

Youth Service

Service Improvement Plan 2012-2013

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The Directorate of Education & Leisure will work with key stakeholders to increase educational opportunity, raise standards of attainment and quality in service provision. The development of community learning will improve the quality of life and enhance the life chances of adults, children, young people and communities in which they live.

Our aim is to secure equality of access by promoting and supporting the development of inclusive education and giving a commitment to providing the best possible quality of education and services within available resources.

Support will be provided by:

- facilitating the development of learning communities;
- promoting lifelong learning through increased opportunities for young people and adults to participate in learning activities and engage in a healthy active lifestyle;
- sharing good practice;
- supporting and challenging schools and other educational settings to improve;
- promoting inclusion whenever possible to meet the needs of all;
- providing a quality learning environment.

Delivering the 'Shared Planning for Better Outcomes' agenda is both challenging and exciting. Although there is no single blueprint or model, it is clear that effective leadership at a Council and school level will be at the heart of this change.

The Council recognises the need to provide leadership, vision and a framework, which will enable all learners to have an opportunity to succeed.

Vision Statement

The Directorate of Education and Leisure seeks to:

develop a network of learning communities which will provide an inclusive range of quality accessible services and opportunities to help meet the needs of adults, children, young people, their families and the wider community – thus promoting a culture of lifelong learning and wellbeing.

To achieve this vision services will be guided by the aspiration that all children, young people and adults:

- have a flying start in life;
- have a comprehensive range of education and learning opportunities;
- enjoy the best possible health and are free from abuse, victimisation and exploitation;
- have access to play, leisure, sporting and cultural activities;
- are listened to, treated with respect and have their race and cultural identity recognised;
- have a safe home and a community which supports physical and emotional wellbeing;
- are not disadvantaged.

Commitment to this vision will be demonstrated by:

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- working in partnership;
- listening to and respecting children and young people;
- creating and supporting opportunities;
- providing a platform to celebrate and share good practice.

The Council is committed to improving the learning environment and to the development of 21st Century Schools. It is accepted that schools are not the only places where learning takes place and teachers are not the only people who can support learning. Therefore, a school can be viewed less as a building and more as a community of individuals sharing learning experiences and activities, recognising that school buildings are important assets for the community they serve.

Opening doors to learning beyond the classroom.

The development of Community Focused Schools will play a major part in helping the Council realise its vision set out in the community strategy to make the county borough a place where people:

- like to live;
- want to stay and make a home;
- can find opportunities for (paid / unpaid) work that is rewarding;
- can develop a range of interests, knowledge and activities;
- can lead a full, healthy life, access treatment, support and care when required.

Schools can and should play an important part in helping to build strong and active communities. It is recognised that the key to raising achievement does not solely lie in good teaching, that pupil's general health, emotional and physical development and sense of values are also important. Schools alone are not equipped to deal with all of these relevant and important issues and therefore, must work in purposeful partnership with their community and other key stakeholders to maximise their potential to enhance learning and community cohesion.

The Council will work towards developing the concept of a learning community and in so doing will have clear aims for all stakeholders.

There is a strong commitment to promote high achievement and an enthusiasm for learning so that adults, children and young people will:

- value themselves and others;
- aspire to high achievement and lifelong learning;
- have high self esteem and motivation;
- respect, understand and enjoy the diversity of their community;
- contribute to their community through action;
- have the skills to meet the needs of a rapidly changing world;
- make informed life choices.

End of Year Evaluation 2011-2012

Key objectives

Priority 1: Increase the opportunities and capacity for all to learn through adopting a multi-agency approach to providing quality services focused on the needs of the school and its local community

Objective 1 : Relocate the Blackwood Youth Centre and further develop Risca Youth Centre

Objective 2: Improve partnership working

Priority 3: Provide information, guidance, challenge and support to ensure children, young people and adults secure better outcomes

Objective 1: Improve accreditation outcomes for young people

Objective 2: Improve the participation of young people

Objective 3: The youth service continues to provide information, advice and guidance for young people across a range of settings

Priority 4: Develop robust systems to improve efficiency and service quality

Objective 1: Embed Management Information System (MIS) into Youth Service planning

Objective 2: Quality assessment of youth service provision

Objective 3: Deliver Training programmes to improve the quality of the workforce

Objective 4: Manage a reduction in external funding received by the youth service

What went well?

Priority One

Further development of relationship with Community Focussed Schools officers.

The refurbishment of Risca youth centre.

