

**DEVON YOUTH SERVICE
YOUTH WORK IN DEVON POLICY STATEMENT
AND QUALITY STANDARDS**

Policy Date: 2010

If you require further help with the interpretation of this policy and guidelines please contact Devon Youth Service at devonyouthservice.gov.uk.

DEVON COUNTY COUNCIL

CHILDREN AND YOUNG PEOPLE'S SERVICES

YOUTH WORK IN DEVON POLICY

Any comments or observations on the Youth Work in Devon Policy or the Quality Standards should be sent to:

Devon Youth Service
Queens House
Little Queen Street
Exeter
EX2 3LJ 01392 380261

Email: john.calvert@devon.gov.uk

DEVON YOUTH SERVICE

1. CONTEXT

- 1.1 Devon Youth Service is a discrete, centrally managed service. It is an integral part of the Children and Young People's Services Directorate of Devon County Council.
- 1.2 Devon Youth Service contributes to the delivery of the Devon Children and Young People's Plan 2008 – 2011 , which sees the Youth Service as having a key role in ensuring that young people 'have the capacity to enjoy a balanced and fulfilled life ... and to contribute more widely to the well being of their communities'. DCC has therefore committed itself to deliver 'improved Youth Services to support young people in the transition to adulthood'.
- 1.3 Devon Youth Service will contribute particularly to those sections of the Children and Young People's Plan relating to the Integrated Youth Support Service
- access to good information, advice and guidance
 - positive activities for young people – things to do, places to go
 - volunteering
 - targeted youth support to achieve earlier intervention, built on a clear picture of need and personalised packages of support.
- 1.4 This revision should be read in conjunction with the simultaneously developed Youth Work Quality Standards and the Devon Youth Offer.
- 1.5 This statement recognises the changing national climate initiated by 'Aiming High for Young People: A Ten Year Strategy for Positive Activities'

2 STATEMENT OF PURPOSE

The twin purposes of Youth Work in Devon are:

- 2.1 to support, challenge, and enable the learning of young people in order that they may realise their full potential in shaping their own lives, and;
- 2.2 To promote the social and economic inclusion of all young people so that they can contribute to, influence and be valued as part of their communities and of society as a whole.

YOUTH WORK IN DEVON POLICY STATEMENT

3. YOUTH WORK PRINCIPLES

Not all programmes of positive activity and support to young people necessarily qualify as youth work. For the practice to be regarded as youth work, it is generally accepted that the project, programme or process must be:

- 3.1 Developmental – Focused on young people’s personal and social development.
- 3.2 Community based – Developed within the context of young people’s communities.
- 3.3 Voluntary – Based on young people participating entirely by choice.
- 3.4 Needs Led – In response to young people’s own needs and interests.
- 3.5 Curriculum related – Planned around specific elements of skills, knowledge and confidence.
- 3.6 Non–Authoritarian – Negotiated with respect for young people as equals.
- 3.7 Non–Judgemental – Based on positive regard for young people and free from stereotypes.
- 3.8 Non–Stigmatising – Does not label young people as belonging to specific groupings.
- 3.9 Experiential – Relating learning to experience (past, present and planned)
- 3.10 Differentiated – Appropriate to young people’s age, stage of development and personal context.
- 3.11 Progressive – Designed to enable progression through on going learning and development.
- 3.12 Transferable – Enabling young people to apply learning to other areas of life.

- 3.13 Accountable – Reportable and open to scrutiny
- 3.14 Holistic – Viewing the young person as a whole being and meeting more than one need.
- 3.15 Participative – Encouraging active participation by the young person.
- 3.16 Anti – discriminatory – Pro active in challenging all forms of discrimination and oppression.
- 3.17 Inclusive – Open to groups who experience exclusion or discrimination.
- 3.18 Empowering – Enabling young people to exercise rightful personal power and autonomy.
- 3.19 Professional – Delivered in accordance with organisational policy and guidelines
- 3.20 Rigorous – Planned recorded, monitored and evaluated.
- 3.21 Safe – Promoting, health and wellbeing and free from unmanaged risk.
- 3.22 Fun – Enjoyable and attractive to young people, giving them freedom to play.

4. YOUTH WORK VALUES

Underpinning these principles are a small number of core global values. These provide an ethical framework for the change that youth work is commissioned to bring about, and relate directly back to its purpose.

Freedom and equality
 Education and empowerment
 Participation and democracy

5. OUTCOMES OF YOUTH WORK

- 5.1 Outcomes describe the impact of the work. The most important outcomes in youth work are those for young people themselves i.e. the various ways in which they benefit from the process. These are most commonly expressed with reference to the five outcomes set out by the Government in Every Child Matters (ECM):

Being healthy
 Staying safe

Enjoying & achieving
Making a positive contribution
Achieving economic well-being.

5.2 These outcomes do not just relate to youth work, but to the work of all partner agencies operating under the banner of Devon Children's Trust. However, because youth work is 'holistic' in approach, it is likely that once involved, young people will be benefiting in a number of different ways simultaneously.

6. TARGET AGE RANGE

6.1 Devon Youth Service aims to support young people through the major transitions involved in moving from dependence to independence. In order to achieve that and respond to the direction indicated through 'Aiming High' Devon Youth Service may work with young people aged 11 to 25 but will give priority to those in the 13 to 19 age range.

6.2 Within these parameters, not less than 80% of core funding shall be spent resourcing work with the 13-19 age range.

7. YOUTH WORK CURRICULUM

7.1 The word 'curriculum' may seem more appropriate to formal education than to youth work. However, youth work is an educational process – youth workers enable young people's informal learning, encouraging them to develop the skills, knowledge and attitudes they need and aspire to.

