3.4 This developing process is not complete Integrated Youth Support Services, Locality Teams and the roll out of targeted youth support will all create their own challenges, but the primary vision of ensuring that young people receive the youth work response that meets their needs, integrated with the other support function is paramount.
- 3.5 There are a number of challenges, which still need to be resolved. Senior youth workers link well locally to district multi-agency partnerships (LSP's Crime and Disorder), and county staff link well to county groups but the local and county groups do not link well together, and therefore there is some competition over priorities. It could be argued that these are difficulties which exist in every two tier authority, but they are currently compounded by the pace and complexity of change.
- 3.6 New arrangements to address some of these issues are in place but not yet culturally imbedded, these include regular opportunities for senior youth workers within their larger areas to meet together. Regular staff development days and events for senior practitioners and those with championing responsibilities for areas of work are being established. Countywide groups with wide representation exist to moderate new role profiles, to explore recording and reporting (bureaucracy), participation, Outdoor education, drugs and equalities, other groups are created as and when required to ensure staff are involved in new developments.
- 3.7 Opportunities for the sharing of good practice and creating a bank or menu of activities and resources, which youth workers could pick 'from the shelf', would create more effective practice. Similarly, a sharing of district resources across a wider area would decrease duplication.
- 3.8 Planning is a strength of the service and a robust planning process and cycle has been established, which links directly to performance management. Both in theory and practice the planning process impacts on all provision. The county youth work plan provides the framework and the priorities for developing the service. This is aligned with the CYPP and LAA priorities so it is easy to identify the contribution the youth service makes to the delivery of children's services.
- 3.9 Every district creates an annual plan within the county framework setting targets which are relevant to the needs of their area. Each project, unit of work and individual youth worker then develops performance measures, and for individuals these are recorded as IPP targets. Thus, every worker is aware of what they contribute to young people and the delivery of the youth service.
- 3.10 Data driven targets within plans include:
- 1000 hours of youth work available per week
 - Maintain quality assurance process and outcomes as good or better
 - Annual user survey shows improvement from baseline
 - Increase recorded learning outcomes to 25% of participants
 - Increase accreditation to 7.5% of participants
 - Five different accreditation schemes being used
 - A minimum of 50 pieces of work targeting vulnerable young people
 - All children's homes have designated youth worker
 - All staff receive safeguarding and health and safety training
 - One worker trained to deliver CAF training in each district
 - Thirty-three youth workers trained as CAF completers
 - All units have access to up to date health information, physical activities within the programme, healthy eating options available where food is sold, access to SRE workshops, substance misuse and safety awareness programmes
 - 1100 young people involved in volunteering opportunities



- District participation processes involve at least 50 young people
 - Youth work is available in a minimum of 50% of secondary schools
 - Each district has a minimum of four pieces of work that contribute to the Crime and disorder strategy.
- 3.11 The development and training team plans at the half year point so that training programmes can be influenced by the district plans and the personal development targets set in IPPs. This ensures the team is responsive to the needs and demands of the field it supports.
- 3.12 There exists a comprehensive Quality Assurance process (see Quality Assurance file) and every unit of work completes an annual self-assessment, which is used as the basis for a visit or observation to confirm the self-assessment. Where provision is not adequate, action plans are developed with the team to address the issues and additional support is provided.
- 3.13 Regular finance and administration monitoring takes place with quarterly meetings to identify problems and seek resolutions. Discussion about buildings and external funding take place at these meetings.
- 3.14 The raising of external funding by districts is good, particularly where they can 'sell' or be commissioned to deliver work in partnership on smaller projects. The use of more strategic and larger scale / regional funding such as European Social Fund and Single Regeneration Budget has not been as effective as it could have been and again indicates the room for improvement in the strategic operational interface.
- 3.15 The service has many excellent policies and could be described as policy rich however there are at times not sufficient monitoring mechanisms for ensuring that action is taken if weaknesses are exposed.
- 3.16 Budgets are delegated to districts at an annual planning meeting thus ensuring some consistency and that resources are being used to respond to local needs analysis and in partnership with other local organisations. District budgets are allocated using a funding formula, based on proxies including 70% youth population and 30% social factors.
- 3.17 The youth service implements county policies and where necessary interprets these for youth work Policies include:
- Health and safety
 - Recruitment and induction
 - Off site activities and educational visits
 - Child protection
 - Curriculum policy
 - Equalities
 - Quality Assurance
 - Sex and Relationships Education
- 3.18 The development and training team consist of specialists in the fields of training, outdoor education, accreditation, Drugs, participation and Youth Offending Team project. This development team play a significant part in creating new initiatives, such as 'mind the gap' training for young people to become youth workers. Service wide opportunities, although well established, are limited because central meeting places can be an hour and a half by car and impossible by public transport for all young people to reach.
- 3.19 The development and training team also helps to provide existing staff with new skills. In most of the teams areas of work, districts have youth workers who act as champions and create a network in order to develop the work locally. The notion of each district having a lead worker also extends to domestic violence, children's homes, inclusion and sex and relationship education.
- 3.20 The role of the development and training team is often a link between the youth service and other facets of the local authority such as the Chief Executives Department, or external organisations. This can cause some tension between the priorities of the development team and those of senior youth