The Service successfully managed the transfer of funding and infrastructure from Cymorth-related to Families First-related arrangements

Priority Three

Establishing a sexual health and smoking cessation-related service as part of the Families First developments (Health Inclusion Project).

The Youth Service continued to provide an effective response to young people's needs, against a backdrop of potential closure and other changes during the transition from Cymorth to Families First arrangements.

Priority Four

Increased number of satisfied Young People using the youth service.

What do we need to do to improve?

Priority One

Continue to Improve the development and co-ordination of partnership working i.e. with Crime Reduction bodies, voluntary sector, Families First-related agencies, Regional colleagues.

The appropriate training of the workforce, to match staff skills to the needs of young people.

Priority Two

The provision of suitable premises, via the successful relocation of Blackwood Youth Centre into Blackwood Comprehensive School.

The balance between, and greater amount of, accredited and other achievements and their accurate recording

Priority Three

The effective use of the Participation toolkit in an increased proportion of youth Service settings.

Priority Four

The use of the dedicated management information system to better consider the needs of young people.

Next Steps – 2012 priorities

Priority One - Objective Two

Page 4

To increase dialogue with Regional partners that corresponds with wider Regional Education arrangements and relevant WG guidance

Priority Two – Objective One

Page 6

Further develop the Youth Service MI system beyond the basic recording of individuals and their characteristics, to a more analytical stage that better informs service delivery arrangements.

Priority Two – Objective Two

Page 7

Internal peer assessment arrangements require modernisation including bringing into line with current CIF

Priority Three – Objective One

Page 10

A more refined approach to acknowledging and recording achievement via existing measurement systems needs to be embedded in practice.

Priority Three - Objective One

Page 10

To further develop the Youth Service infrastructure that supports attainment and wellbeing

Priorities 2012/13

1. Establish and implement robust QA processes between the LA and the IAS to ensure statutory requirements are met.
2. Embed the culture of Performance Management to drive continuous service improvement.
3. Improve levels of skills, health & wellbeing in schools and communities.

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Improvement Plan 2011/12

Key Priority 1: Establish and implement robust QA processes between the LA and the IAS to ensure statutory requirements met.

Objective: To establish a (South East) Regional dialogue with regards to developing shared QA processes.

Responsible Officer: Paul O'Neill

Reason for selection	No Regional QA processes are in place across the 5 component Authorities, though WG has indicated a more Regional approach in the next year	National / Local / Strategic Theme National Youth Service Strategy
Predicted overall performance impact	More unified and standardised QA-related processes between the 5 component Authority Youth Services of the Region will lead to greater equality of provision across the geographical area.	
Current position	Principal Youth Officers meet regularly and there is a move towards the sharing of CPD and the standardised evaluation of this.	

Improvement Actions	Success Criteria	Timescale + responsibility	Progress
Establish Regional planning as a regular component of cross-Authority discussions	Planning established at Principal Youth Officer level	May 2012 Regional Principal Youth Officers	Liaison established. Bi-monthly regional meetings in place
Commitment from all partner Authorities to explore shared Regional delivery of Youth Services	Selective Regional operational arrangements agreed and corresponding reporting arrangements established with WG	May 2012 Regional Principal Youth Officers	Regional work area of Health agreed for the year.

Risk Assessment

	Risk	Rating	Mitigating Action	Progress
1	Individual LA Corporate structures are not supportive of Regional development of Youth Services, leading to lack of momentum and corresponding lack of improvements to overall service provision.	3x3=9 Medium	Establish regular engagement with Principal Youth Officers in neighbouring Authorities	

Key
Red – High
Orange – Medium
Green – Low

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Improvement Plan 2012/13

Priority 2: Embed the culture of performance management to drive continuous service improvement.

Objective: Establish use of dedicated MI system to a standard that accurately informs service planning and evaluation.



Directorate Plan commitments

Responsible Officer: Paul O'Neill

<p>Reason for selection</p>	<p>The new QES management Information system has been introduced to a basic level of functioning, recording the characteristics of users. This will form the basis for improved service response both at a local and County level. Improved data collection will assist strategic planning and be considered alongside peer assessment and SAR quality results.</p>	<p>National / Local / Strategic Theme</p> <p>Principal youth officers strategic plan</p> <p>National Youth Service Strategy</p>
<p>Predicted overall performance impact</p>	<p>This system will inform both the annual national youth service (WG) audit and Inspection information for Estyn, as well as complement Ffynnon. Performance will be able to be continually monitored against measures set. The system will assist with the more effective targeting of resources and choice of priorities and better identify good practice which can then be shared cross-service</p>	
<p>Current position</p>	<p>The system is installed to a basic level. Whole-service familiarity with the system is being embedded.</p>	

