

# INTEGRATED YOUTH SUPPORT SERVICES

Delivery Framework 2008-2011

IYSS



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# Introduction

## Context and background to the Integrated Youth Support Services

The Youth Matters Green Paper (2005), the subsequent Youth Matters Next Steps Document (2006), and the Government's recently published 10 year Strategy for Positive Activities all demand a reshaping of current support services for young people, requiring the Local Authority to create Integrated Youth Support Services (IYSS) by April 2008.

The rationale behind this re-structuring is to ensure that all young people enjoy happy, healthy and safe teenage years that prepare them well for adult life and enable them to reach their full potential - in short, to achieve the five Every Child Matters outcomes and be on the path to success. Within this process the expectation is for all agencies and services working with young people - including the Learning Skills Council, Care Trusts, voluntary and community organisations - to integrate their work around the needs of young people to deliver the following core functions:

**Empowering young people** - ensuring they are engaged in shaping the services they receive and providing more Things to do, Places to go and Someone to talk to.

**Making a contribution** – encouraging more young people to volunteer and become involved in their communities.

**Supporting choices** – providing better information advice and guidance to help young people make more informed choices, about learning, raise their aspirations and equip them to make safe and sensible decisions about sexual health and substance misuse.

**Reforming targeted support** – providing better ways to identify vulnerable teenagers as soon as possible and provide the right support to turn around their lives, offering more personalised intensive support for those young people with the greatest need.

The IYSS will contribute to the Every Child Matters outcomes, and will be measured and monitored against them.

### Every Child Matters Outcomes

- Staying safe
- Being Healthy
- Achieving Economic Well-being
- Enjoying and Achieving
- Making a Positive Contribution

Within Torbay, IYSS will also support the implementation of 14 -19 reforms. To develop and shape this new service, a small working group (comprised of senior managers from key agencies providing a service to young people) has been meeting on a regular basis throughout 2007. It is our intention to build on the best of what is currently available locally, with a view to providing a more flexible approach to service delivery, in accordance with the wishes of young people, ensuring swift and easier access to services and support, avoiding duplication of input in the process. This framework document sets out plans for the development and delivery of the new service over the next two and a half years.

# The Vision

**“Every young person is entitled to services and support which reflect their needs and wishes, enabling and empowering them to achieve and fulfil their full potential.”**

The integrated service will focus primarily on the 10-19 year old age group, although the intention is to contribute to and work closely with the newly developed multi-agency Cluster Teams, Sure Start Children's Centres and Extended Schools Services, to ensure a seamless Early Intervention provision to 0-19's (up to 25 for those with additional needs).

Aligned with this is the longer term plan to develop 'youth hubs' within each of the three towns as open access points for young people. These venues would essentially be delivery points for services and would fulfil the need for a one-stop-shop identified in various consultations with young people. The aim is for the hubs to provide 'youth café' style facilities - a safe place to meet and relax, but also an opportunity to access support and guidance from youth services professionals and mentors.

Youth Matters acknowledges that reform should be based on the following principles:

- Making services more responsive to the wants and needs of young people and their parents - ensuring their needs and aspirations are at the heart of the local offer, with the active involvement and engagement of young people in the planning, design and delivery of services for them.
- Young people should be fully aware of the opportunities and support services available to them. There should be clear access to all services whatever the starting point of the young people.
- Recognition that young people move in and out of risk and the need for more preventative approaches. Agencies should be flexible and adaptable enough to recognise this, ensuring services are more integrated, efficient and effective.
- Closer integration of the planning, commissioning and delivery of local services across the public, private and voluntary sectors, supported by the rationalisation of government funding streams, in order to increase choice and secure the best outcomes.
- Recognising transition points, particularly at the boundaries, pre-11, age 16 and post 19.

Services will be redesigned and resources deployed following an in-depth analysis of needs of young people, taking into account statutory requirements and local priorities.

The Government's ten year youth strategy (Aiming High for Young People) includes:

- providing new improved facilities and services for young people, investing in high quality youth centres and integrated youth support services in a range of settings.
- continuing and expanding the Youth Opportunity and Youth Capital Funds, so that more young people have the chance to organise and shape local activities that are affordable, easy to get to and safe.
- involving young people directly in the design and decision making for that provision, working with adults and communities.

- helping young people from poorer neighbourhoods with personal difficulties to speak up for themselves and let local authorities know what opportunities they want in their area.
- giving more disadvantaged young people the chance to spend time away from home and mix with other people from other areas and different situations.
- putting high quality professionals who can engage with young people at the heart of the youth offer.

A number of statutory duties underpin the guidance on developing an Integrated Youth Service:

- To co-operate to improve the wellbeing of children and young people (S.10, Children's Act 2004)
- To safeguard and promote the welfare of children and young people (S.11, Children's Act 2004)
- To ensure that careers services are provided for school and college students (S.8, Employment and Training Act 1973 amended by the TU reform Employment Management's Act 1993)
- To secure the provision of services which encourage, enable and assist effective participation in education or training (S.114, Learning & Skills Act 2000)
- To assess young people with learning difficulties and disabilities (S.140 Learning & Skills Act 2000)
- To secure young people's access to positive leisure time activities, taking account of young people's views and publicising up-to-date information about the activities and facilities available (Education and Inspection's Bill 2006).

## Core Commitments

The Torbay Integrated Youth Strategy will:

- be based on the participation of young people and their parents and carers as well as those who provide services.
- increase the impact of early intervention and effective prevention, including providing support to parents and carers.
- provide a strong Safeguarding and Child Protection Framework and ensure that it is working, especially for the most vulnerable.
- challenge those who provide education opportunities to improve the achievement of children and young people.
- include everyone who needs, receives and delivers services in Torbay, respecting their dignity and diversity and searching out those who are excluded.
- promote effective joint working to raise the aspirations of children, young people and their families.
- build in continual review so that we can improve the impact of all our work for children and young people's wellbeing and achievement.
- be focused on achieving improved outcomes and the most efficient and effective use of resources especially in the priorities for improvement.
- promote and facilitate the engagement of young people in learning and positive activities.
- ensure young people are enabled to access provision and services in ways which suit them – eg physical access, internet access, telephone, text.

