

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL
MUNICIPAL YEAR 2016-2017

**FINANCE AND PERFORMANCE
SCRUTINY COMMITTEE**

16th NOVEMBER 2016

**REPORT OF:
DIRECTOR OF EDUCATION AND
LIFELONG LEARNING**

Agenda Item No.3
UPDATE ON THE IMPLEMENTATION OF SERVICE CHANGES – RCT YOUTH ENGAGEMENT AND PARTICIPATION SERVICE

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**UPDATE ON THE IMPLEMENTATION OF SERVICE CHANGES – RHONDDA CYNON
TAF YOUTH ENGAGEMENT AND PARTICIPATION SERVICE**

1. PURPOSE OF THE REPORT

The purpose of this report is to provide Members with information on the implementation of the service changes in respect of the Youth Engagement and Participation Service to assist the Finance and Performance Scrutiny Committee in the assessment of the impact of these changes.

2. RECOMMENDATIONS

It is recommended that Members:

- 2.1 Scrutinise and comment on the information contained within this report.
- 2.2 Consider whether they wish to scrutinise in greater depth any matters contained in the report.

3. BACKGROUND TO THE REPORT

- 3.1 The Council has a statutory duty to provide youth services for 11 – 25 year olds as prescribed in section 123 of the *Learning and Skills Act (2000)*. This Act is in force in Wales under the *Youth Support Services Direction (Wales) 2002* which directs local authorities in Wales to:
 - a) Provide youth support services;
 - b) Secure the provision of youth support services, or
 - c) Participate in the provision of youth support services, having regard to guidance issued by the National Assembly.

- 3.2 In RCT the above statutory duties are the responsibility of the Youth Engagement and Participation Service with provision subject to inspection by ESTYN under the inspection of Local Authority Education Services for Children and Young People.
- 3.3 The Youth Engagement and Participation Service has been subject to two service changes as part of the Council's Medium Term Service Planning arrangements; the first in 2014 delivering a saving of £2.2M (50% budget reduction) and the second in 2016, delivering a saving of £0.346M (16% budget reduction). Members will recall that the need for a series of service changes across a number of areas, including those implemented within the Youth Engagement and Participation Service, were due to the Council needing to bridge a significant 'budget gap' primarily as a result of material reductions in funding levels.
- 3.4 The Youth Engagement and Participation Service sits within the wider Engagement and Participation Service alongside the Attendance and Wellbeing Service, the Supporting engagement in Education Employment and Training (SEET) Service and the ESF Projects Team.
- 3.5 The aim of the Youth Engagement and Participation Service is to support young people aged 11-25yrs to achieve their full potential and overcome barriers to learning and progression. To achieve this aim, the early identification of young people through Vulnerability Profiling is the foundation of the Service.
- 3.6 Vulnerability profiling is the Council's agreed single approach to the early identification of those individuals at risk of disengaging from learning as a result of socio-economic barriers they face outside of the school environment. It provides the Youth Engagement and Participation Service with the means to target and allocate resources; plan provision; and evaluate its impact to ensure that young people are receiving the support they need.

4. SERVICE CHANGE ONE – JANUARY 2014 (IMPLEMENTED JUNE 2014)

- 4.1 As part of the Council's Medium Term Service Planning arrangements, the Council's Cabinet agreed, following a period of public consultation, a service change for the former Services for Young People service at its meeting on 8th January 2014. Of the three options proposed, Cabinet chose to reconfigure the Service around the 17 secondary schools in RCT, in line with the new Welsh Government Youth Work Strategy, delivering a saving of £2.2M (50% budget reduction).
- 4.2 In order to deliver the service change and make the Service viable a comprehensive overhaul of the Service was required, which resulted in the disestablishment of all existing posts, the closing of the Council's part time Youth Centres and the displacement of a number of employees.

Saving £M	Staff Reduction	
	FTE	Headcount
2.2M	36.88	209

- 4.3 The staffing changes were managed in line with the Council's Management of Change process in consultation with the Trade Unions. This provided opportunities for Officers to remain in the Service; be re-deployed to other posts within the Council; or leave voluntarily. The new service became effective from 1st June 2014.

4.4 The following principles were followed in the design of the new Service:

- Equitable and consistent service delivery across RCT is paramount
- Focus on full time front line deployment of staff to offer maximum visibility and support to young people
- The work of the Service needs to contribute to strategic priorities as set out in the Single Integrated Plan and align with operational arrangements within Education and Lifelong Learning
- Increase current youth work offer through co-productive partnerships with schools and voluntary sector providers
- Develop clear aims and objectives against which performance and impact can be measured
- Ensures that the core elements of the Welsh Government Strategy for Youth Work are delivered.

4.5 To support the process of service transformation and reflect the significant changes required to align youth service delivery with Education priorities, the Service was renamed the Youth Engagement and Participation Service.