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Improvement Actions	Success Criteria	Timescale + responsibility	Progress
Staff complete further training on the system	Staff trained to use current system level to its full potential	October 2012 Paul O'Neill	In-house system developed to compare with QES
Additional technology introduced to further refine the system	Technology in place, leading to greater efficiency of recording data	October 2012 Paul O'Neill	Introduction suspended whilst alternative methods explored
MIS to be aligned with Ffynnon system	Systems consistently generate complementary data	October 2012 Paul O'Neill	Alignment suspended whilst in-house alternative investigated

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Improvement Plan 2012/13

Key Priority 2: Embed the culture of performance management to drive continuous service improvement.

Objective: To align internal peer assessment processes with Estyn CIF and Youth Support Services Self Assessment reporting.



Directorate Plan commitments

Reporting Officer: Paul O'Neill

Reason for selection	Review the internal quality mechanisms of the Youth Service, in the context of recent changes to the Estyn Common Inspection Framework and other internal (Ffynnon) and external (Self Assessment Report) methods of assessment.	National / Local / Strategic Theme Principal youth officers strategic plan
Predicted overall performance impact	Improved service improvement as a consequence of a clearer alignment of assessment processes.	National Youth Service Strategy
Current position	11/12 is the final year of use of the peer observation process in its current format.	

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Improvement Actions	Success Criteria	Timescale + responsibility	Progress
More young people complete the annual user satisfaction survey, and more report a 'good or above' grade indicating how satisfied they are with the youth provision they receive.	100 additional young people are consulted 70% achievement of 'Good' or above results	June 2012 Paul O'Neill	Numbers consulted = 465 Rate of response at good or above = 88%
A maximum of 15 Quality assessments are carried out on an annual basis across youth service provision by both adult and youth assessors. The assessments are carried out using ESTYN criteria and grading	A minimum of 90% of grades to achieve good (Grade 3 Of 5) or above	May 2012 Paul O'Neill	9 assessments moderated. (12 planned, 3 cancelled due to exceptional circumstance) 100% of grades at 90% or above

Improvement Plan 2011/12

Risk Assessment

	Risk	Rating	Mitigating Action	Progress
1	The insufficient or inaccurate inputting of data generates an incomplete picture of young people's characteristics and needs	3x3=9 Medium	Youth Service Staff are supported to effectively collect and input data that enables the Service to better meet the needs of young people (Responsible owner – Paul O'Neill)	
2	Peer assessment process revisions are not fully understood or applied correctly, leading to the poorer quality of service provision	3x3=9 Medium	Youth Service staff are supported to apply new peer assessment criteria appropriately, leading to more responsive service provision (Responsible owner – Paul O'Neill)	

Key
 Red – High
 Orange – Medium
 Green – Low

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Improvement Plan 2011/12

Priority 3: Improve levels of skills, health and well being in schools and communities

Objective: Develop staff skills, material resources, and service delivery to positively influence young people's health

Responsible Officer: Paul O'Neill

Reason for selection	Youth Service health projects, health promotion activities, and health-oriented resources will increasingly contribute to the improvement of the health and wellbeing of young people across the county borough.	National / Local / Strategic Theme National Youth Service Strategy
Predicted overall performance impact	Caerphilly Youth Service will meet its targets related to the Families First Health Inclusion Project, specifically in relation to Sexual health and Smoking Cessation. An updated version of the Health Resource Pack will make better health education available to young people accessing the Service.	
Current position	<ul style="list-style-type: none"> • The Service is a partner agency in the Families First-related Health Inclusion Project • The service provides health education throughout its component teams • The service delivers the C card scheme 	

Improvement Actions	Success Criteria	Timescale + responsibility	Progress
Increase the availability of appropriate training opportunities for staff	Staff receive appropriate health-related training	March 2013 Paul O'Neill	Several relates programmes completed. Action on track
50% of projects and clubs will receive copies of and training in relation to the new health resource pack	Packs disseminated, training completed	March 2013 Paul O'Neill	Currently in excess of 30%. On track