## The Youth Offer

The offer will be built within a Bay-wide framework, but will be locally differentiated to reflect local provision developed through the Children's Trust and the Children and Young People's Partnership. It will be subject to annual review as part of the planning cycle, further shaped and developed in consultation with local young people. A copy of the Youth Offer for Torbay is attached at Annex A page 17.

# Needs Analysis Summary

There are between 11000 and 12000 young people aged 13-19 in Torbay. Available data shows that Torbay rates of teenage conception, absence from school and exclusions are high when compared to South West and national averages. There are also areas of positive performance, notably Key Stage 4 achievements and the relatively low level of young people 16-18 who are not engaged in education, employment or training (NEET). The full needs analysis, including a range of data can be found at Annex B on page 22.

# Priorities for Change

## What young people want

Integrated youth support in Torbay will be built around what young people want and need. It will reflect the key priorities of the Participation Group and incorporate any key recommendations in terms of service design and delivery.

Over the last couple of years a number of consultation events have been undertaken with children and young people to find out what they think needs to be done to improve services to them. Here are the priorities they identified:

- Improvement in freely available activities within their local neighbourhood
- Reduced cost of transport
- An increase in the range of information available and the ways in which it can be accessed
- Commitment to young people's involvement in shaping services – providing feedback from consultations and demonstrating what impact their ideas have had
- Improved feeling of safety – allowing them to feel safe when they go out
- Confidential access to services when and where they want them
- Places to meet up with friends
- Activities in the evenings and at weekends

A full list of the range of consultations that have taken place can be found on page 21.

The consultation process is ongoing and we are continually working with young people to discover what young people want and need, what services young people would like to access and where and how they would like to access them.

## National Priorities

Youth Matters set out four key priorities as part of the wider Every Child Matters Strategy:

- Things to do, places to go (positive activities)
- Information advice and guidance
- Targeted Youth Support
- Volunteering

In addition, the Public Service Agreement (PSA) 14 document provides five key indicators for IYSS:

1. Reduce the percentage of NEETS
2. Participation in positive activities
3. Reduce the portion of young people using drugs
4. Reduce under-18 conceptions
5. Reduce the number of first time entrants to the criminal justice system

## Local Priorities

The views of young people will be central to the development of IYSS. Whilst we will work to the key indicators within PSA14 and the priorities within Youth Matters, our objectives will also reflect the feedback from the Joint Area Review (May 2007) and those areas of most concern locally.

Accordingly our initial priorities for change in Torbay are as follows:

1. Ensuring that young people are able to directly influence the design and delivery of local services
2. Delivering early intervention – ensuring a multi-agency approach to meeting the PSA targets
3. Improve the range, publicity and access to activities available to young people
4. Reducing teenage conceptions
5. Increase access to information and advice through the creation of an IAG Network
6. Improving attendance
7. Develop an anti-bullying strategy that is used and monitored across all settings
8. Increase the feeling of safety amongst young people
9. Reduce the number of first time entrants to the criminal justice system

## Links to Other Plans

The development of Integrated Youth Support Services will link with other strategic plans including:

- Children and Young People's Plan
- Workforce Development Strategy
- Early Intervention Strategy
- Parenting Strategy
- Volunteering Strategy

- Extended Services Developments
- CAMHS Development Plan
- Participation Strategy
- Teenage Conceptions Strategy
- Connexions Business and Delivery Plan
- Torbay Behaviour Strategy
- Anti-bullying strategy
- Youth Justice Plan
- Young Person's Substance Misuse Plan
- Multi Agency Strategy for Children and Young People with Learning Difficulties & Disabilities
- Play Strategy
- Greenspace Strategy

## Workforce Development

Integrated Youth Support Services will seek to maintain the very best of professional practice across the wide range of professions who will populate the service. There will also be a need to work across professional boundaries and to develop a common 'core' of delivery for all IYSS workers.

Professional specialisms will be maintained, as will the appropriate levels of qualification and training required for each individual profession. Multi disciplinary teams will have shared processes and targets. The different approaches and methods of these teams will strengthen the workforce's ability in meeting the needs of young people. It is intended to build upon/link into the existing Children's Services Workforce Development Strategy and also ensure that key staff access the present Integrated Working training.

For example, there will need to be a minimum specification of level of training that all workers must achieve in order to deliver a baseline service across all areas to young people.

These will reflect the core competences contained within 'Common Core of Skills and Knowledge for the Children's Workforce' (2005) ISBN 1-88478-875-8 and the principles contained within 'Children's Workforce Strategy Spring 2007 Update' ISBN 978-1-84478-887-3

We are committed to a service which ensures equality of opportunity and access for all 10 to 19 year olds. We will ensure that we treat people equally, irrespective of background, race, gender, religion, ability or disability or sexual orientation. The new service is committed to working in partnership with Integrated Disability Services to ensure that young people with learning difficulties or disabilities are able to access the same opportunities as any other youth. We recognise that young people will come from diverse backgrounds, and we will engage with them to ensure services are relevant and meet their different needs. We will empower young people to recognise and counter discrimination, and be supported in doing so.

## Voluntary and Community Sector

The voluntary and community sector have historically played an important role in delivering a range of universal, targeted and specialist services for young people. The sector is often able to respond creatively to local need and has a strong ethos in the participation of young people. In addition the sector brings added value in terms of organisation expertise and the ability to generate increased income into a local authority through its distinct eligibility for funding grants.

The IYSS provides an opportunity for enhanced engagement and partnership with the voluntary and community sector to ensure a fully integrated system of support for young people.

The development and service delivery of IYSS will adhere to the Torbay Local Compact Codes of Good Practice concerning the following:

- Consultation
- Partnership Working
- Funding

The Torbay Local Compact provides a framework to improve relationships between statutory bodies and the voluntary/community sector in England. The Compact recognises the value of all sectors and the importance of partnership working.

The Change Up programme in Torbay is already working hard to promote the effectiveness and efficiency of the voluntary and community sector. It has a specific aim to:

“Enhance and strengthen the voluntary and community sector in Torbay so that it can, in partnership with statutory agencies, reconfigure services and modernise to improve quality, reach and diversity”

The voluntary and community sector has a significant contribution to make to the core IYSS agenda and The New Performance Framework for Local Authorities and Local Authority Partnerships.

## Future Service Delivery

Initial discussions and explorations have begun between the key partner agencies as to how service delivery might be different in the future. A key part of future planning will entail ensuring that we listen to what young people are saying and deliver the type of services they want, when they want them.

