

EDUCATION YOUTH & CULTURE OVERVIEW & SCRUTINY COMMITTEE

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| Date of Meeting | Thursday 1 st December 2022 |
| Report Subject | Integrated Youth Provision – Delivery Plan Update |
| Cabinet Member | Leader of the Council and Cabinet Member for Education, Welsh Language, Culture and Leisure |
| Report Author | Chief Officer (Education and Youth) |
| Type of Report | Operational |

EXECUTIVE SUMMARY

The Multiplying Impact Delivery Plan 2021 – 2024 is the Integrated Youth Service document which maps out the strategic and operational aims for this four year period. The plan uses the same framework as the Welsh Government Strategic Plan for Youth Work.

The programmes provided through the Integrated Youth Provision (IYP) Team includes youth clubs, school immersion workers, youth homelessness, Welsh language provision, sexual health, detached work, resilience, forest school, LGBTQ+/Inclusion, and The Duke of Edinburgh's Award scheme.

There are currently 11 youth clubs operating in the County, and this is supplemented by our detached offer. In order to maximise this offer we deliver detached youth work in partnership with the Youth Justice Service, Sorted and Aura.

The core team consists of 29 members of full and part time staff and is supported by 15 workers in charge and 19 assistant workers. There are currently three vacant posts. Posts are funded through a combination of core and grant funding.

In a typical week, the service will deliver in excess of 75 sessions to young people which will consist of one to one work, small group work, targeted interventions, youth clubs, education, projects, partnership co-delivery, and forest school.

There have been significant developments since the last report including the appointment of a new Senior Manager. Key focus areas include preparing the service for quality mark accreditation, establishing workforce task and finish groups to develop clear plans for continuous professional development, partnership work, marketing, branding and social media and recruitment.

In order to improve insight into the services delivered, greater emphasis needs to be placed on monitoring, evaluation and learning. Data management is currently captured through a system called QES, although the ability to analyse this data is limited and time consuming.

RECOMMENDATIONS

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| 1 | Members approve the decision to replace the QES system with Upshot, allowing for more efficient and effective data collation across all IYP programmes, thus allowing improved monitoring, evaluation and learning which will lead to improved service delivery. |
| 2 | Members endorse the facilitation of training for partner organisations, such as sports clubs and uniformed organisations, in order to grow the reach of youth work informed practice, further supporting the health and well-being of young people in Flintshire. |
| 3 | Members acknowledge that progress has been made against the plan and that future revisions to the plan should be carefully considered by the wider IYP team in line with feedback from young people. |
| 4 | Members support the decision to begin the Quality Mark Accreditation process in the Spring, beginning at Bronze and following the key recommendations from this process, bring the action plan back to Cabinet to agree progression towards Silver and Gold. |

REPORT DETAILS

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| 1.00 | EXPLAINING THE PROGRESS MADE AGAINST THE IYP PLAN |
| 1.01 | There have been proactive steps in embedding the Welsh language and culture into the IYP. Each club has a Welsh Wall and is supported to run Welsh projects, young people have been supported to enter the Eisteddfod, immersion workers deliver bilingual sessions, social media is bilingual and audits take place to ensure that we have an internal standard for bilingual information. We actively engage with the Welsh in Education Strategic Plan (WESP) to ensure we contribute to the Council's wider objectives. |
| 1.02 | Detached youth work takes place with partners in a variety of areas based on young person need. This is in addition to club work. New provision has been established in Buckley, Deeside, Connah's Quay and through an LBGTQ+ provision which has been mobile but will settle in Deeside. We have lost provision in Mancot due to staff vacancies. |
| 1.03 | Over 100 young people have been supported through their Duke of Edinburgh (DofE) bronze award. The lead officer in Flintshire has retired which has facilitated a revised approach with schools. An open award will now run through the youth service and will travel around the County for greater equity. Participants from Flintshire dedicated 1183 hours to |