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The new workforce survey process informs development of health-related skills	Survey completed by 100% of the workforce	May 2012 Paul O'Neill	80% completion rate – process extended to encompass Autumn term
To increase the participation of young people, including in relation to health + wellbeing issues and activity	Increase use of Participation toolkit in youth clubs to 20.	March 2013 Youth Service management team	On track
Enhance relationship with health-related services	Collaborative working results in shared training and resource development	March 2013 P O'N, Kate Venn, Clare Ewings	Substantially achieved
Increase numbers of young people achieving accredited and other outcomes	Increase of certificated outcomes by 10% from 2011/12 target of 330	March 2013 Youth Service management team	Measurement yet to be completed
Introduce Workforce Development survey to highlight any gaps in training needs – more targeted staff training will inform the greater achievement and wellbeing of young people	Completion of survey by youth service workforce. The analysis of data that leads to targeted staff training.	April 2012 Paul O'Neill	Survey 80% completed and to be extended until end of year
Continue to contribute to the 14-19 Pre-Vent project	Decrease NEET numbers from 4.5%	Youth Service management team	NEET referrals to YS project continues, linked into overall Prevent activity
Embedding of use of the Participation toolkit across the Youth Service	Minimum of 20 youth clubs using toolkit	March 2013 Clare Ewings and Kate Venn	On track to achieve
To enhance curriculum opportunities for the young people of Blackwood, via the relocation of Blackwood Youth Centre to the Blackwood Comprehensive School site.	Building project completed to agreed deadline.	September 2012 Paul O'Neill, Kate Venn	Completed – building finished and youth club re-established

Improvement Plan 2011/12

Risk Assessment

	Risk	Rating	Mitigating Action	Progress
1	Welsh Government do not approve the health-related element of the current Training Grant application necessary to support delivery of appropriate training opportunities.	No risk remaining	To work with local and Regional partners to provide alternative means of support	Relevant element of training grant approved
2	The new Health resource materials are not produced in a timely manner or to the necessary level of quality	4x4=16 High	Maintain dialogue with WG and other partners to ensure delivery of materials	Materials not delivered in appropriate time-frame and not to a suitable standard
3	Young persons achievement is not recorded accurately.	3x3=9 Medium	Self and peer assessment processes underpin the importance of recognising achievement	Autumn period will pilot new method of recording achievement

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4	Blackwood Youth centre is not delivered on time and/or within budget	3x3=9 Medium	Ensure necessary consultation with key stakeholders is ongoing as to any planning or budget issues	
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Ffynnon Scorecard: Youth Service

Title	Actual 10/11	Actual 11/12	Target 12/13	Actual To date	Owner	Comments
<u>Customer Satisfaction</u> % of young people consulted responding as 'Happy' or better with Youth Service		88%	90%	Nil	PO'N	Exercise to be conducted in New Year 2013
<u>Customer Satisfaction</u> Number of young people consulted	147	464	500	Nil	PO'N	Exercise to be conducted in New Year 2013
Number of contacts with young people	87,521	64,195	80,000	22436	PO'N	April 1 st 2012 - present
% Quality Assessment Grades at 3 (of 5) or above	93%	92%	95%	100%	PO'N	Exercise to be conducted in New Year 2013
Number of Quality Assessment Visits conducted	12	12	15	Nil	PO'N	Exercise to be conducted in New Year 2013
% of Youth Service Provision delivering participation strategy activities	N/A	55%	55%	60%	PO'N	April 1 st 2012 - present

Caerphilly County Borough - Annual Equalities Monitoring Form

What contribution does your service make to:	Key evidence - what has your service area achieved in the last year?	What additional contribution could your service make?	Actions for next 12 months (Transfer to main Service Improvement Plan)
General Equalities Information - <i>What has your service area achieved in Equalities terms, in relation to the following?</i>			
<ul style="list-style-type: none"> • Policy Development (i.e. in terms of Links to Strategy in council reports; have policies been sent for consultation with relevant individuals or groups?) 	<ul style="list-style-type: none"> • Community Education and Libraries seek to include the views of representative service user groups in the development of strategies and appropriate plans. • The views of young people and older residents were included in the review of Library provision to Aberbargoed. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • A Library Older Persons Plan is being prepared to support wider use by residents 50+. The Council's 50+ Positive Action Partnership will be consulted as part of this process.
<ul style="list-style-type: none"> • Staff / Member Awareness and Training (i.e. have staff been offered places on the Equalities courses on the Learning and Development Intranet site? any other Equalities related training?) 	<ul style="list-style-type: none"> • Equalities-related training is intrinsic to all youth work qualification programmes delivered by the Youth Service 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • Equality Impact Assessments (i.e. have service-specific policies, procedures and functions been impact assessed in line with the corporate list?) 	<ul style="list-style-type: none"> • The review of Public Library provision in Aberbargoed included an Equality Impact Assessment. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Equality Impact assessment processes will be incorporated into Community Education and Libraries policy development, report preparation work, and strategy formulation.