The first steps have already been taken towards adopting a more integrated approach to service delivery through the setting up of the four new locality based Cluster Teams from October 2007. These teams are multi agency in nature and involve staff from Children's Services, schools, Connexions, health services and the police.

They respond to local needs and act as the first point of contact to help children, young people and families who want fast and efficient access to information, or who are in need of advice and support.

The new teams are based within four local schools across the Bay, two in Torquay at Barton Primary school and Westlands and one each in Paignton and Brixham, based in Paignton Sports and Community College and

Brixham Community College. This new approach should ensure that it is easier to access services from one point of contact.

It is proposed that Integrated Youth Support Services (including Targeted Youth Support) are delivered primarily through a combination of some services delivered directly in-house via the four new Cluster Teams, whilst other services will be provided/commissioned through the most appropriate partners, eg the Young Person's Drug and Alcohol Service, the Youth Offending Team, LINK Youth Support, Extended Services and the voluntary sector, essentially Checkpoint and the YMCA. The Fire and Rescue Service are also keen to play a key role in contributing to this new service. In line with the council's emerging re-shaping agenda, it is anticipated that the IYSS service will eventually adopt a fully functioning commissioning model approach to service provision.

Young people and their families will be able to access a range of advice and support services from the co-located Cluster Teams. There are 'drop in sessions' on a daily basis and phone support is available during normal office hours.

The longer term intention is to develop a series of 'youth hubs' (one in each town) where young people can meet in a safe environment. It is anticipated that these will be in a café style with a range of additional resources available which can be accessed on site. Young people will be engaged in developing and running these services. As they develop it is envisaged that each will have a different focus and reflect the interests of young people in the area.

Critical to the success of the new arrangements will be to develop a coherent universal, yet differentiated approach that responds to the needs of all young people. Within this, it is recognised that some young people need only 'light touch' support at key decision points, whilst others will need more intensive and sustained support over longer periods.

At the core of the IYSS strategy will be the drive towards a preventative approach, reducing the demands on statutory services by intervening earlier and identifying and supporting young people at risk.

Building on what is already working well, it will also be important that future arrangements are able to enhance service capacity through community based arrangements such as mentoring schemes.

For those young people with clearly identified needs, early assessment and subsequent targeted support will aim to tackle longer term or more complex barriers to progression (see Annexe A page 17 for full details of what Targeted Support entails).

In moving towards these new arrangements it is important to acknowledge that there is already some creative and collaborative work taking place between key partners across Torbay. Examples of this include the joint working arrangements between the Youth Offending Service and the Youth Service within the recently established Youth Inclusion Programme, which has recently been extended to include the Paignton area; joint work between Connexions, South Devon College and the LSC setting up the new learning provision at pre-e2e level; Checkpoint leading on 16/17 year olds Homelessness assessments, the Early Years/Extended Services Child Care project and the close working between Torbay Council Departments, the Youth Service and Connexions to devise new learning provision for young people.

The work of the IYSS and TYS will be underpinned by Common Assessment Framework and the role of Lead Professional. The Common Assessment Framework (CAF) is a standardised approach to conducting an assessment of a child's additional needs and deciding how those needs should be met.

The Lead Professional takes the lead to co-ordinate provision and act as a single point of contact for a child or young person and their family when a range of services are involved and an integrated response is required. In order to track children's progress consistently, it is envisaged that a single integrated case management approach will eventually be adopted, linking into the local ICT strategy, involving the joining up of existing systems where possible, eg E-Caf, Contact Point, CCIS etc.

## Management and Governance

Future governance is currently under review but there is no intention to radically change the present arrangements regarding the strategic oversight of the integrated service. It is proposed that the IYSS sub group (made up of senior managers from the key youth agencies) will continue to be responsible for the development and implementation of the integrated strategy - this group, which may eventually serve as the IYSS Board, will continue to be accountable to the Early Intervention Task Group which will review, monitor and performance manage the progress of the new service, including setting the strategic direction for the future.

## Quality Assurance, Performance Management and Review

Currently individual service areas have their own quality assurance processes. Quality and performance management of services will build on the best of what is currently happening and be underpinned by comprehensive and rigorous Quality Assurance systems and a Performance Management Framework. These will focus on a number of key areas including:

- New IAG standards, and the MATRIX Standard
- Youth Service Quality Assurance Framework and the Youth Service Quality Mark
- Inspection requirements through the Joint Area Review framework
- Inspection and Quality Assurance processes for the Youth Offending Service
- Compliance with the Core Offer for Extended Schools, and Ofsted inspections
- Performance against current Best Value Performance Indicators and Local Area Agreement Targets as reported on Spar.net

It is envisaged that these processes will continue for the initial development period of IYSS. However, as services become more integrated, we would expect there to be a greater consistency regarding such processes. A key part of quality assurance should be sampling and feedback by young people using the service, and we will work towards developing these processes across IYSS.

## Action Plan

On the following pages we have set out a series of key actions to take this agenda forward over the next couple of years. The strategy and targets will be reviewed and re-configured annually.

**Information, advice and guidance**

| Key actions  | Measures milestones   | Completion date    | Lead  | Cost resource  | Outcomes results   |
|--|---|--------------------|---|--|--|
| Develop a collaborative approach to meeting the NEETs and Not Knowns targets including follow-up and support of young people aged 16-18 (Linked to Local Priority 2) | NEETs strategy agreed including partner commitments to finding, engaging and placing young people | 01.09.08           | Connexions Area Manager   | Included in Connexions budget  | Young people aged 16-18 are engaged in appropriate work and learning |
|  | Learning provision for young people constantly reviewed and developed to meet need                | Ongoing            | Performance Management through Early Intervention Task Group            | Other partners' budgets as appropriate<br>LSC budget<br>NEETs stretch fund | NEETs and Not Knowns targets met                                     |
|  | Targets for NEETs/Not Knowns met, including the targets for the engagement of vulnerable groups   | Annual to 2010     |   |  |  |
| Implement the National Quality Standards for IAG in Torbay (Linked to Local Priority 5)  | Self-assessment completed against standards   | Nov 07 to March 08 | Connexions Area Manager   | Connexions budget  | Quality standards met  |
|  | Ofsted include standards in inspections   | April 08 onwards   | Assistant Director  | Early Intervention   | Young people achieve high quality accessible IAG in Torbay           |
|  | Improvement plan in place where standards are not being fully met                                 | July-08            | Early Intervention Head Teachers and Principals<br>14-19 Strategy Group | Schools/College budgets  |  |