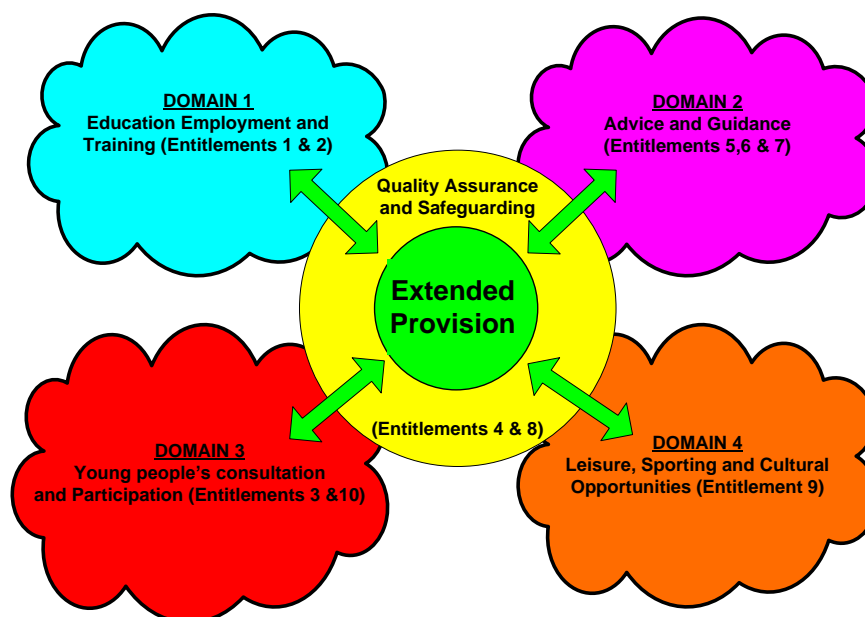
4.6 Service delivery was focused on the following key activities:

- Provide **targeted support** that is driven and directed by vulnerability profiling data to **young people aged 11-25yrs at risk of disengagement**
- **Prevent young people becoming NEET** and support those who are
- Contribute to the early intervention agenda by **reducing the number of young people entering statutory services**
- Ensure young people's **equitable access to their entitlements** Provide activities and **one to one support for young people to engage and participate** in all aspects of learning to secure positive outcomes
- Work closely with community based partners to ensure a **comprehensive youth offer** to young people at a local level

Implementation – provision

4.7 To deliver our statutory duty to secure the provision of Youth Support Services, two nights of extended open access provision was delivered from each of the 17 secondary school sites; combining the benefits of the previous e3+ chill out and youth club provision. This ensured equitable service provision across the whole of RCT. Each cluster was allocated an Enrichment budget which is a flexible budget for activities and casual support staff.

4.8 Extended provision is planned and delivered within the domains set out in the RCT Youth Support Services Strategy as identified in the diagram below in order to ensure that young people have appropriate access to their ten entitlements as set out in the Welsh Government document Extending Entitlement: Supporting Young People in Wales (2002) .



4.9 The Youth Engagement and Participation Service also provides one to one support via the Youth Re-engagement Officers for young people referred to the Service for the following reasons:

- Attendance rates of between 86%-90% for pupils in Key Stage 4
- Pupils experiencing multiple in-year transfers
- Young people aged 16+ in Tier 1 (Education, Employment or Training destination unknown)
- Vulnerable young people in need of support (Identified as Amber through Vulnerability Profiling)
- Young people with low participation levels who are socially isolated

Implementation – staffing and roles

4.10 In order to appropriately manage service delivery Team Leader posts were established. These posts had line management responsibility as well as a Service wide thematic role to embed the following:

- Closing the Gap (between the attainment and engagement rates of Free School Meal (FSM) and nonFSM pupils)
- Early Intervention
- Accreditation (accredited informal learning opportunities)
- Young People's Entitlements
- Duke of Edinburgh

4.11 In order to maximize the visibility of the Service for young people two full time frontline members of staff were based in each of the 17 secondary schools in RCT with a remit to operate across that school cluster area. Each secondary school was allocated a Youth Participation Officer (YPO) and a Youth Re-engagement Officer (YRO) that undertook the following duties:

- The **Youth Participation Officers** were responsible for managing the development of a wide range of positive activities for young people and ensuring young people's participation in Youth Forums. These officers work alongside the existing 8 5x60 Officers to provide physical activity.

- The **Youth Re-engagement Officers** were responsible for providing more intensive targeted one to one support for young people identified as at risk of disengaging and to support them to access educational, employment and training opportunities. They also provided the Lead Worker function as set out in the Welsh Government's Youth Engagement and Progression Framework.

Implementation – partnership work with schools

- 4.12 The Youth Engagement and Participation Service clearly set out the contribution it makes to the priorities of schools and the wider Education department through the referral criteria as outlined in section 4.8 of this report. The referral process was also set up to align with the existing Attendance and Wellbeing Service and the SEETs Team referral processes to simplify procedures by providing a single point of referral for schools.
- 4.13 The establishment of a formal service agreement between the Youth Engagement and Participation Service and each individual secondary school clearly set out their respective functions in relation to the local authority's statutory duty to provide youth support services. Further detail of the content of the service agreement can be found in Appendix A.

5. IMPACT OF SERVICE CHANGE ONE

- 5.1 The table below shows the Youth Engagement and Participation Service's 'reach' (number of individual young people engaged in Open Access activities organised by the Service) for the first term of the fully operational new Service – 1st September 2014 to 31st December 2014 compared to the same period for the previous year. It also shows this 'reach' in terms of the vulnerability profiling status of individuals which seeks to identify those at risk of disengaging from learning as a result of socio-economic factors they face outside of the school environment.

Initial Reach – Sept – Dec		
Sept – Dec 2013	Sept – Dec 2014	Variance
7641	6914	-727 -9%
Engagement by VP (Baseline Sept – Dec 2014)		
	% of cohort	No. individuals
Red (high risk)	39%	392
Amber (significant risk)	41%	798
Green (low risk)	39%	1837
White (no known risk)	39%	1869

- 5.2 **Despite a 50% budget reduction, the Service only saw a participant rate decrease of 9% in the first term of the 2014-2015 academic year, when compared to the same period in 2013-2014.**
- 5.3 As the service change marked the first use of Vulnerability Profiling data as a performance management measurement tool, the Autumn Term 2014-2015 provided a baseline measurement of engagement of young people by their vulnerability profiling status. Targeting those young people identified as 'amber' in terms of their

risk of disengaging from learning, this baseline data showed a positive start for the new targeted Service.