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	<ul style="list-style-type: none"> • Recruitment and Selection (i.e. what use have you made of the quarterly HR Equalities statistics?) 	<ul style="list-style-type: none"> • The Youth Service regularly involves young people in interview procedures, ensuring greater equality via Participation. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
	<ul style="list-style-type: none"> • Monitoring / Complaints / edback (i.e. are your systems able to record such information by Equality category and what actions have resulted?) 	<ul style="list-style-type: none"> • The Council's Adult and Child Public Library User Surveys (PLUS) include specific questions relating to a range of equality factors. • County Borough Library Service comments forms are produced in large print and are bilingual. All responses received in Welsh are replied to in the same language. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

Specific Equalities Information - What changes have been made to your service to meet the needs of the following?

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	<ul style="list-style-type: none"> • People with different forms of disabilities (Disability Issues) 	<ul style="list-style-type: none"> • Delivery of a wide range of learning activities in partnership with other ACL providers and organisations that support residents with learning needs. • All static Libraries now offer improved disabled access including automatic entrance doors and ramped access where required. • Disabled parking bays have been introduced at Bedwas Library during 2011-12. • New Bargoed and Risca Palace facility, completed in 2011-12, are DDA compliant. • All newly refurbished Youth Service premises are fully DDA compliant 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Ongoing programmes of learning delivery. • Abercarn, Newbridge Memo, and planned new Library in Caerphilly will all be DDA compliant. • New Blackwood Youth Centre being constructed on the local Comprehensive School site will be fully DDA compliant.
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	<ul style="list-style-type: none"> • Different Ethnic Groups (Race Issues) 	<ul style="list-style-type: none"> • Community Education and Libraries support the needs of their users regardless of race or ethnicity. • Where requested Library book materials in a number of different languages can be provided to support residents from different ethnic/racial backgrounds. 	<ul style="list-style-type: none"> • Collections are available upon request at any of the County Borough's Library sites. 	<ul style="list-style-type: none"> •
	<ul style="list-style-type: none"> • Men, Women and Transgendered people (Gender Issues) 	<ul style="list-style-type: none"> • Community Education and Libraries support the needs of their users regardless of gender. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

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	<ul style="list-style-type: none"> Welsh speakers, BSL users and speakers of other languages (Language Issues) 	<ul style="list-style-type: none"> Community Education and Libraries support the needs of Welsh speakers and strive to other facilities that are accessible to residents with hearing impairments. The County Borough Library Service fully supports the Welsh language in all of its static service points and 'Housebound' provision. The County Borough Library Service currently meets the Welsh Government Public Library Standard that relates to materials in Welsh and spend on these resources. The youth service builds in Welsh and sign translation arrangements to various of its activities, as required. 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Adult Community learning will, continue to offer courses through the medium of Welsh where need is identified
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	<ul style="list-style-type: none"> • Young People 0-25 or People aged 50+ (Age Issues) 	<ul style="list-style-type: none"> • Community Education and Libraries support residents of all ages to access its facilities, resources, and services including young people and those 50+. • The Adult Education service collects data regarding the percentage of learners and enrolments of both younger 16-25 and older 50+ age groups. • The Youth Service ensures the participation of all its users 11-25 by various means and increasingly ensures its facilities are used by wider age groups 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Ongoing delivery of Adult learning programmes. Wellbeing reflected through developments and positive outcomes of the Learner Involvement Action Plan. • The Library Service is preparing an Older Person's Strategy during 2012-13. The aim is to improve the Library Services core usage with older residents (50+). • Increased promotion to and training of young people in the participation toolkit. • Target to increase by 10% the number of young people achieving accredited qualifications and outcomes. • Youth Service and Pre-Vent project will work to decrease the numbers of young people 'Not in Education, Employment and Training'. • Bridges into Work and Working Skills for Adults projects will continue to work to meet targets in the 16-25 and post 50 age ranges
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	<ul style="list-style-type: none"> Members of the LGB community (Sexual Orientation issues) 	<ul style="list-style-type: none"> Community Education and Libraries support the needs of their users regardless of sexual orientation. The Youth Service has arranged delivery of specific training to staff, in partnership with Barnardo's 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
	<ul style="list-style-type: none"> People and groups from different or no Faith backgrounds (Religion and Belief Issues) 	<ul style="list-style-type: none"> Community Education and Libraries support the needs of their users regardless their religion or The Youth Service has arranged delivery of specific training to staff, in partnership with Barnardo's belief system. 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">