workers managing local need.

- 3.21 Within the LA the youth service is recognised for the role it has played in developing the equalities agenda. A working party with champions from each district and the central team has created a comprehensive tool kit and pack. Training has taken place to launch the pack and each district has undertaken an impact assessment. Districts set local targets in performance plans and equalities form a regular part of staff and management meetings. The youth service represented the education department on the county equalities forum. The 'Equalities in Youth Work' pack is currently being reviewed and updated in the light of legal and operational changes.
- 3.22 There are excellent county structures for participation, which have been established and developed by the youth service. The Hampshire County Youth Council (HCYC) and United Kingdom Youth Parliament (UKYPs) meet regularly with significant elected members and are on first name terms with most of the executive members. HCYC is representative of every district and is held in high regard. HCYC has been involved in many activities to influence councillors including developing an alternative budget for the Local Authority with the County Treasurers Department, the organisation of a democracy dinner and providing inputs at conferences such as alcohol and the CYPP standing conference.
- 3.23 The participation staff are also heavily involved with supporting members of the United Kingdom Youth Parliament (who are all also members of HCYC). The involvement of young people in elections for these positions has grown considerably from the 3,100 votes of 2004 to the 11,200 votes involving 16 schools, 4 colleges and 43 youth groups who took part in 2007's elections. In January, the two new assistant regional co-ordinators for the South East who were appointed were both active members of HCYC.
- 3.24 The team also supports the youth representatives on the association of European regions. A member of the participation team has been seconded to the United Kingdom Youth Parliament to work with the British Council, which has led to involvement in supporting other countries in their development of participation processes including New Zealand and a residential for HCYC members to Poland.
- 3.25 At a local level, participation opportunities are many, each unit provides opportunities for involving young people. Every district supports a youth forum or council or larger events such as the New Forest 'shout about' conference. There is a clear demonstrable link between local participation initiatives, local elected members and the county participation networks and projects. Youth workers and district participation champions meet monthly whilst the Hampshire County Youth Council meet to support the development of participation work at the local level. During 06/07, panels of young people from diverse settings have been organised and trained to deliberate on Youth Opportunity Fund and Youth Capital Fund bids in every district.
- 3.26 Although direct involvement in the Local Authorities 'Rights, Respect and Responsibility' programme in schools has been limited to four programmes at Romsey School, considerable peripheral activity relates to the programme. Youth workers work with school councils in most districts and there is direct input into the citizenship programmes of at least six schools. Youth workers are more likely to be involved in area events such as joint school councils meeting for Fareham and Gosport and the Gosport youth council annual conference which has the theme of rights and responsibilities.
- 3.27 The service's operational management is based upon a performance management approach involving regular management meetings for all staff with their managers and enhanced by an on-going programme of localised meetings and training opportunities.
- 3.28 The resources per head of population are in the lowest quartile of all local authorities and therefore the value of money provided by the service would be assessed as excellent.
- 3.29 **Summary**
The service is characterised by a number of good traits, these are particularly strong at operational leadership level, with senior youth workers playing a strong strategic role locally. The development and training team provide strength in participation and there are good planning and quality assurance mechanisms. Strategic management is adequate and still coming to terms with new roles



and functions created by the structural change.

3.30 Strengths

- Comprehensive planning processes involving all staff
- Local external funding and partnership working
- Quality assurance
- Regularity of management meetings, support and training opportunities.