- 5.4 The table below shows the Youth Engagement and Participation Service's 'reach' (number of individual young people engaged in Open Access activities organised by, and receiving one to one support from, the Service) for the first academic year of the fully operational new Service – 1st September 2014 to 31st August 2015 compared to academic year 2013-2014. It also shows the 'reach' by age for 2014-2015 by financial year in line with national benchmarking. Finally it shows 'reach' in terms of the vulnerability profiling status of individuals, which seeks to identify those at risk of disengaging from learning as a result of socio-economic factors they face outside of the school environment.

Annual Reach (academic year)		
2013-2014	2014-2015	Variance on previous year
11755	11321	-434 - 3.7%
Reach by age (financial year)		
	% population	Welsh average
11-16yrs	68%	n/a
11-19yrs	45%	31%
Engagement by VP status (academic year)		
	2014-2015	
	% of cohort	No. individuals
Red (high risk)	64%	732
Amber (significant risk)	71%	1274
Green (low risk)	69%	3267
White (no known risk)	67%	3718

- 5.5 **Despite a 50% budget reduction the Service only saw a participant rate decrease of 3.7% in the first academic year 2014-2015, when compared to the same period in 2013-2014. In 2014–2015 the Service engaged with 45% of young people aged 11-19yrs, performing 14% above the National Welsh Average.**
- 5.6 As the service change marked the first use of Vulnerability Profiling data as a performance management measurement tool, the academic year 2014-2015 provided a baseline measurement of engagement of young people by their vulnerability profiling status. Targeting those young people identified as 'amber' in terms of their risk of disengaging from learning, this baseline data showed a positive start for the new targeted Service having engaged with 71% of this cohort in 2014-2015.
- 5.7 A detailed breakdown of young people's engagement in Open Access provision with the Youth Engagement and Participation Service by school and vulnerability profiling status for the academic year 2014-2015 can be found in Appendix B. Please note this data does not include those young people accessing the Service for one to one support for attendance, engagement or NEET support, only those young people attending organised activities.

- 5.8 The table below shows the performance of the Youth Engagement and Participation Service in relation to supporting young people in Key Stage 4 to improve their school attendance rates. It shows the performance for both the first term of the new Service being operational - 1st September 2014 to 31st December 2014 as well as the first full academic year 1st September 2014 to 31st August 2015.

Attendance	Sept – Dec 2014	Full year 2014 – 2015
Number of referrals received	45	127
Number of cases closed as a result of improved attendance	40	88
% of cases closed as a result of improved attendance	88%	69%
Number of young people prevented from entering statutory services	40	88

- 5.9 Of 45 attendance referrals received by the Service from secondary schools in RCT, during the Autumn term 2014-2015, 88% of those referrals were closed as a result of improved attendance. For the full academic year 2014-2015 69% of the 127 attendance referrals received were closed as a result of improved attendance. Where improved attendance was not secured referrals were made to the Attendance and Wellbeing Service for specialist intervention. **In total 88 young people were prevented from entering statutory services in 2014-2015 as a direct result of the Youth Engagement and Participation Service intervention.** A case study highlighting the positive impact of intervention from the Service on pupil attendance can be found in Appendix C.
- 5.10 The table below shows the performance of the Youth Engagement and Participation Service in relation to locating young people aged 16-18yrs not known to services and supporting them to engage in education, employment and training. It shows the performance for both the first term of the new Service being operational - 1st September 2014 to 31st December 2014 as well as the first full academic year 1st September 2014 to 31st August 2015.

SEETs – Tier 1	Sept – Dec 2014	Full year 2014 – 2015
Number of referrals received	43	156
Number of young people located	43	156
% of young people located	100%	100%
Number of young people engaged in Education, Employment and Training	35	93

- 5.11 Of the 43 Tier 1 referrals received by the Service during the Autumn term 2014–2015, 100% of those referrals were successfully located, with 81% of the young people supported into Education, Employment and Training. **For the full academic year 2014-2015, 156 Tier 1 referrals were received by the Service with 100% of those young people being successfully located and 60% of those supported into Education, Employment and Training.**
- 5.12 The table below shows the performance of the Youth Engagement and Participation Service in relation to supporting young people aged between 11-25yrs to engage and participate in positive activities, education or training to reduce their social

isolation. It shows the performance for both the first term of the new Service being operational - 1st September 2014 to 31st December 2014 as well as the first full academic year 1st September 2014 to 31st August 2015.

Engagement	Sept – Dec 2014	Full year 2014 – 2015
Number of referrals received for young people identified as 'amber' by vulnerability profiling in need of support to engage	117	385
Number of cases closed as a result of improved engagement	26	226
% of cases closed as a result of improved engagement	22%	59%

- 5.13 For the full academic year 2014-2015, 59% of the 385 referrals received were closed as a result of improved engagement. A significant proportion of the 41% of the cases not closed in 2014-2015 remained open to the Service into 2015-2016.

6. REVIEW OF SERVICE CHANGE ONE WITH STAFF

- 6.1 Following year one of the service change an annual service review was undertaken with staff. In preparation a questionnaire was completed by all staff asking them to indicate from both a personal perspective and a Service perspective; if they felt the council values had been met (the questionnaire can be found in Appendix D). Questionnaires were completed in confidence and sent directly to the Head of Service for analysis, findings were shared at the annual full service review meeting on 1st June 2015.
- 6.2 The review meeting comprised of a series of workshops that explored the differences between staff perceptions of their individual values and the Service values; overcoming difficulties; and making improvement.
- 6.3 A working group of frontline staff was established to carry forward improvement suggestions made at the annual review meeting. The working group identified which of the suggestions were to be prioritised, taking into account comments made by staff during the workshops. The working group presented the priority improvements to the whole Service on 31st July 2015 stating the actions on how the improvements would be addressed.
- 6.4 The agreed changes to working practices included creating more opportunities to share good practice, develop thematic working groups, map/record staff expertise and create a resource library. All staff embraced these changes as a means to improve communication.