| Key actions                                      | Measures milestones  | Completion date  | Lead   | Cost resource  | Outcomes results  |
|--|--|------------------|--|--|---|
| Develop a Torbay IAG network<br>(Linked to LP 1) | Action Plan agreed with Torbay Advice Network  | 30.09.08         | Performance Management through Early Intervention Task Group<br><br>Connexions Area Manager / TAN Co-ordinator | Connexions budget<br><br>Torbay Advice Network budget<br><br>Individual agencies' budgets as appropriate | Young people receive high quality localised IAG in Torbay |
|  | National IAG Quality Standards adhered to  | April 08 onwards |  |  |   |
|  | Local standards agreed for access points including staff training                        | 31.12.08         |  |  |   |
|  | Range of access points for IAG are available working to minimum standards across the Bay | 31.3.09          |  |  |   |

**Things to do, places to go**

| Key actions   | Measures milestones  | Completion date | Lead  | Cost resource | Outcomes results  |
|---|--|-----------------|---|---------------|---|
| Develop a comprehensive database of sporting, arts and cultural, youth activities, and volunteering opportunities as part of the Devon Community Information Database<br>(Linked to LP 3) | Validation and information collected and inputted onto database by 01/03/2008                                      | April '09       | Principal Youth Officer<br><br>Voluntary Agencies Group | £7,500        | Comprehensive information held on range of groups and activities which is imported into local positive activities website |
| Develop Information delivery via a local website and other means e.g. directory / text messaging etc<br>(Linked to LP's 1 & 5)  | Design, consultation with young people and website development including marketing and launch completed 31/03/2008 | April '08       | Principal Youth Officer                                 | £7,500        | More young people access positive activities  |

| Key actions  | Measures milestones  | Completion date        | Lead   | Cost resource         | Outcomes results   |
|--|--|------------------------|--|-----------------------|--|
| Support the maintenance and ongoing development of the Youth Opportunity Fund and Youth Capital Fund<br>(Linked to LP 1) | Ongoing  | Annually               | Principal Youth Officer<br>Youth Opportunities Fund Steering Group       | £15,000               | More things to do, and more young people having a direct say in what provision is available  |
| Develop, map and publicise a range of volunteering opportunities with partner agencies<br>(Linked to LP 3)               | Mapping current voluntary opportunities, and organisations offering opportunities by Dec 2007<br>Developing strategy by April 08<br>Developing and publicising database of opportunities April 08 and ongoing.<br>Developing range and funding of opportunities available April 08 to 09 and ongoing | April '09              | Principal Youth Officer<br>Voluntary Agencies Group                      | Funding from V        | Increased numbers of young people engaged in volunteering. Ongoing structure and improved information available about volunteering opportunities |
| Identify opportunities to improve access to positive activities by improved transport arrangements                       | Explore potential developments to offer reduced fares on public transport for young people to access positive activities<br>Consider transport issues when developing new provision and build in as necessary and resources allow  | Ongoing<br><br>Ongoing | Assistant Director<br>School Organisation<br><br>Principal Youth Officer | TBC<br><br>TBC<br>YOF |  |

| Key actions   | Measures milestones  | Completion date | Lead                            | Cost resource                               | Outcomes results                                   |
|---|--|-----------------|---------------------------------|---|--|
| Consult with young people on the contents and plan for the Youth Offer (Linked to LP 1) | Develop young people friendly version of the IYS framework and the Youth Offer, publicise and consult by 31/3/08 | 31/03/2008      | IYS/Participation Youth Workers | From publicising positive activities budget | Youth Offer reflects young peoples needs and wants |

### Targeted youth support

| Key actions  | Measures milestones  | Completion date | Lead  | Cost resource  | Outcomes results  |
|--|--|-----------------|---|--|---|
| Development of a dedicated Targeted Youth Support Team/Service (Linked to LP's 4, 6 & 9) | Scoping exercise to be carried out with a view to establishing key partner agencies Jan - Feb 08<br>Set up a virtual team/ consider the establishment of a physical team - by April 2008 | July 08         | Manager Youth Offending Service (in collaboration with key youth service agencies including voluntary sector) | This will entail some pooling of existing resources - mainly from YOT/Youth Service/ Extended Services (in line with 10 yr Youth Strategy) | Early co-ordinated support and guidance given to those young people with complex problems.<br>Swifter access to appropriate services<br>Reduction in anti-social behaviour and youth crime<br>Less teenage conceptions/ pregnancies<br>Less young people involved in drug/alcohol abuse<br>Improved school attendance/ increased opportunities to employment/training |

| Key actions  | Measures milestones   | Completion date | Lead  | Cost resource  | Outcomes results   |
|--|---|-----------------|---|--|--|
| Development of a multi agency prevention strategy to reduce first time entrants to the criminal justice system<br>(Linked to LP's 8&9) | Secure the involvement and commitment of key partners. Jan - March<br>Expansion of existing targeted work; ie, building on the YIP, YISP, Substance Misuse/Teenage Pregnancy<br>Ensure all sections of Children's services are aware of, engaged in and committed to the strategy | June 2008       | Youth Crime Prevention Manager (in collaboration with the YOS, Early Intervention/ Specialist Services/ Voluntary sector/schools) |  | Less young people coming into the justice system<br>less incidents of anti-social behaviour<br>reduction in the number of young people who are victims of crime<br>improved school attendance/ less exclusions<br>Fear of crime levels reducing<br>Improved parenting and family support |
|  |   |                 |   |  |  |
| Bridge the gap between Early Intervention and Specialist Services<br>(Linked to LP 2)  | Vulnerable young people identified  | April 2008      | Assistant Director, Early Intervention  | Pooled resource from Early Intervention, Youth Offending Service, Connections, Youth Service, Specialist Services, Education etc | Targeted support available to meet the identified needs of vulnerable young people<br>Multi-agency collaboration<br>Smooth transition between and within services<br>High quality service delivered  |
|  | Targeted Youth Support team identified (virtual or co-located)  | May 2008        |   |  |  |
|  | Services contribute staffing &/or resource to team  | May 2008        |   |  |  |
|  | Clear pathways established between EI / TYS / SS in both directions   | Ongoing         |   |  |  |

# ANNEX A - The Torbay Youth Offer

Torbay Children and Young People's Partnership believes that young people are important members of our community. We believe that they should be properly looked after, treated with respect, listened to, and provided with the support and opportunities that they need to fulfil their potential as adults of the future. A significant part of most young people's lives is spent in school, college, in training or in work. It is important that we provide excellent opportunities in all these areas.