3.30 Room for improvement

- Level of local authority resourcing
- Management of change processes
- Relationship between strategic and operational agendas
- Not all staff have access to IT and therefore may miss information.



PART C The contribution to outcomes. Consider 4-5 examples of youth service contributions per outcome.

C1 Being Healthy

Grade 3

1.1 The service offers a wide range of health related opportunities for young people. These opportunities are embedded within a number of key strategies and plans that have a direct impact on young people's health and well-being, including the sex and relationships education policy. The youth service plays an active role on the management boards of the Teenage Pregnancy Strategy and the DAAT an these strategies are about to be aligned within the Youth Matters Board.

1.2 Partnership work plays a critical role in enabling the service to target work at vulnerable and hard to reach groups, particularly those excluded or at risk of exclusion from school, young carers, Lesbian, Gay and Bisexual (LGB) young people and young people who are looked after. The service also recognises the importance of open access provision, encouraging young people to adopt healthier lifestyles and creating awareness of the risks and consequences of their behaviour.

1.3 In District performance plans targets are set for:

- up to date, relevant health related, information and advice
- all units to provide physical activities within their programmes
- all units having access to healthy eating programmes
- healthy eating options being available wherever the service sells food
- all units having access to a sex and relationships education programme
- all units having a trained lead worker for SRE
- all units having access to substance misuse workshops/programmes
- all units having trained lead worker in substance misuse.

1.4 Examples of specific being healthy work include:

The Original Place – Open access project - Havant

This project is in the heart of Leigh Park where three wards feature quite highly in the governments indices of deprivation.

The open access project delivers a wide-ranging programme of activities one evening per week, which includes sessions around alcohol, drugs, mental health, sexual health, bullying, sun safety, healthy eating and conflict resolution. Additionally, the centre has information points where young people can access information around health and well-being.

Outcomes for young people include:

- awareness of mental health issues and how support can be sought
- greater understanding of healthier eating through preparation of food and discussion of ingredients
- increased knowledge of sexual health services available locally
- raised awareness of alcohol and drug effects and guidance on keeping safe
- identifying own and group behaviour, and considering risk and ways to resolve conflict
- awareness of the effects of bullying and how to intervene.

Moving On Project – Fareham

Moving On provides support to young people who are experiencing difficulties in their lives. The service accepts referrals from other agencies as well as self-referrals.

Outcomes for young people include:

- have a better understanding of self
- Individual support is given to young people with specific needs
- can be refereed to acute services if required.

Bordon Youth Centre – East Hants

This project is based in an area of high deprivation related to the transient nature of the



community who are largely employed by the ministry of defence. Two drop-in sessions per week provide a health related programme, including, drugs, alcohol, sexual and mental health and healthy eating.

Outcomes for young people include:

- able to identify and manage risky behaviour
- are actively engaged in developing the programme
- are able to assess and identify healthy opportunities.

It's Your Choice - New Forest (CAMHS work)

This project is a registered charity with a substantial input from the youth service. In general, it is an information, advice and counselling project but has developed expertise in adolescent mental health work. The project has developed an excellent partnership with the local PCT, other youth workers and the local adolescent mental health service.

Outcomes for young people include:

- young people with mental health issues receive speedy and appropriate support
- initial assessment leading to full CAMHS support
- young people learn about mental health which reduces stigmatisation
- education programmes are taken to other youth groups and schools.

Pee in the pot – Eastleigh

This is a partnership project with the PCT in which youth workers and health workers undertake detached work together, targeting young women who do not access other health provision. The team promote information and understanding about chlamydia and other STIs, and work includes chlamydia testing.

Outcomes for young people include:

- provides early treatment and prevention
- raises awareness of safe sexual behaviour.

Drugs and outreach project - Rushmoor

This partnership project was initially pool funded through the crime and disorder partnership and was prioritised because of the increase in drug and alcohol use throughout the district. The project was time limited but when this ended, the position was important enough to maintain within the core budget. The post's function is to deliver drugs education with partners such as voluntary or statutory youth groups in buildings or on the street, school, colleges, and the local armed forces.

Outcomes for young people include:

- able to make informed choices
- who choose to use drugs can do safely
- know the risks and impact of drug and alcohol misuse
- receive either one to one or group work support about their drug use
- learn to deliver sessions to other young people.