7. SERVICE CHANGE TWO – FEBRUARY 2016 (IMPLEMENTED JUNE 2016)

- 7.1 As part of the Council's Medium Term Service Planning arrangements, the Council's Cabinet agreed a service change for the former Services for Young People service at its meeting on 10th November 2015. Despite the significant 50% budget reduction in 2014, Rhondda Cynon Taf was benchmarked second in Wales for core budget

allocation for youth services in 2015-2016. Of the eight options proposed, Cabinet chose the following three, delivering an estimated £384k saving, to consult upon:

Options		Estimated Saving £'000
3	The number of core funded YEPS staff per cluster is reduced from 2 x FTE to 1.5 x FTE	303
4	The level of enrichment budget funding for mainstream schools is reviewed and reduced by 10% to reflect the reduction in frontline staff	38
7	Management arrangements are reviewed and reduced to reflect the reductions in frontline service delivery	43
Total		384

7.2 The consultation for the service change opened on 23rd November 2015 and closed on 18th January 2016. Consultation was carried out via a questionnaire and engagement sessions. A young person's consultation booklet 'Have your say' was produced, in order to ensure the views of as many young people as possible were captured and the Youth Engagement and Participation Service organised further consultation sessions through school council meetings and extended provision sessions.

7.3 Following the public consultation period, at its meeting on 4th February 2016, the Council's Cabinet agreed to withdraw option 4 and retain the existing level of enrichment budget funding. This resulted in a saving of £346k (16% budget reduction).

7.4 Delivering the service change required a reduction in staff and a subsequent displacement of employees. As per the first service change the staffing changes were managed in line with the Council's Management of Change process in consultation with the Trade Unions. This provided opportunities for Officers to remain in the Service; be re-deployed to other posts within the Council; or leave voluntarily.

Saving £'000	Staff Reduction	
	FTE	Headcount
346	9.5	10

7.5 It was important that the implementation of the service change recognised the measurable successes of the Service since the first service change; built upon the strong foundations and relationships already in place; and recognised the need to be clear about the expectations on a reduced staffing structure.

7.6 In preparing for the changes the opportunity was taken to refocus elements of the Service based upon the following evaluative feedback:

- Staff feedback from the YEP Annual Service Review
- Feedback from School Contacts working alongside YEP Service staff in the schools
- Young people's views as stated in the RCT Extending Entitlement (Viewpoint) Survey in Autumn 2015.

7.7 The Service delivery model was to remain focused around secondary schools however it was to have an increased emphasis on the following service developments as identified from evaluative feedback:

- Creation and implementation of a 'community offer' of activities and opportunities for young people within a geographical area, supported by the Enrichment Budget and delivered in partnership with voluntary sector organisations
- Provision of specialist support for young people who attend Pupil Referral Unit's and are EOTAS
- Engagement of young people aged 16+

7.8 This required changes to be made to frontline roles in order to retain a presence in all 17 mainstream schools whilst improving visibility in non mainstream education settings and developing wider community links. It also required changes to be made to the management of these frontline roles in order to ensure provision continued to be in place for young people 52 weeks of the year.

Implementation – staffing and roles

7.9 In order to appropriately manage service delivery, Team Leader posts were reviewed. As a result the Duke of Edinburgh and Young People's Entitlements Team Leader posts were disestablished and the Community Engagement and Rights post was created.

7.10 In order to maintain continuity of service and maximise visibility, one frontline member of staff was based in each of the 17 secondary schools in RCT. A further 9 members of staff were situated in the community.

- The **Youth Engagement Officers** are responsible for providing intensive targeted one to one support for young people identified as at risk of disengaging and to support them to access educational, employment and training opportunities. They are also the 'point of contact' for all positive activities taking place on school site. These Officers are school based.
- The **Youth Engagement and Progression Officers** (YEPO) are responsible for providing intensive targeted one to one support for young people post 16 and those that attend Special Schools. The young people are identified as at risk of disengaging and officers support them to access educational, employment and training opportunities. The YEPO's also provide the lead worker function as set out in the Welsh Government's Youth Engagement and Progression Framework and take a lead on the 16+ youth forums. These Officers are community based.
- The **Community Youth Offer Coordinators** are responsible for managing the coordinating, planning, procurement and implementation of positive activities for young people across localities. They are responsible for the enrichment budget and managing the Engagement Support Officers. These Officers are community based and work alongside the existing 7 5x60 Officers to provide physical activity.

Implementation – partnership work with schools

- 7.11 It was important that the Youth Engagement and Participation Service clearly outlined the impact of this service change to schools. Through individual meetings with each school the role of the new Youth Engagement Officers was explained and schools were assured of the Service's ongoing commitment to contributing to the priorities of schools and the wider Education department.
- 7.12 The formal service agreements between the Youth Engagement and Participation Service and each individual secondary school were revised to reflect the reduction in staff based in schools.

8 IMPACT OF SERVICE CHANGE TWO

- 8.1 The table below shows the Youth Engagement and Participation Service's overall 'reach' (number of individual young people engaged in Open Access activities organised by the Service) for the period from the service change implementation date - 1st June 2016 to the end of the academic year - 31st August 2016. It compares this figure with the same period for the last two years.