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| | volunteering between April 2021 and March 2022, with a social value of £5,465.46. |
| 1.04 | <p>Partnership work is a key feature of IYP work and a key area to develop further. Key partners include Youth Justice, Housing, Education/Schools, Aura, Social Services, Youth Cymru and a wide range of third sector organisations to maximise our approach and impact when working with young people. This is facilitating increased provision for young people with a broader range of services.</p> <p>In order to support further partnership delivery and support young people's health and well-being, the Youth Service is planning to facilitate a range of youth work inspired training. This will range from a basic introduction to youth work, workshops around relevant issues such as drugs, alcohol and relationships, to accredited qualifications. This will ensure that youth work practices and approaches are more readily accessible, and that networks of provision are created.</p> |
| 1.05 | During the summer holidays, Play Schemes operated from 57 sites, with 3,970 attendances. The Welsh language was used in all sessions. |
| 1.06 | Support is provided for a school attendance project in Saltney St David's High School through both the immersion and centre worker. This has focussed on improving attendance and attainment in school. In addition, a lunchtime youth club offering food and support operates for learners. This approach is being evaluated for it to be shared wider. |
| 1.07 | Through consultation and delivery, it was identified that young people were not engaging in online provision. As a result, a return was made to face to face delivery in most instances. The exception was the contraception service which is now predominantly phone and postal based. |
| 1.08 | Through youth homelessness and the immersion team, qualifications are offered around independent living and personal skills and we will seek to become our own accredited centre in the future. We also offer the John Muir award through forest school. |
| 1.09 | Provision is offered through a variety of sources, ensuring young people have access to IYP and partner services in a format accessible to them. It has been identified that this can be increased further through engagement of wider partners who work with young people. This will be supported by a mapping exercise of provision with the aim of producing a comprehensive network of activity which supports young people's health and wellbeing in their own community. |
| 1.10 | Continued Professional Development (CPD) events have been taking place for staff during training weeks. This has focussed on food hygiene and allergens, First Aid, Welsh language, safeguarding and youth homelessness. A CPD plan is being produced which will map CPD requirements against each position ensuring we are best placed to support young people's needs. |
| 1.10 | An apprenticeship framework has been identified for youth work which will allow the service to utilise apprentices in the future. This is a significant |

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| | step to a progression pathway. Further to this, a young leader's course is being planned for the Spring and a partnership with Glyndwr University has been re-established with two degree placements being allocated to IYP. |
| 1.11 | Significant conversations have taken place with Adult Learning Wales and Glyndwr University with regards to youth work qualifications, training and significant challenges within the sector. An action plan will be formulated on the basis of this and other intelligence. |
| 1.12 | A recruitment event for sessional youth workers will take place in December. This will be repeated in the Spring. This will allow for applications, interviews and HR processes to be completed in an evening which will speed up the recruitment process and support the sustainability of existing clubs and provision, as well as the potential to create new opportunities, either directly or through collaboration. |
| 1.13 | Consent – A theatre production educating and empowering young people to understand and engage with the issues surrounding consent and sexual assault was delivered through IYP to all year 9 learners in five schools with the remaining six establishments being offered the workshop in Spring 2023. |
| 1.14 | Health and Wellbeing sessions are offered in schools with immersion workers which support young people who experience stress due to factors such as exams, home life, bullying, school work, and relationships. These sessions will be rolled out to all schools through our partnership with Outside Lives - Outside Lives is a community led social enterprise, set up by the people, for the people. Their aim is to create a more robust, sustainable, and connected community for everyone. |
| 1.15 | There is continued support for refugees through a variety of programmes such as the forest school, and to continue to meet that demand we have put 4 youth work members of staff through their level 3 forest school qualification and 1 through their level 2. This will allow more sessions to be delivered offering further trauma informed support for families. |
| 1.16 | Youth club attendance overall is positive, with natural spikes during the Autumn and Winter. Sessions taking place include cooking, sports, drama, arts and projects. To aid succession planning, a system of transition is being introduced. This has started in Connah's Quay and Saltney and will be expanded to our remaining sites. Play work supports this process and is a significant step for our future engagement of young people. |
| 1.17 | Collating quantitative data with QES is a challenge. The current system works offline and as such paper copies of registers are produced at each session, before being collected each half term. This method provides summative data which does not allow for continuous monitoring and improvement. It is also limited in terms of its use, other than monitoring attendance and session outcomes, not allowing for postcode analysis which would highlight who is attending and from where in the County, breaking down participants by multiple determinants and helping shape our current and future provision. |

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| | Changing to Upshot will allow for more efficient and effective data collation across all IYP programmes, thus allowing improved monitoring, evaluation and learning which will lead to improved service delivery. |
| 1.18 | The Quality Mark is a unique tool for self-assessment, planning improvement and gaining a quality mark for youth work. It supports and recognises improving standards in the provision, practice and performance of organisations that deliver youth work, demonstrating and celebrating the excellence of their work with young people. This would support future planning and development, highlighting strengths and areas for improvement across the team, Council and wider partnerships. |