C2 Staying Safe

Grade 4

2.1 In this arena of work, the service is very strong. The guidance on off-site activities and educational visits is identified as national good practice, the co-operative work that has gone in to the development of this guidance with the education inspection service and recreation and heritage department has led to the adoption of this guidance in a number of Southeast local authorities. The youth service plays a major role in child protection and monitors carefully child protection disclosures by youth workers, which currently run at approximately one per month and are increasing. The youth service also plays a major part in child protection training and with the voluntary youth work sector in the safe from harm forum.

2.2 In the District plans targets include:

- all staff to receive child protection and health and safety training.
- all units have access to safety awareness training for young people
- senior youth workers or their representatives are members of the local Crime and Disorder



strategy groups

- all districts provide a minimum of four pieces of work to contribute to the community safety strategy
- the safety and well-being of young people is a critical indicator of where detached work will be focussed
- each local domestic violence forum has a named youth worker with whom to work
- all bullying incidents are monitored and followed up
- spot surveys take place to ascertain young people's experience of using the youth service.

2.3 Examples of specific work related to staying safe include:

Road Traffic Collision - Gosport

The RTC (Road Traffic Collision) training and awareness project was an initial pilot, between the youth service and Hampshire Fire and Rescue in the Gosport district. The aim was to offer young people who are described as 'at risk' of getting involved in car crime or dangerous driving an experience where they could explore the risks and consequences of such behaviour. The sessions consisted of four different visits and offered, training, awareness raising and a practical experience of a crash release demonstration, showing what the Fire and Rescue Service would actually do in a real situation of a road traffic collision. The project was funded by the Gosport crime and disorder strategy.

Outcomes for young people include:

- awareness raising and a developed understanding around the risks and consequences of any dangerous driving, including driving at speed
- awareness about driving under the influence of drugs or alcohol, and particularly joy riding
- awareness about the driver being in control/less in control of a vehicle
- awareness raising about the importance of wearing a seatbelt
- awareness raising about the consequences of risks taking around driving
- greater understanding of the responsibilities of driving a car.

Young Carers Project – Havant

The youth service in Havant has developed a dedicated programme to meet the needs of young carers, supported by a county wide strategic development group. The monthly meetings provide opportunities for young carers to take time out, experience new activities and seek support from youth workers and their peers. Raising awareness to schools and other agencies of issues faced by young carers has been an important part of the work.

Outcomes for young people include:

- the creation of a peer support network
- develop confidence and skills
- provide respite from caring responsibilities
- experience new and challenging opportunities
- increase the awareness of young carers with other organisations.

Crazy Summer Daze – Domestic Violence Scheme summer programme – Rushmoor

This summer programme is targeted at young people living with or affected by domestic violence. Those involved may be living in a refuge or referred by agencies who make up the domestic violence forum (police, social care, schools etc.) or they may self refer. The programme is largely activity based and involves approximately 12 young people between the ages of 12 and 16. Young people are instrumental in developing the programme.

Outcomes for young people include:

- learning to keep themselves safe (police and fire service inputs) and gain knowledge about safe places and havens
- experience good male role models
- experience new activities and opportunities
- support to overcome isolation and develop their own peer support networks
- achieve through participating in creative art workshops.

Winchester Detached Team

The team works a range of different patches including the city centre, outlying housing estates and



a large rural area. The purpose of the work remains the same although the delivery for each group is different. That purpose is to introduce a range of diversionary activities, which encourages young people away from unsafe behaviours including anti-social behaviour and alcohol misuse.

Outcomes for young people include:

- involved in planning for the Crime Reduction Environment Weeks (CREW)
- positive promotion of young people achieving a reduction in the fear of crime
- young people make informed choices.

Fasst Group - Havant

This project is a direct result of partnership working with the Family and School Support Team (FASST) and all young people that attend are referrals from FASST. The young people are all socially excluded because of a wide range of issues such as neglect, poverty, bullying, and domestic violence. A wide range of behavioural issues are worked with during the FASST group meetings, which run once weekly at The Original Place.

Sessions allow time for group interaction and engagement, thus challenging young people to interact with their peers and work together. Additionally, one to one time is available where mentoring and support is offered.

Outcomes for young people include:

- awareness of own behaviour and impact upon others
- development of key life skills
- personal safety awareness and conflict resolution.