Initial Reach – June – Aug				
June – Aug 2014	June – Aug 2015	Variance on previous year	June – Aug 2016	Variance on previous year
2756	4568	+65.75%	3603	-21.13%

- 8.2 Whilst the 2016 data shows a participant rate decrease of 21.13% from 2015, it also shows that the participation rates in 2016 remain 30.73% above the 2014 rates for the same period.
- 8.3 The table below shows the Youth Engagement and Participation Service's 'reach' (number of individual young people engaged in Open Access activities organised by, and receiving one to one support from, the service) for last academic year 2015-2016 compared to the previous two academic years 2013-14 and 2014-15. It also shows this 'reach' by age for the last two financial years in line with national benchmarking. Finally it shows 'reach' in terms of the vulnerability profiling status of individuals which seeks to identify those at risk of disengaging from learning as a result of socio-economic factors they face outside of the school environment for the past two academic years.

Annual Reach (academic year)				
2013-2014	2014-2015	Variance on previous year	2015-2016	Variance on previous year
11755	11321	-3.7%	10233	-9.6%
Reach by age (financial year)				
	% population	Welsh average	% population	Welsh average
11-16yrs	68%	n/a	57%	n/a
11-19yrs	45%	31%	45%	28%

Engagement by VP status (academic year)				
	2014-2015		2015-2016	
	% of cohort	No. individuals	% of cohort	No. individuals
Red	64%	732	73%	831
Amber	71%	1274	67%	1195
Green	69%	3267	65%	3168
White	67%	3718	62%	3238

- 8.4 **Following the 16% budget reduction during the year the Service has seen a participant rate decrease of 9.6% in the first academic year 2015-2016, when compared to the same period in 2014-2015. It is important to note that service change two has had a part year (3 months) impact on this performance figure. During the financial year 2015-2016 the Service engaged with 45% of young people aged 11-19yrs, maintaining performance 17% above the Welsh National Average.**
- 8.5 **National benchmarking data for 2016 ranks RCT 4th in Wales for 11-19yrs reach and 5th in Wales for 11-25yrs reach. This is an improvement from 7th for 11-19yrs reach and joint 5th for 11-25yrs in 2015.**
- 8.6 During the academic year 2015-2016 the Service engaged with 67% of young people identified as 'amber', as its targeted cohort. This is a decrease of only 4% (61 young people) from 2014-2015, despite the reduction in budget and staffing levels.
- 8.7 A detailed breakdown of young people's engagement in Open Access provision with the Youth Engagement and Participation Service by school and vulnerability profiling status for the academic year 2015-2016 can be found in Appendix E. Please note this data does not include those young people accessing the Service for one to one support for attendance, engagement or NEET support, only those young people attending organised activities.
- 8.8 The table below shows the performance of the Youth Engagement and Participation Service in relation to supporting young people in Key Stage 4 to improve their school attendance rates for 2015-2016 compared to 2014-2015.

Attendance	2014 – 2015	2015 – 2016
Number of referrals received	127	125
Number of cases closed as a result of improved attendance	88	81
% of cases closed as a result of improved attendance	69%	65%
Number of young people prevented from entering statutory services	88	81

- 8.9 The academic year 2015-2016 saw 125 attendance referrals received by the Service from secondary schools in RCT, 65% of those referrals were closed as a result of improved attendance. Where improved attendance was not secured referrals were made to the Attendance and Wellbeing Service for specialist intervention. **The data shows that despite the budget and staffing reduction, 81 young people were prevented from entering statutory services in 2015-2016 as a direct result of Youth Engagement and Participation Service intervention.**

- 8.10 The table below shows the performance of the Youth Engagement and Participation Service in relation to locating young people aged 16-18yrs not known to services and supporting them to engage in education, employment and training for 2015-2016 compared to 2014-2015.

SEETs – Tier 1	2014 – 2015	2015 – 2016
Number of referrals received	156	236
Number of young people located	156	236
% of young people located	100%	100%
Number of young people engaged in Education, Employment and Training	93	114

- 8.11 **Despite the service change, 2015-2016 saw a significant increase in the number of Tier 1 referrals received, however the Service maintained the same level of performance, locating 100% of referrals and supporting 48% of young people into Education, Employment and Training.**

- 8.12 The table below shows the performance of the Youth Engagement and Participation Service in relation to supporting young people aged between 11-25yrs to engage and participate in positive activities, education or training to reduce their social isolation for 2015-2016 compared to 2014-2015.

Engagement	2014 – 2015	2015 – 2016
Number of referrals received for young people identified as 'amber' by vulnerability profiling in need of support to engage	385	218
Number of cases closed as a result of improved engagement	226	115
% of cases closed as a result of improved engagement	59%	53%

- 8.13 A total of 218 engagement referrals were received by the Service during the academic year 2015-2016 with 53% of cases closed due to improved engagement.

9. IMPACT ON COUNCIL PRIORITIES

- 9.1 Over the past two years since June 2014, through both Open Access provision and the provision of one to one support the Service has engaged with a total of 13,181 individual young people and 80% of the young people identified as amber on vulnerability profiling during the same period. This provides evidence that the Service has been successful in targeting those young people at significant risk of disengagement from learning. Combined with the outcome data for young people that have received one to one support from the Service it is possible to conclude that the Service has had a direct positive impact on the Council priorities identified in the Single Integrated Plan and the Corporate Plan, namely increasing school attendance rates and reducing the NEET rates in RCT.
- 9.2 Between academic years 2013-2014 and 2015-2016 the Youth Engagement and Participation Service has prevented 169 young people aged 14-16yrs from entering statutory education services. During the same period of time secondary school attendance rates in RCT have improved by an impressive 0.8%.

- 9.3 Between academic years 2013-2014 and 2015-2016 the Youth Engagement and Participation Service has located 392 young people aged 16-18yrs who were unknown to any service following leaving statutory education. During the same period of time the NEETs rate in RCT has decreased by 0.4%.