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| 2.00 | RESOURCE IMPLICATIONS |
| 2.01 | <p>Revenue Resource: £12,000 for a three year licence, including training, for Upshot. We currently pay £6,000 per year for QES.</p> <p>Training budget to be utilised collaboratively and additional funding/grants sourced to support wider training</p> <p>The three vacant posts are part of the IYP core budget</p> <p>There are no capital implications</p> <p>Human Resources: The delivery plan and associated objectives depend on the current structure remaining with roles remaining fluid to support current and emerging need.</p> <p>Technology: Upshot is cloud based and places no additional pressure on the Council IT system. It is fully compliant with data protection and GDPR processes and procedures.</p> |

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| 3.00 | IMPACT ASSESSMENT AND RISK MANAGEMENT |
| 3.01 | <p>Risk Management: The report highlights many positive developments made against the IYP Delivery Plan. All sessions and activities are risk assessed in line with corporate policy. This allows for safe and effective delivery. The wider risks that we face are;</p> <ol style="list-style-type: none"> 1. Not understanding our data which means that we cannot effectively react and/or plan provision in areas of need, leading to either no provision and/or duplication with other services. 2. Not being able to respond to the current and emerging needs of young people due to a depleted workforce, lack of collaboration, lack of training, and poor utilisation of funding. 3. Failing to benchmark our service against a standard, which demonstrates our progression but equally supports our future development and ambition. |

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| | 4. Length of time to qualify sessional staff to be workers in charge remains a significant risk. There is a lack of level 3 workers in charge which results in temporary closures for illness and resignations. |
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| 4.00 | CONSULTATIONS REQUIRED/CARRIED OUT |
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| 4.01 | Two youth consultations have been conducted post-Covid by request of the joint Public Service Board for Flintshire and Wrexham. These have informed our service delivery actions over the past 12 months. In addition, a short movie was produced in partnership with Theatr Clwyd, 'What Just Happened', which examined the impact of lock downs and Covid-19 on young people. |
| 4.02 | The Youth Participation Officer has maintained an online youth council during and post lockdowns. This will be relaunched after the Youth Conference in March as a hybrid meeting group, with the aim of strengthening the membership and aims of the group. |

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| 5.00 | APPENDICES |
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| 5.01 | REPORT CONSULTATION EFFECTS OF THE PANDEMIC 2. 2022.docx Flintshire Youth Service Provision.doc Multiplying Impact Delivery Plan 2021-24 (S).docx |
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| 6.00 | LIST OF ACCESSIBLE BACKGROUND DOCUMENTS |
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| 6.01 | https://www.youtube.com/watch?v=8Ekl5btFBFA (What is Upshot?) https://www.qes-online.co.uk/about-us https://www.theatrclwyd.com/news/consent https://gov.wales/sites/default/files/publications/2019-06/youth-work-strategy-for-wales.pdf |
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| 7.00 | CONTACT OFFICER DETAILS |
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| 7.01 | Contact Officer: Matt Hayes Senior Manager – Integrated Youth Provision Telephone: 01352 704112 E-mail: matt.hayes2@flintshire.gov.uk |
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| 8.00 | GLOSSARY OF TERMS |
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| 8.01 | <p>Adult Learning Wales: We are an independent voluntary adult education movement, committed to widening participation, promoting active citizenship and skills development. They provide access to education from Pre-entry Level learning to Level four qualifications and have been providing the Level 2 and 3 youth work qualifications.</p> <p>CPD: he process of developing professional skills and knowledge through interactive, participation-based or independent learning.</p> <p>DofE (Duke of Edinburgh) Award: A life-changing experience, a fun time with friends, an opportunity to discover new interests and talents, a tool to develop essential skills for life and work, a recognised mark of achievement; respected by employers. The DofE is many things to many people, supporting generations to successfully navigate adult life. 14+ year-olds can do a DofE programme at one of three progressive levels which, when successfully completed, leads to a Bronze, Silver or Gold Duke of Edinburgh’s Award.</p> <p>Immersion Workers: School and Community based youth workers working from Castell Alun, Connah’s Quay, Maes Garmon, St David’s and Ysgol Trefynnon</p> <p>Integrated Youth Provision: Collective term for Youth Clubs, Immersion Workers, Inspire, Duke Of Edinburgh, Youth Homelessness, Inclusion, Sexual Health, Forest School and Partnership Work</p> <p>Upshot: an online system which helps funders and deliverers across better manage their data, improve performance, track progress, and report against outcomes - all with the aim of evaluating their impact.</p> <p>WESP: All local authorities in Wales are required by law to have a Welsh in Education Strategic Plan (WESP). Our 10-year strategy shows how we will develop Welsh language provision in our schools based on the outcomes and targets which have been set by Welsh Government so that all our learners become confidently bilingual.</p> |