On Two Wheels – Andover

This partnership project is organised by Youth Clubs Hampshire and Isle of Wight and involves youth service staff and resources. There are 12 events which take place throughout the county. In Andover, the project particularly targets those young people who have received ASBOs or been excluded from school. The programme explores attitudes to riding motorbikes or bicycles, provides information on care and maintenance of bikes and provides the foundation for passing the CBT test.

Outcomes for young people include:

- those participating in this programme are significantly less likely to have an accident in their first year of riding
- reduced levels of illegal riding
- enhanced knowledge of safety of both the bike and riding practices
- enables young people to reach employment
- received accredited certification.

Woodlands Youth Group – East Hampshire

This long standing youth work unit was directly involved in responses to the local CREW (Crime Reduction Environment Week). The Heatherlands estate is recognised as an area of social deprivation, and it lacks facilities and opportunities for young people to develop. Young people have low expectations and the estate suffers because of high truancy rates, anti-social behaviour and poor transport links. This project is a targeted response to those issues providing young people with the opportunities they have been missing.

Outcomes for young people include:

- relationships with the police have improved
- a reduction in anti-social behaviour
- involvement in community development through cleaning up an area
- diversionary experiences (activities) have been continued
- learning about local democratic processes.

C3 Enjoying and Achieving

Grade 3

3.1 In keeping with the national priorities and local requirements of young people in Hampshire, the youth service provides a wide range of opportunities for young people to enjoy and achieve. This outcome is incorporated in all the services policy and planning documentation.



3.2 Young people's achievement is acknowledged in a range of ways. For recorded outcomes a Hampshire certificate can be awarded and a number of different accreditation routes are available. These include Duke of Edinburgh's Award, Youth Achievement, and AQA (Assessment and Qualification Alliance). Work contributing to this area is good.

3.3 District targets include:

- 25% of active participants achieve a recorded outcome
- 7.5% of active participants receive an accredited outcome
- All districts to work with at least 50% of secondary schools on PSHE or exclusion programmes

3.4 Examples of specific work include:

The Award Project – Eastleigh, Fareham, Gosport, Havant, New Forest Areas

This multi-agency project was set up in 1999 and works across the south of Hampshire. The project team is based within Wessex Youth Offending Team and works with young people who have offended and have been referred by YOT staff. Following an initial home visit, project staff work to support young people to engage in activities that can be accredited via the Duke of Edinburgh's Award.

Outcomes for young people include:

- an opportunity to engage in activities that offer them an alternative to offending
- preventing re-offending (current rate is 5%, compared to 54% nationally)
- confidence and self-esteem is raised
- participation in the Award Project is voluntary and many young people continue to participate after their involvement with the Youth Offending Team has finished.

The Fing - Eastleigh

This is a partnership project between the youth service and Eastleigh district council, the purpose is to ensure young people have an alternative activity on a Friday night and thus divert them from drinking and anti-social behaviour. The event attracts up to 600 young people and is clearly a popular diversion, but more important is the work undertaken by the young people who help to organise the event; they investigated how to best organise it by visiting other venues and wrote the funding bids. In addition to music, there is also a chill out and Karaoke room. Feedback is encouraged through a graffiti wall and information and advice is provided.

Outcomes for young people include:

- attendance at child protection/safeguarding training
- organisation skills such as running a cloak room
- team development in the management of a large event
- writing funding bids
- developing promotional literature
- two members of the group became HCYC reps and UKYP members.

Meeting Place – Havant

This project is the result of detached staff working with young people to find a venue where the young people could develop a range of new skills. Working with a local philanthropist, they are also developing an open space for outdoor activities. The small temporary building they acquired has developed a programme that emphasises arts and drama. Much experimentation is taking place with the outdoor activity space, including an 'On-two-wheels' programme.

Outcomes for young people include:

- new skills have been developed
- development of self confidence
- operate as a team
- experienced a range of exciting and challenging experiences
- accreditation

ASDAN Project (an element of the Havant Detached Project)

The youth service works in partnership with Purbrook Park School to deliver the ASDAN project to 10 young men now in year eleven, as an alternative to some of the GCSE subjects on offer.



Outcomes for young people include:

- build relationships within their local community; i.e. playing bingo and carol singing at a local residential home, visiting Waterloo Police Station
- plan and reflect on work experience opportunities
- volunteer within their local youth club
- interview youth workers on their role with a view to youth work as a career
- take initiative for planning off-site visits and activities
- develop life skills; i.e. decorating the club, basic car maintenance, working on the school garden, washing and ironing clothes.