10. EXTERNAL REGULATION AND RECOGNITION

- 10.1 The Welsh Government launched the Quality Mark for Youth Work in Wales in October 2015 to provide a robust, independent, external assessment for the quality and performance of organisations that deliver youth work in Wales. As the first organisation in Wales to have been awarded the Quality Mark the Youth Engagement and Participation Service was judged by external assessors to have met all standards with the highest level of competence.
- 10.2 The Youth Engagement and Participation Service was shortlisted for three awards in the 2016 National Youth Work Excellence Awards. Runners up in the 'Outstanding Arts and Media Youth Work Project' and the 'Making a Difference' categories; the Service won the Award for 'Outstanding Youth Work Project which Supports Young People's Engagement with Formal Education'.
- 10.3 As the only Local Authority in Wales to be invited to speak at the 2016 National Youth Work Conference, the Head of Engagement and Participation for RCT delivered a keynote speech on the unique contribution youth work makes to improving attendance, attainment and behaviour alongside the Head of Ferndale Community School who outlined how the Youth Engagement and Participation Service added value within the school environment.

11. FUTURE PRIORITIES

- 11.1 The priorities for the Youth Engagement and Participation Service for 2016-2017 are:
- Continue to embed the newly configured Service across Secondary schools in RCT and the community
 - Develop a community 'youth offer' that links with community groups
 - Develop and deliver Information, Advice and Guidance sessions/provision across RCT through positive activities, extended provision in partnership with community groups.
 - Develop improved communication with young people through the use of social media and the Wicid website.

12. CONCLUSION

- 12.1 This report sets out the impact of the service change process on both the performance of the Youth Engagement and Participation Service and the outcomes for young people as the beneficiaries of the Service.
- 12.2 Despite two service changes in close succession the Youth Engagement and Participation Service continues to reach a significant proportion of young people in RCT and delivers positive outcomes that directly contribute to Council priorities.

- 12.3 By working in partnership with schools, parents, external organisations and the wider community the Youth Engagement and Participation Service will continue to deliver positive outcomes for young people across the County Borough.

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APPENDIX A

Youth Engagement and Participation Service Partnership Agreement with Schools

The Youth Engagement and Participation Service provides support for young people aged 11 – 25. Services are developed and delivered to meet the needs of young people at a local level within each of the 17 secondary school cluster areas in RCT. Working in partnership with a range of services and organisations, this includes a comprehensive programme of extended open access provision, out of hours learning and targeted support aimed at reducing disengagement.

This agreement sets out how the Youth Engagement and Participation Service and the school will carry out their respective functions in relation to the new service delivery model.

Council responsibilities	Governing body responsibilities in consultation with the senior leadership team:
<ul style="list-style-type: none"> • Provide two full time Youth Engagement and Participation (YEP) staff to each secondary school • Provide Engagement Support Officer resources to each secondary school to support extended provision • Line management and accountability for all YEP Service staff working in schools • Accountability during extended provision – this includes Health and Safety, risk assessments for activities, adherence to the All Wales off site educational visits guidance (EVC), public liability insurance and safeguarding • Allocation of an Enrichment budget to support the development of positive activities such as issue based work, after school activities and holiday provision that link to key curriculum areas (All spend to be approved by the Council prior to any activity taking place) • To ensure all external activity providers and tutors have been approved with necessary checks completed i.e. DBS, insurance • Consult with schools to ensure the workplans of YEPS staff support school priorities related to improving pupil attendance, engagement and participation providing schools with workplans on a termly basis 	<ul style="list-style-type: none"> • Provide appropriate accommodation and ICT access for Youth Participation Officer and Youth Re-engagement Officers based in the school, during the school week, weekends and at holiday periods • Identify a member of SLT to act as lead contact to manage day to day operational arrangements and liaise with YEP Service management team • Provide appropriate induction training for Youth Engagement and Participation staff allocated to schools • Provide two nights of extended open access provision per week (i.e. provision open to young people within the geographical area, not just those on roll at the school) • To ensure appropriate caretaking is provided to include opening and closing of building and the planning of cleaning schedules to accommodate extended provision and holiday provision • Support the promotion of YEP service activity across the geographical cluster area to ensure parents/carers/families are fully informed of Youth Engagement and Participation activity • To assist YEP staff with running the extending entitlement Viewpoint and Sport Wales consultation with the young people on a biennial basis to identify need

<ul style="list-style-type: none"> • Provide a rolling programme of staff training to ensure staff are up to date with emerging theory and practice relating to engagement and participation including ensuring all staff receive training to carry out their responsibilities relating to child protection effectively • In partnership with schools, seek to evaluate the effectiveness and impact of interventions • Ensure that consistent data management systems are in place to make sure that project delivery and finances are effectively monitored and controlled 	<ul style="list-style-type: none"> • Adhere to YEPS service procedures and protocols to support the effective monitoring of provision i.e. referral and financial procedures
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Signed Headteacher Date

Signed Chair of Governors Date

Signed YEP Service Manager Date

APPENDIX B

YEPS Engagement rates for Open Access provision by school and by Vulnerability Profiling status
September 2014 to August 2015