Of equal importance is that young people have access to a range of appropriate facilities and opportunities in their leisure time. Everybody needs places to go and things to do. Things they choose, which they enjoy, in places where they can meet their friends and perhaps learn new things. This might include sport, music, dancing, a whole range of other hobbies, volunteering to get involved with a community group and any of the other things that people do in their spare time. It might also include being able to talk things through with friends, or with adults, who can be trusted to listen and understand. We refer to these things as 'positive activities' because we feel that they are just as important as the time spent in school, college and work.

This 'Youth Offer' outlines the range of 'positive activities' that we aim to provide in Torbay. Our objective is that all young people aged 10-19 (and some older with particular needs) should be confident that, should they choose, they can access the following:

**Access to exciting and enjoyable activities** in and out of school or college that enhance young people's personal, social and educational development and reflect what they want to do – including sport, outdoor activities and residential opportunities.

**Easy access to the personal advice and support** they need to fulfil and raise their aspirations, including high quality and personalised careers education information, advice and guidance. We also want to continue to improve direct access to advice via the internet, mobile phones and in community locations.

**Better and earlier support for those demonstrating risk factors** associated with poor school attendance and behaviour, poor attainment, youth crime, drugs and substance misuse and teenage pregnancy, and greater access to specialist services where needs go beyond school and college pastoral care.

**Support for parents and families**, in a way that recognises their crucial role in supporting young people and helping them play that role throughout the important teenage years. Part of this support will include extended services offered by schools.

**Opportunities for volunteering and mentoring**, building on our successful Millennium Volunteers programme and recognising that young people are ready and willing to support others when they are given the chance.

**The chance for young people to have a say in developing local support and activities.** Only by involving young people in local service delivery will we be able to provide an offer that meets their needs and aspirations.

## **Access to Exciting & Enjoyable Activities:**

With regard to positive activities, there are two specific elements in the Youth Offer.

- There should be sufficient educational leisure time activities which are for the improvement of young people's well-being, and sufficient facilities for such activities
- There should be sufficient recreational leisure time activities which are for the improvement of their well-being, and sufficient facilities for such activities.

These two elements are encompassed in this Offer as follows:

- A safe, warm, well equipped place to meet friends which has a programme of things to do which young people can help design, which is within a 20 minute walk from home, and where there are adults qualified to provide activities and offer support.
- There will be opportunities for educational leisure time activities including youth work, and extended school activities for a minimum of two hours per week.
- Within Torbay there will be a range of opportunities to participate in sport for at least two hours a week.
- Within Torbay there will be a range of opportunities to participate in creative, cultural and arts activities.
- There will be a range of suitable spaces for young people to meet, socialise and take part in activities in open spaces.

## **Easy access to personal advice and support:**

Information advice and guidance is one of the key components of Integrated Youth Support. A detailed IAG strategy will be developed for Torbay which will ensure that:

- The National IAG Quality Standards are met or being worked towards within the Bay.
- IAG will support the five key outcomes of Every Child Matters.
- IAG will be available within and outside of educational settings.
- IAG will be impartial and accessible, delivered by a range of providers.
- IAG will complement the wider Integrated Youth Support plans and the ongoing work around clusters.
- IAG will be available on a variety of topics including work and learning, housing, substance misuse, positive activities, health and benefits/finance.
- IAG will be co-ordinated through the Early Intervention Task Group.

## **Better and earlier support:**

Although most young people progress relatively well through their teenage years, our local needs analysis suggests that some face significant and multiple barriers to successful progression into early adulthood. For those with more complex challenges it is critical that effective preventative support is provided before these issues become acute and statutory or specialist intervention is needed.

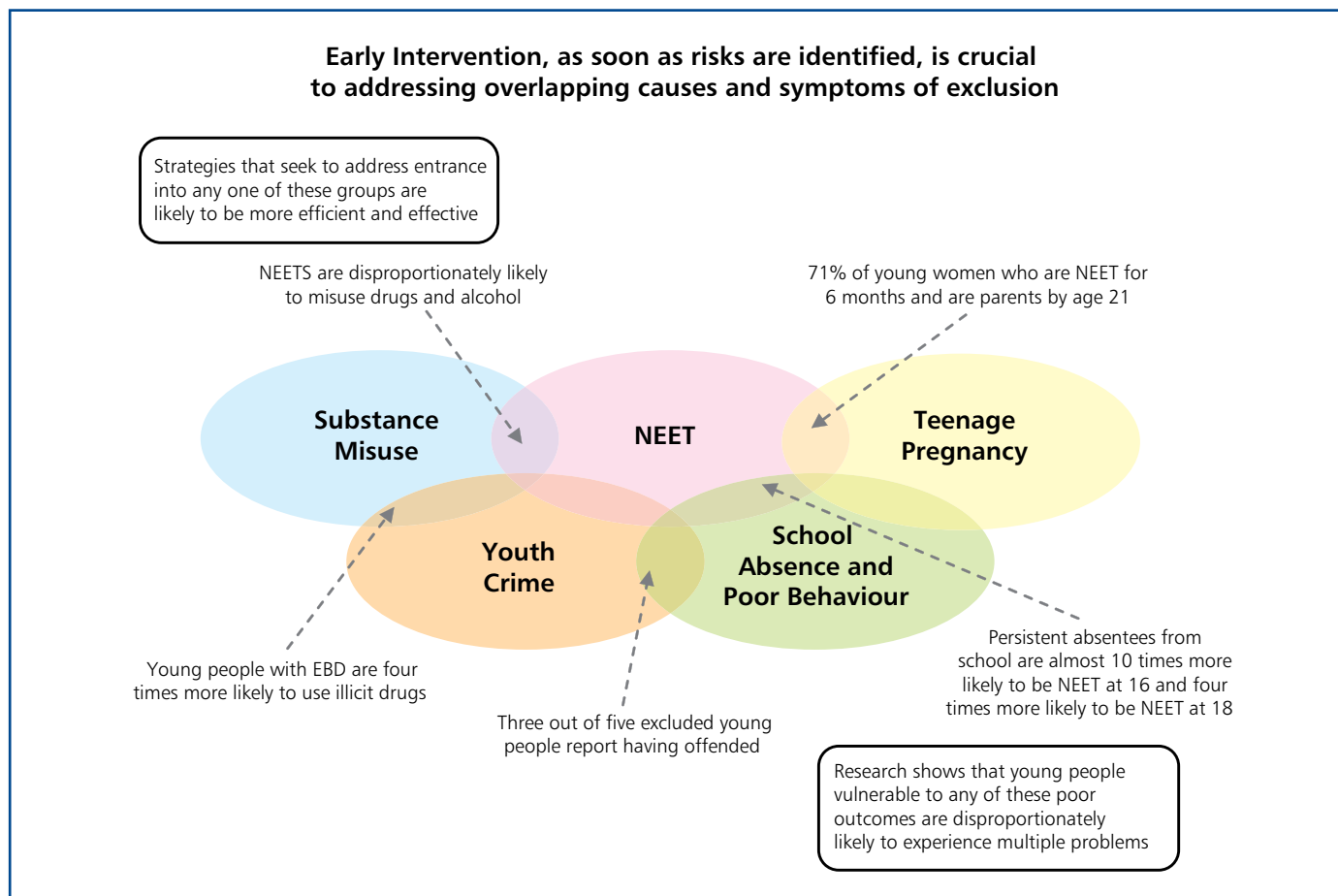
The development of a targeted multi-agency approach will be critical to the Integrated Youth Support arrangements in Torbay. Targeted youth support aims to ensure that the needs of vulnerable young teenagers are identified as early as possible and met by agencies working together effectively - in ways that are shaped by the views and experiences of young people themselves.