Hype Youth centre – Eastleigh

This centre provides a mix of open-access, universal and targeted provision. There are planned sessions alongside opportunities to meet informally and socialise. Some evenings are focussed on distinct youth sub-cultures, including those young people who are marginalised or treated unfairly. There are many outcomes because of this diversity of provision.

Outcomes for young people include:

- increase in self-awareness and self-esteem
- increased knowledge on smoking, alcohol, drugs and healthy lifestyles
- greater understanding of peer pressure and choices
- improved knowledge of personal safety and risk taking
- participation in new and challenging activities
- boundaries, behaviour and attitudes being challenged.

Genesis Music Studio – Fareham

This project received some funding from the group 'Genesis'; it is fully equipped and staff include a music technician. The project works with local youth groups, young people with disabilities, and young people at risk of exclusion, featuring private bands and youth bands from other districts. Music media include singing, mixing, bands and instrumentals. CDs of their work are produced in the studio as a positive outcome that young people can walk away with.

Outcomes for young people include:

- learning is accredited
- demonstrate personal growth and development
- support each other and develop group work skills
- reduction in local anti-social behaviour
- platform for forming inter-agency links.

The GAP Project – Basingstoke

This group operates with young people with learning difficulties, and has strong links with parents and the community. Young people meet regularly for social activities but a focus is placed upon encouraging members to participate in the Gateway and sometimes the Duke of Edinburgh's Awards. The Gateway award has 5 sections: Independent Living, Service, Physical, Hobbies and Adventure Challenge.

Outcomes for young people include:

- those who in general do not achieve receive accreditation
- participation in outdoor activities at an appropriate level
- assisted to overcome the isolating experience they have as a result of their learning difficulty
- learning about independent living
- take on responsibility by operating the tuck shop and participating in the buddy scheme.

Winfest – Winchester

Core group of young people plan regular monthly music event which are attended by 150-200 young people, acts as a showcase for up and coming bands who are replaced as they move on to other things. Young people organise the whole process including auditions.

Outcomes for young people include:

- learn a host of organisational skills
- band members learn about performing live and improving their music skills
- learn sound/lighting and other technical skills
- bands and audience enjoy the event.



Princes Trust XL programme - Connaught School – Rushmoor

The school and district youth service work in partnership to deliver the Princes Trust XL programme to young people who are at risk of exclusion. Young people are interviewed by both school and youth service staff to assess need and suitability and then teaching and youth service staff work together to deliver the programme, which is based on a number of challenges including a community project, a residential, completing a portfolio and group work challenges.

Outcomes for young people include:

- practical outcomes have included selling produce at the school fair and meeting the Mayor of Rushmoor.
- received accreditation for their work
- motivated by the course to improve their behaviour (and not be excluded)
- participation in a range of new activities.

Freedom Youth – Basingstoke

This project was established nine years ago as a direct response to local needs. Lesbian, gay, bisexual and transgender young people and their friends are provided with a safe space where their sexual orientation or concerns are not an issue, and they have the opportunity to mix with others who feel like them. The majority who attend are under 25 and there have been increasing numbers who are still in secondary education. As well as group sessions, staff regularly support both young people and their families on an individual basis.

Members of the group have become aware of and engaged in political processes addressing issues of equality and homophobic bullying.

Outcomes for young people include:

- development of positive identities
- new experiences relating to their circumstances such as seeing a gay-themed film or play
- the development of self-esteem and confidence by engaging with positive role models
- development of and participation in political processes locally and nationally
- receiving unbiased information and advice
- a safe meeting place where they can be themselves.

C4 Making a Positive Contribution

Grade 4

- 4.1 The youth service plays a leading role in the local authorities participation strategy. All appointments to the service involve young people. Hampshire County Youth Council is highly valued by elected members who are always present at their meeting. The youth service organises elections and supports the number of youth parliament. The youth council meets with the leader once a year and in 07/08 produced a shadow budget for the council.
- 4.2 A joint Youth Service and Connexions bid has been awarded the contract to develop and roll out the CAT mark (Care Action Team), an award designed by young people in care. Services are inspected by trained young people, who assess the involvement of young people in the service. The safety, security and well-being of young people, equal opportunities, links to other services, environment, resources and availability of support are assessed. The targets for the year include training 60 young people and assessing a further 30 services.
- 4.3 Each district has a variety of participation mechanism in place and there are many examples of local youth councils/forums and successfully lobbying for provision. The development of the YOF fund has enabled each district to build on existing processes and extend them to ensure that the young people approval panels are representative of the young people within their area, with particular emphasis on the more vulnerable groups. The YOF fund means that young people who find some of the other influencing processes long and arduous can engage with activity which is very tangible, where the results of their decisions can be easily seen.
- 4.4 District plan targets include:
- all information and advice projects will complete a recognised quality mark
 - 100 young people will be recognised and certified for their volunteering