School	School Roll	Participants engaged with YEPS	% engaged	School Roll Red	Reds engaged	% engaged	School Roll Amber	Ambers engaged	% engaged	School roll Green	Greens engaged	% engaged	School roll White	Whites engaged	% engaged
Aberdare	1343	1076	80.12%	127	95	74.80%	183	145	79.23%	414	316	76.33%	385	262	68.05%
Bryncelynog	1046	535	51.15%	44	27	61.36%	131	84	64.12%	317	197	62.15%	381	223	58.53%
Cardinal Newman	761	334	43.89%	26	17	65.38%	75	50	66.67%	203	116	57.14%	262	130	49.62%
Ferndale	636	488	76.73%	61	47	77.05%	99	77	77.78%	196	130	66.33%	168	122	72.62%
Hawthorn	816	564	69.12%	59	33	55.93%	108	73	67.59%	271	155	57.20%	248	126	50.81%
Maesgwyn	128	45	35.16%	67	27	40.30%	24	16	66.67%	0	0	0.00%	0	0	0.00%
Mountain Ash	837	566	67.62%	71	53	74.65%	127	85	66.93%	230	176	76.52%	270	193	71.48%
Park Lane	58	53	91.38%	44	27	61.36%	14	8	57.14%	0	0	0.00%	0	0	0.00%
Pontypridd	1030	752	73.01%	79	52	65.82%	121	88	72.73%	317	221	69.72%	362	241	66.57%
Porth	952	742	77.94%	83	58	69.88%	129	95	73.64%	273	206	75.46%	287	223	77.70%
St Johns	1010	450	44.55%	20	10	50.00%	84	43	51.19%	276	172	62.32%	404	256	63.37%
Tonypandy	744	405	54.44%	58	38	65.52%	97	71	73.20%	221	158	71.49%	203	141	69.46%
Tonyrefail	936	556	59.40%	67	56	83.58%	97	71	73.20%	274	210	76.64%	342	229	66.96%
Treorchy	1630	712	43.68%	83	54	65.06%	155	97	62.58%	508	309	60.83%	525	295	56.19%
Ty Coch	61	27	44.26%	50	17	34.00%	12	4	33.33%	0	0	0.00%	0	0	0.00%
Y Pant	1302	943	72.43%	54	47	87.04%	88	78	88.64%	380	302	79.47%	566	478	84.45%
YG Cymer	759	672	88.54%	19	13	68.42%	61	44	72.13%	241	172	71.37%	345	252	73.04%
YG Garth Olwg	801	732	91.39%	24	16	66.67%	73	49	67.12%	271	149	54.98%	406	217	53.45%
YG Llanhari	386	438	113.47%	27	19	70.37%	66	54	81.82%	250	194	77.60%	252	195	77.38%
YG Rhydywaun	998	499	50.00%	8	5	62.50%	35	27	77.14%	101	84	83.17%	173	135	78.03%
Ysgol Hen Felin	87	64	73.56%	67	21	31.34%	22	15	68.18%	0	0	0.00%	2	0	0.00%
Totals	16321	10653	65.27%	1138	732	64.32%	1801	1274	70.74%	4743	3267	68.88%	5581	3718	66.62%

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APPENDIX C

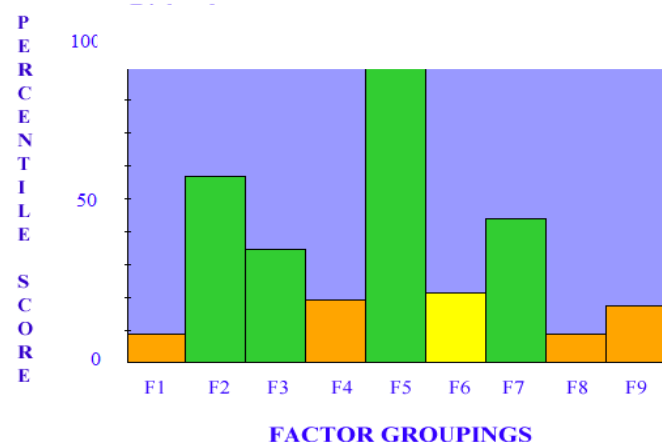
Case Study of one to one work undertaken by the Youth Engagement and Participation Service

The Youth Engagement and Participation Service uses the Pupil Attitude to School and Self (PASS) tool to measure the impact of the one to one support it provides for young people referred to the Service. Used for assessment purposes at the outset, this tool plots a young person's attitude and perception across nine aspects, providing visual identification of areas in which focused work needs to be undertaken in order to improve outcomes. Used again at the end of an intervention period, the PASS tool allows the measurement of the impact the intervention has had.

CR is a 14 year old male who was referred to the Service in December 2015 due to his lack of engagement and social isolation. At the time of referral his school attendance rate was **77%**. The PASS graphs below show the positive impact of the intervention CR received from the Youth Engagement and Participation Service on his attitude and perceptions of school and himself. At the point of case closure in early 2016 CR's school attendance rate had risen to **92.6%**.

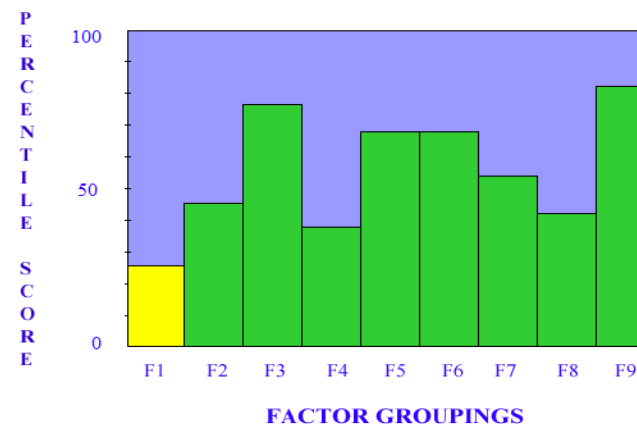
CR SUMMARY REPORT – OPENING

PUPIL ATTITUDES TO SELF & SCHOOL: Cameron



(N.B. Higher the percentile score the more positive the pupil attitude / self-perception)