There are seven key elements of targeted youth support:

- strengthening the influence of vulnerable young people, and their families and communities, and their ability to bring about positive change
- identifying vulnerable young people early, in the context of their everyday lives
- building a clear picture of individual needs, shared by young people and the agencies working with them, using the Common Assessment Framework (CAF)
- enabling young people to receive early support in universal settings
- ensuring vulnerable young people receive a personalised package of support, information, advice and guidance, and learning and development opportunities, with support for their parents or carers as appropriate
- providing support for vulnerable young people across transitions, for example moving on from school or from the support of one service to another as needs change
- making services more accessible, attractive and relevant for vulnerable young people

(Targeted Youth Support – A Guide, DfES 2007)

Within Torbay many of the partner organisations are already providing an element of preventative support within their range of services. However, too often this support is isolated and not joined up into a coherent approach that tackles all the barriers to progression that a young person is facing. It is intended to build on and strengthen the existing complement of targeted support services, such as the Youth Inclusion Project (YIP) Youth Inclusion and Support Programme (YISP), Schools Support project, specialist substance misuse services, with a view to developing a specific Targeted Youth Support Service.



## **Support for parents and families:**

Extended services in and around schools will be developed to ensure that all schools provide the core offer to children, young people and their families – specifically;

- access to wrap-around childcare when needed
- swift and easy access to specialist services
- a varied menu of activities including study support
- parenting support including transition information, family learning and facilitator led parenting programmes
- Community access to facilities

This may be via on-site provision or via signposting to local provision that takes place off-site.

There will be a website that contains information relating to the Youth Offer, Extended Services in and around schools and childcare. Information on this site will be regularly maintained and updated.

## **Opportunities for volunteering and mentoring:**

- We will encourage young people to give up some of their time to get involved in something which will help others. We will do this by supporting them to take up one of the many available volunteering opportunities. We will also encourage groups to provide volunteering opportunities for young people.
- We will provide information about all these opportunities and the necessary help and support to get involved.
- For those who might want to get involved with one of the existing youth fora or groups in an area that work on behalf of young people, we will make sure that the necessary support and information is available.
- Young people might want to set up their own groups, with other young people, to campaign for something in the area, or to organise an event. We will support this.
- There are opportunities to volunteer in other parts of the UK, in Europe, and the rest of the world. We will also provide information and support to people who wish to participate in these activities.

## **The chance for young people to have a say:**

It is important that young people are involved in the design and delivery of all youth services in Torbay. We are committed to ensuring that young people have the opportunity to contribute to the design and delivery of this Youth Offer. We will do this by:

- consulting with young people on the content of the 'offer' before it is finally agreed, and then every year throughout its existence
- consulting with young people, in each local area, on the amount, appropriateness and quality of positive activities on offer. This will be done on a regular basis and through a variety of methods.
- setting up a variety of methods by which individuals and groups of young people can articulate their views on both the content and delivery of the offer at all times.
- ensuring that young people are involved with all partners who are engaged to plan and deliver different elements of the offer.
- enabling and supporting young people through their engagement in local youth panels and grant making panels such as TOFFY (Torbay Opportunity Fund for Youth) to impact directly on the provision of services,

and in line with the ten year strategy for Youth Services, to enable young people to have a greater say on how funding for youth positive activities is spent.

### **Consultations:**

The following is a list of consultations that have taken place over the past two years:

- Big Cheeses Listen Up
- Connexions Help us Get it Right
- 4 Children
- Young People's conference
- Positive Activities
- Consultation with young people for the Integrated Youth Service Task Group.
- Youth E Panel (YEP) surveys
- E-view