- all units demonstrate a range of ways of involving young people in programme planning
- all district youth forums or equivalent involve at least 50 young people
- district youth forums reflect the community profile
- every district has representatives attending HCYC
- all Hampshire UKYP places are filled
- each district issues a minimum of six press releases during the year
- each district has young people trained to inspect young people's provision and award the CAT mark.

4.5 Specific examples of work in this arena include:

Youth Council – Fareham

Holding weekly meetings, they visit other projects to ensure they have a mandate, and go out on street based work. They are now forming the basis for the YOF approval group. They have taken part in a number of public meetings particularly in relation to transport and housing and are beginning to develop links with other participation groups.

Outcomes for young people include:

- learning about and understanding the local political process
- involved in direct decision making
- promote positive images of other young people
- expressed their growth and development resulting from their involvement.

Detached Team – Basingstoke

A project that engages with those young people who are unable or unwilling to use other youth provision. Those involved are directly involved in developing the programme directly relevant to their lives. The team acknowledges that young people have the right to do nothing and just 'be'.

Outcomes for young people include:

- have joined the 'get it on' condom issuing scheme
- a go-karting trip led to a certificated vehicle safety course
- participation in new activities
- made a video of bullying
- holocaust memorial event led to a sharing of powerful emotions
- CV writing and interview skills
- 1:1 support for young woman threatened with expulsion is still in school and thriving

Rowner Youth Project – Gosport

This is a joint initiative between SRB, Gosport Borough Council and the Youth Service to ensure young people play an active part in the regeneration of the Rowner estate which is an area of high deprivation, with a transient youth population. Young people have been actively engaged in learning about design and development, involved in consulting other young people, created an art project to decorate a new youth provision and have formed part of the project's steering group.

Outcomes for young people include:

- seen to be making a contribution to their community
- created a positive profile for themselves
- learnt about and used design skills
- learnt about regeneration and community development
- have ensured the involvement of other organisations and agencies in the area.

Eastleigh Youth Forum and Eastleigh Youth Council

A number of youth forums and councils work collectively to represent the views of young people within the borough. They make formal decisions about available grants and are able to influence local politicians about facilities and policies.

Outcomes for young people include:

- services reflect the view and influence of young people
- young people learn about the democratic process.

Youth Inspections – Eastleigh

As a regular part of the districts' quality assurance process, young people in Eastleigh are trained to inspect youth work projects, provide feedback to staff and complete appropriate forms.



Outcomes for young people include:

- learn about the requirements of quality youth work
- able to make judgements about the quality of work they observe
- supported to give what can sometimes be difficult feedback to adults and therefore learn how to be supportive and assertive in their use of language.

Discover Nepal 2006 – Hart and Rushmoor

The North East Hampshire area has been designated as the primary resettlement area for Nepali people in the country. As of September 2006 72% of immigrants in Rushmoor and 23% in Hart were Nepali. As a proactive response to cultural differences, young people from Hart and Rushmoor schools visited Nepal on a cultural fact finding visit.

Outcomes for young people include:

- have given presentations of their experience and findings to school assemblies, parents, teachers, Children's Services Department senior managers, Nepali community leaders, politicians and peers
- supporting an after school club based on the Nepalese culture at Oak Farm school
- developing resources to look at and celebrate cultural differences
- raising money to support a children's home they visited in Nepal – contributing to the wider community
- have made video diaries of the experience for the BBC. These will be shown on local programming but a longer video will be used as part of the cultural resources
- the experience is being accredited.

Mind the Gap – Development and Training team

This is a training course available to young people from throughout the county who are interested in becoming youth workers themselves. As well as attending the training, the young people attend a placement and complete a portfolio of the learning they have received from the experience. This course is accredited at NOCN level 2.