CR SUMMARY REPORT – CLOSE



(N.B. Higher the percentile score the more positive the pupil attitude / self-perception)

Factor 1 - Feelings about school
Factor 2 - Perceived Learning Capability
Factor 3 - Self-regard as a learner

Factor 4 - Preparedness for learning
Factor 5 - Attitudes to teachers
Factor 6 - General work ethic

Factor 7 - Confidence in learning
Factor 8 - Attitude to attendance
Factor 9 - Response to curriculum demands

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APPENDIX D

YOUTH ENGAGEMENT AND PARTICIPATION SERVICE

Annual Service Review - June 2015

Name:
Post:

Please take a look at the statements below and indicate from a personal perspective and a Youth Engagement and Participation Service perspective whether you feel the following have been achieved:

	Self ✓ or x	Service ✓ or x
Integrity		
• open and transparent in decision making processes and actions		
• always acts with integrity and protect the Council's interests		
• cares for the environment and the society in which we work and consider the impact of the work done in these areas.		
Openness		
• consults with and listen to the young people of RCT and enables opportunities for their involvement in the Council's decision making processes		
• genuinely puts young people at the centre by being consultative, visible and trusted		
• promotes a culture of open, honest and transparent communication		
Accountability		
• committed and reliable and take accountability for all we do		
• provides excellent customer service and demonstrates professionalism at all times		
• acts with fairness and consistency		
Continual Improvement		
• continually challenges ourselves and the services we deliver and continually learns and develops		
• creates a culture of innovation and improvement and embraces change and achieves outstanding results		
• supports others to adapt to change and takes responsibility for responding to challenges creatively		
Equitable Delivery		
• works effectively with people both inside and outside the Council and proactively builds strong relationships in order to achieve goals		
• provides services that are accessible and make a difference for young people		
• manages resources efficiently and effectively in order to provide best possible value and service delivery		
• takes pride in delivering high quality services, efficiently and cost effectively		
Respect		
• enables fair and equal access to all Council services		
• respects, values and recognises others for the difference that they bring to their work in the Council and the Communities we serve		
• recognises that diversity brings added value to the Council and helps us grow, develop and provide better services.		

Please think about the past 12 months:

What has the service delivered on?

What has the service failed to deliver on?

Please describe your proudest moment

What has been most difficult for you?

With respect to all of the above, do you have any suggestions of how together we can improve the Youth Engagement and Progression Service?

APPENDIX E

YEPS Engagement rates for Open Access provision by school and by Vulnerability Profiling status
September 2015 to August 2016

School	School Roll	Participants engaged with YEPS	% engaged	School Roll Red	Reds engaged	% engaged	School Roll Amber	Ambers engaged	% engaged	School roll Green	Greens engaged	% engaged	School roll White	Whites engaged	% engaged
Aberdare Community School	1327	1044	78.67%	145	130	89.66%	163	147	90.18%	422	342	81.04%	343	238	69.39%
Bryncelynnog Comprehensive	1047	643	61.41%	46	40	86.96%	109	78	71.56%	290	207	71.38%	444	260	58.56%
Cardinal Newman	790	318	40.25%	30	20	66.67%	87	40	45.98%	218	118	54.13%	256	135	52.73%
Ferndale Community School	611	446	73.00%	70	57	81.43%	123	86	69.92%	215	160	74.42%	100	78	78.00%
Hawthorn High School	759	382	50.33%	53	35	66.04%	121	62	51.24%	274	146	53.28%	196	95	48.47%
Maesgwyn School	136	52	38.24%	64	34	53.13%	22	16	72.73%						
Mountain Ash Comprehensive	860	461	53.60%	82	47	57.32%	137	76	55.47%	236	163	69.07%	265	199	75.09%
Park Lane School	61	35	57.38%	35	27	77.14%	6	5	83.33%						
Pontypridd High School	971	693	71.37%	65	51	78.46%	85	64	75.29%	283	196	69.26%	389	255	65.55%
Porth County Comprehensive	967	593	61.32%	97	80	82.47%	116	84	72.41%	301	210	69.77%	228	149	65.35%
St John the Baptist	1047	465	44.41%	33	21	63.64%	88	48	54.55%	353	219	62.04%	306	173	56.54%
Tonypany Community College	711	431	60.62%	61	42	68.85%	79	50	63.29%	199	113	56.78%	206	121	58.74%
Tonyrefail Comprehensive	928	551	59.38%	68	50	73.53%	118	74	62.71%	272	154	56.62%	326	157	48.16%
Treorchy Comprehensive	1617	797	49.29%	95	66	69.47%	172	113	65.70%	471	298	63.27%	534	320	59.93%
Y Pant Comprehensive	1290	634	49.15%	43	27	62.79%	97	65	67.01%	366	205	56.01%	561	321	57.22%
YG Cymer	736	604	82.07%	30	20	66.67%	66	43	65.15%	258	180	69.77%	226	153	67.70%
YG Garth Olwg	807	486	60.22%	19	12	63.16%	76	58	76.32%	249	153	61.45%	328	214	65.24%
YG Llanhari	413	383	92.74%	7	4	57.14%	39	26	66.67%	143	105	73.43%	162	127	78.40%
YG Rhydywaun	979	559	57.10%	25	18	72.00%	76	50	65.79%	300	199	66.33%	384	243	63.28%
Ysgol Hen Felin	92	44	47.83%	43	27	62.79%	12	8	66.67%						
Ysgol Ty Coch	66	33	50.00%	32	23	71.88%	5	2	40.00%						
Overall Engagement	16215	9654	59.54%	1143	831	72.70%	1797	1195	66.50%	4850	3168	65.32%	5254	3238	61.63%