## ANNEX B - Needs Analysis

- Torbay covers an area of 63 square kilometres and the most recent ONS population estimate (for mid 2006) put the total population at 133,201 compared with 132,800 the previous year. 96.84% of the population at the 2001 census described themselves as white British and a further 1.93% as either white Irish or other white. Mixed white and Asian was the next largest recorded ethnic group with 0.19% of the total population. The number of migrant workers, especially from the new EU accession countries, has recently increased. (Data sources: Office for National Statistics and DCSF)
- The most recently available figures from the DfES school census and ONS population estimates put the number of 13 to 19 year olds in Torbay at 11,679. (DfES/DCSF annual school census and National Statistics mid year population estimates.)
- An average of 6.3% of 16 – 18 year olds were recorded as Not in Education Employment or Training (NEET) over the November 2006 to January 2007 period (now the 'official' measurement period for NEETs target monitoring). Many of those in the snapshot figure may be NEET for a relatively short period of time, often re-engaging with education, training or employment without any great difficulty. A smaller proportion, however, are longer term NEET or repeatedly re-enter the NEET group. Recent analysis has shown that 53.9% of young people who became NEET in Torbay within two years of completing compulsory schooling did so only once, but that a significant minority (22.5%) had three or more NEET spells. (Data source: Connexions Cornwall and Devon)
- Those more likely to repeatedly become NEET or have extended NEET spells include young people who have been looked after, those who were excluded from school, regular truants, young offenders, young carers including young mothers, those with poor key stage 4 results and those with difficult home circumstances. (Data sources: Connexions Cornwall and Devon MI and DfES/DCSF Youth Cohort studies).
- The latest teenage conception data (for 2005) show a rate of 48.6 conceptions per thousand young women aged 15 – 17 in Torbay, compared with 49.9 for the previous year. The rate is 10% higher than the 1998 baseline whilst the target is to reduce the 1998 rate by 50% by 2010. The teenage conception rate in Torbay is significantly above the south west average of 34.2 and higher than the England rate of 41.1. Rates of teenage conception are closely correlated to more general deprivation, with the most deprived 10% of wards in the south west having conception rates five times higher than the least deprived 10% of wards. 37% of all under 18 conceptions in the south west are concentrated in so called 'hot spot' wards, including some in Torbay. (Source: ONS/DCSF Teenage Pregnancy Unit)
- Those leaving school with no qualifications are at particular risk – 29% of young women who leave school at 16 with no qualifications will have a birth under 18 and 12% an abortion, compared with 1% and 4% respectively for those leaving school at 17 with qualifications. Looked after children/care leavers have rates of teenage motherhood three times higher than the prevalence in the wider population. (Source: ONS/DCSF Teenage Pregnancy Unit)
- 74 teenage mothers aged 16 – 19 are now recorded on the Connexions database compared with the most recent Teenage Pregnancy Unit's estimate that there are approximately 135 in Torbay. Only 20.3% of identified 16 – 19 year olds mothers were known to be in employment, education or training in July 2007 compared with the target that 60% will be engaged by 2010.

Engagement in EET reduces the likelihood of subsequent teenage conceptions and is likely to improve

subsequent individual health and economic outcomes. (Source: Connexions MI)

- Data for the 2005/06 academic year showed the total absence rate in secondary schools to be 9.46%, higher than the England average of 8.42%. The unauthorised absence rate in Torbay secondary schools was 1.97%, higher than the England average rate of 1.42%. (Source: DCSF absence performance tables)
- Permanent exclusions data for the 2005/06 year (the latest published by DfES) show that 23 pupils were permanently excluded from secondary schools during the year, compared with only 9 in the previous year. There was also a significant increase in fixed period exclusion with 963 pupils from maintained secondary schools being excluded at least once during the year, compared with 554 in the previous year. (Source: DfES/DCSF website – research and statistics section)
- 1,062 secondary school pupils were known to be entitled to free meals in January 2007, equivalent to a rate of 11.7%, higher than the south west average of 8.0% but less than the 13.1% England average. (Source: Torbay LA)
- There were 246 pupils with statements of special educational needs in mainstream schools in January 2007, 2.7% of pupils. A further 1198 pupils (13.2%) were school action/school action plus status. (Source: Torbay LA)
- In respect of children and young people with learning difficulties and disabilities in Torbay, there is no specific detailed information in any agency that clearly defines total numbers of needs. To give some indication of numbers using national prevalence data, it is suggested that between 3% and 7% of the child population have a learning difficulty or disability. The Department of Health (DoH) suggests that 4.1% of the under 18 population are disabled or have complex health needs.

Using the under 18 population in Torbay and based on these statistics, Torbay has a population of children and young people with learning difficulties and disabilities of 2133 and a population of 1249 with disabilities or complex needs.

- In 2006 45.5% of pupils achieved five GCSEs (or equivalent) at grades A - C including English and maths and 58.5% achieved five A - Cs (or equivalent) in any subject. Both measures have shown steady improvements over the last four years but are a little below the England averages. Evidence shows a close link between GCSE attainment and subsequent participation in education, work and training. According to recent Youth Cohort Study findings only 1% of those with eight or more good GCSEs were NEET at age 17 compared with 39% of those who gained no qualifications in year 11. (Sources: DCSF GCSE performance tables and Youth Cohort Studies)
- In total there were 205 (figures rounded to the nearest five) looked after children (of all ages) in Torbay on 31 March 2006, and over the year to March 345 had been looked after at some point. Of those who were looked after at the end of March 70 were aged between 10 and 15 and 30 were aged 16 or over. 59% of looked after young people aged 16 obtained at least one A - G grade (or equivalent) at GCSE compared with a figure of 98.3% of the total year 11 cohort. (Source: DCSF website – research and statistics section)
- The percentage of young people aged 19 who were looked after at age 16 and that were reported by the Local Authority to be in employment education or training rose from 38% in 2003 to 63% in 2004 and to 72% in 2005, and 81.8% in 2006. The equivalent 2006 figures for the South West region and for England were 60% and 63% respectively. (Source: DCSF website – research and statistics section)
- The police recorded 1178 young offenders aged 13 – 19 in Torbay during the 12 months to March 2007.

This is 30.6% more than the 902 recorded in the previous year and 18.8% more than were recorded in 2004/05. In the latest quarter for which figures are available (April – June 2007) Torbay YOT recorded that 67.4% of young offenders of statutory school age were engaged in 25 hours per week or more of education, and 75.0% of post compulsory education age young offenders were in employment, education or training for 16 hours or more per week. These figures are against a target of 90% in each case. Engagement in employment, education or training is known to reduce the likelihood of re-offending. Of particular concern is the percentage of statutory school age young people recorded as engaged for less than 25 hours. (Sources: Devon and Cornwall Police and Torbay YOT)