Outcomes for young people include:

- have improved job prospects
- develop enhanced interpersonal skills
- know they can make a real difference to the lives of others
- have increased self-esteem.

C5 Economic well being

Grade 3

5.1 The service contributes to economic well being by supporting young people's development and transition to adulthood through the means of personal and social education. Young people are supported to access education, training and employment and are enabled to develop the skills and acquire the knowledge to become independent, economically active members of the community.

5.2 In the district plans targets are set for:

- Involvement of senior youth workers in 14 -19 partnerships
- Young people to complete young workers training course
- Youth work teams completing Common Assessment Framework reports.

5.3 Specific examples of practice include:

The OK Club – (Young Parents) Basingstoke

This group caters for young parents (mostly young women) between the ages of 13 and 25 during pregnancy and until nine months after giving birth. Partners in the project include local college and the PCT referrals from Education Welfare, Social Care and church groups. The project maintains young people's learning habits whilst they are not able to or uncomfortable in attending education establishments.

Outcomes for young people include:

- attendance at substantial college courses, training or employment



- receive OCN accreditation and develop portfolios of their work
- supported in challenging parents and creating their own parenting identity
- have designed and delivered courses to other professionals on how to work with teenage parents
- learn coping and parenting skills
- the group has representation on teenage pregnancy partnership board
- gain confidence and self esteem
- a DVD has been produced on being a teenage parent for other young people and professionals
- participating in life coaching course.

Personal Development Programme – Frogmore School - Hart

This programme is paid for by the school that has grown to value the course and the social interaction it provides. It is operated and organised with youth workers with support from the school Special Educational Needs Co-ordinator (SENCO). The 12 week programme operates with 10 -12 young people in year 8. It has been extended to year 10 pupils, but this is reliant on external funding which is not there currently. The programme is being Assessment Qualification Alliance (AQA) accredited. Each group ends by giving a presentation to a senior manager of the school about what they have learnt on the programme: they then interview the staff about why their behaviour matters.

Outcomes for young people include:

- creates self understanding, Who am I? What am I?
- develops high aspirations
- enables young people to think about actions and consequences
- learn about anger management and conflict resolution
- those at risk of exclusion remain in learning
- provides a different learning environment and opportunities for transferable skills

The Station Project – East Hampshire

This was originally developed as an information, advice and support project for older young people who had disengaged from education, employment or training. By demand from young people and other agencies such as schools and EOTAS (Education Other than at school), it now caters for the full 13 – 19 age range providing individualised learning programmes which include such issues as self-esteem, anger management, bullying, CV writing and job interviews, preparation for independent living, and money management.

Outcomes for young people include:

- individual learning programmes with ongoing review.
- individual example includes a young woman with complex needs not attending school for past two years who was supported to attend a creative writing course. She now writes for and edits the district youth magazine
- significant numbers of young people re-engage in education, employment and training.

Teenzone – Gosport

This project is a highly regarded partnership project which is led by the youth service. It works with Year 11 students who would be excluded if not on this substantial part-time learning programme (3 days per week), and the young people undertake a personalised curriculum.

Outcomes for young people include:

- all the young people involved have positive destinations
- achieve Youth Achievement Award accreditation
- have a better understanding of self
- develop negotiating skills.

Moving On – New Milton - New Forest

Partnership project with Connexions enabling Not in Education, Employment or Training (NEET) young people to access training and employment it offers help with job seeking, computer skills and CV writing.

Outcomes for young people include:

- identifiable reduction in Not in Education, Employment or Training statistics
- make informed choices about next step



- improved literacy and numeracy skills

Andover Education Centre

The youth service works in partnership with the Education centre and EOTAS (education other than at school) in order to develop an individualised learning programme and alternative curriculum with young people who are excluded from school. The curriculum supports their relationships with school staff, their family and peers, and assists in their return to mainstream education.

Outcomes for young people include:

- accreditation
- those experiencing the programme are more likely to maintain their mainstream provision
- improved relationships between school staff and the young people involved



PART C **The contribution to outcomes.** Consider 4-5 examples of youth service contributions per outcome.

Being Healthy	Indicative Grade
Staying Safe	Indicative Grade
Enjoying and Achieving	Indicative Grade
Making a positive contribution	Indicative Grade
Achieving economic well-being	Indicative Grade