- In 2006 80.5% of year 11 completers remained in full time education compared with 79.0% in 2005. Since 2003 the percentage of young people remaining in full time education has risen from 72.2%. In total 86.3% of young people remained in some form of learning, (including recognised work based learning) compared with 84.9% the previous year. The proportion of the cohort entering the labour market (work and training options) declined to 10.3% from 11.3% in 2005. The equivalent figure in 2003 was 16.7%. (Source: Connexions Cornwall and Devon Activity Survey)
- There is a shortage of detailed and reliable local statistical information on youth homelessness, partly because many homeless young people are thought not to present to local authority housing departments. At national level 9% of households becoming homeless and accepted as in priority need were young people (16/17 year olds plus 18 and 19 year old care leavers) in 2005/06. In total 8,350 young people were accepted as homeless and in priority need in 2005/06. A 2004 study by York University's Centre for Housing Policy estimated there to be between 36,000 and 52,000 homeless young people between the ages of 16 and 24 in England – equivalent to between 0.63% and 0.92% of the population. 58 young people in Torbay were recorded on the Connexions database as having housing issues at the end of March 2007. (Sources: Department for Communities and Local Gov website and Connexions MI)
- Data shows a total of 124 young people in treatment for drug or alcohol problems during the year to March 2007, in Torbay (Source National Drug Treatment Monitoring System).

# IYSS Framework Glossary

## Connexions

Connexions Cornwall and Devon provides information, advice, guidance and additional support to young people with the aim of engaging them into learning and work. Connexions personal advisers work in schools and colleges, in the community and out of the Connexions centre in Torre. Connexions works with young people aged 13-19, offering a vacancy and placing service to those leaving education.

## LINK Youth Support (Torbay Youth Offending Service)

LINK Youth Support works with vulnerable children aged 5-15 across Torbay on issues that could lead to offending, anti-social behaviour, family breakdown or school exclusion. Also works with the transition from primary to secondary school in selected schools. One to one, group work and activities based on individual assessments. Soon to be merged into Targeted Youth Support.

## Learning & Skills Council

The Learning and Skills Council is responsible for planning and funding post 16 education and training, with the exception of higher education. This includes further education colleges, school sixth forms, apprenticeships and other work based learning and training initiatives, such as Train 2 Gain. The LSC aims to raise demand for skills, transform the further education system to respond to that demand and consequently increase skill levels and employability.

## YMCA

The YMCA is a leading Christian charity committed to supporting all young people, particularly in times of need. The YMCA reaches out to over 1 million young people each year, working with them at every stage of their lives and offering support when and where they need it most.

## Check Point

Check Point is a project of The Children's Society and provides information, advice and support to young people aged 11-21 in Torbay. Check Point aims to ensure young people have immediate and straightforward access to help on a range of issues including sexual health, housing, drugs and alcohol, counselling and running away.

## CTC – Care to Community

Care to Community is a dedicated Care Leavers Service for 16-21 year olds or 24 if in higher education. A team of personal advisers help each young person moving into independence from care. Support with planning, accommodation, finance, health, continuing education and employment are key objectives. CTC will ensure that Torbay's care leavers, as they enter adulthood, are not isolated and participate socially and economically as citizens.

## Torbay Advice Network

Torbay Advice Network is a quality assured infrastructure organisation which aims to support the advice and information sector in Torbay through signposting services, multi-agency training, lobbying, strategic and

developmental work. TAN will collect, collate, monitor and report on the advice and information sector in Torbay identifying gaps in service provision, staff, training and other resources and will support joint working initiatives.

### **Torbay Youth Offending Service**

Torbay Youth Offending Service comprises of two separate teams. The Youth Offending Team, which is based in Torquay, covers all of the statutory work for the 10-17 year old age group, whilst the LINK Youth Support Team is the preventative arm of the Service, based in Paignton Harbourside, and provides a range of services on a voluntary basis to 5-15 year olds who are at risk of offending, being excluded from school or taken into local authority accommodation/care. The primary aim of the service is to prevent children and young people from offending/re-offending.

### **DCSF**

The Department for Children, Schools and Families is a national government department headed by a government minister. It sets national policy relating to children, young people, schools and families.

### **Torbay Council**

Torbay Council, also called Torbay Local Authority is responsible for all local government services within Torbay. Torbay Children's Services is a department of the local authority and is responsible for schools and all support services for children and young people including Social Services, Youth Offending Service, The Youth Service and Education Welfare.

### **Torbay Youth Service**

The key purpose of youth work is to provide personal and social development opportunities to young people in their leisure time. The service prioritises work with the 13-19 age group. A key value of youth work is the voluntary engagement of young people. The service has elements of both universal and targeted provision and has targets in relation to reach and participation of young people and their achievement of accredited and recorded outcomes.

# Acronyms

|              |   |              |  |
|--------------|---|--------------|--|
| <b>CAF</b>   | Common Assessment Framework                   | <b>NEET</b>  | Not in Education, Employment, Training |
| <b>CAMHS</b> | Child and Adolescent Mental Health Services   | <b>ONS</b>   | Office for National Statistics         |
| <b>CCIS</b>  | Connexions Customer Information System        | <b>PSA</b>   | Public Service Agreement               |
| <b>DCSF</b>  | Department for Children, Schools and Families | <b>SS</b>    | Specialist Services                    |
| <b>DfES</b>  | Department for Education & Skills             | <b>TAN</b>   | Torbay Advice Network                  |
| <b>E-Caf</b> | Electronic Common Assessment Framework        | <b>TOFFY</b> | Torbay Opportunity Fund for Youth      |
| <b>EI</b>    | Early Intervention                            | <b>TU</b>    | Trades Union                           |
| <b>EU</b>    | European Union                                | <b>TYS</b>   | Targeted Youth Support                 |
| <b>IAG</b>   | Information, Advice & Guidance                | <b>V</b>     | National Volunteering Strategy         |
| <b>ICT</b>   | Information Communication Technology          | <b>YEP</b>   | Youth E Panel                          |
| <b>ISBN</b>  | International Standard Book Number            | <b>YIP</b>   | Youth Inclusion Programme              |
| <b>IYSS</b>  | Integrated Youth Support Services             | <b>YISP</b>  | Youth Intervention Support Panel       |
| <b>JAR</b>   | Joint Area Review                             | <b>YMCA</b>  | Young Men's Christian Association      |
| <b>LA</b>    | Local Authority                               | <b>YOF</b>   | Youth Opportunities Fund               |
| <b>LSC</b>   | Learning & Skills Council                     | <b>YOS</b>   | Youth Offending Service                |
| <b>MI</b>    | Management Information                        |              |  |



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