7.2 Success requires planning and good youth work does not happen by chance. It has to be helped to happen through a Youth Work Curriculum. This means:

*the programme or content of our work with young people and
the processes through which it is delivered and young people learn.*

- 7.3 A Youth Work Curriculum provides a sound base for:
- good youth work practice and programme planning;
 - self and peer evaluation at local group, DYS teams, and County level.

The curriculum for Youth Work in Devon is based on young people's needs, relate to service priorities, and conform to the Youth Work in Devon Quality Standards

8. COMMITMENT TO PARTNERSHIP

- 8.1 Youth Work in Devon is committed first and foremost to partnership with young people. Youth work staff and managers will work to ensure the active participation of young people at all levels in groups and forums including:

- Local youth centres, youth clubs and groups
- peer-led initiatives and peer education groups
- Local Youth Networks, forums, councils and Youth Banks
- Devon Get Ur Voice Heard and the U.K. Youth Parliament
- Young people contacted through street based youth work and mobile provision.

- 8.2 To enable the resources available through the Integrated Youth Support Service to meet the identified needs of young people whilst ensuring a range of opportunities it is essential to:

establish effective partnership at County, District and locality levels between statutory and voluntary youth organisations;

promote appropriate partnerships through the Integrated Youth Support Service local structures as part of the Children and Young People's Strategic Partnership.

9. POLICIES

Youth Work in Devon adheres to Devon County Council policies and, where appropriate, develops policies and guidelines specific to the context of work with young people. Currently these include :

- Quality Standards
- Confidentiality Guidelines
- Sexual Health and Relationships Policy and Guidelines
- Substance Education and Management Guidelines
- Young People and Disability Guidelines
- Street Based Youth Work Policy and Guide lines
- Flexible Working Time and Time off in lieu policy
- Volunteer Policy
- Lone Working Policy
- Health and Safety Policy
- Centre Based Youth Work Policy

YOUTH WORK IN DEVON QUALITY STANDARDS

STAFFING AND STAFF DEVELOPMENT

All Youth Work Staff will:

- S1 be qualified or in training for qualification as stipulated in the National JNC report for Youth and Community Workers.
- S2 have a clear view of their purpose, aims, objectives, roles, responsibilities and service priorities.

All paid staff will:

- S3 have contracts and annually reviewed job descriptions;
- S4 be employed on the appropriate JNC or NJC (for non youth work posts) pay scales and appropriate terms and conditions of service.
- S5 have entitlements to induction, supervision, training and development as specified in the Devon Youth Service Staff Development
- S6 have easy access to the Devon Youth Service Staff Handbook and appropriate information from other services

In addition Youth Support range workers will:

- S7 undertake introductory training within one year of starting and be enabled to achieve Youth Support Worker qualified status via the NVQ (National Vocational Qualification)

S1 to S7 standards apply to all professional range and youth support range workers employed by DCC or supported fully or partially by a SLA with or funding from, DCC.

Unpaid staff (in DCC settings) will:

- S8 have an agreed and regularly reviewed task list;
- S9 be entitled to the same support and supervision as paid staff;
- S10 be encouraged to attend the same number of supervision sessions and staff meetings as paid staff, but expected to attend a minimum of two individual supervision sessions per year and a minimum of one staff meeting per year;
- S11 be appropriately trained for the work which they undertake;
- S12 be entitled to attend relevant training courses.
- S13 have access to a copy of the Devon Youth Service Staff Handbook.

Voluntary Sector staff (not in DCC settings) should:

- S14 be invited to attend training courses whenever possible;
- S15 receive information about Youth Work in Devon through the Local Youth Work Network and VYS Devon newsletters
- S16 have access to the Devon Youth Service Staff Handbook

N.B. Voluntary staff will be encouraged to benefit from as many of the staffing quality standards as possible.

CURRICULUM

- C1 The curriculum must be planned, purposeful and progressive with the DYS Practical Guide to the Youth Work Curriculum used in designing and developing youth work programmes and interventions.

The Youth Work Curriculum will:

- C2 be negotiated and planned with young people, be broad and wide ranging, and targeted as appropriate;
- C3 be responsive to the differing and diverse needs, views and circumstances of young people;
- C4 be focused on young people's personal development, social education and active participation;
- C5 provide high quality information and advice with access / referral to specialist services;
- C6 include work on specific issues affecting young people;
- C7 offer progression and celebrate achievement
- C8 support all young people participating in youth work programmes to achieve both recorded and accredited outcomes
- C9 be delivered through a range of methods and approaches in a variety of settings as appropriate to local needs and objectives;

- C10 be widely publicised with information made accessible to all the potential target groups;
- C11 take account of National and DCC strategies including Aiming High for Young People, the Children and Young Peoples Plan, and Integrated Youth Support Service developments
- C12 be subject to evaluation by young people and others

ACCOMMODATION AND SETTINGS

Youth Work accommodation and settings will:

- A1 be welcoming and appropriate to the diverse range of young people;
- A2 be accessible and available to all young people;
- A3 be clean and in good decorative order;
- A4 conform to relevant health and safety regulations and regularly assessed for risk and appropriateness;
- A5 promote ownership by young people;
- A6 be used flexibly;
- A7 enable a range of youth work approaches to take place;
- A8 be appropriate for the curriculum offered;
- A9 conform to the DCC Street Based Youth Work guidelines when in detached, outreach and / or mobile settings.
- A10 meet the requirements of the Special Educational needs and Disabilities Act 2001 (SENDA)

POLICIES

Youth work policies will:

- P1 be in plain language, understandable, consistent with Corporate policies and laid out clearly
- P2 be monitored by the Authority for their implementation and distribution;
- P3 be reviewed at least every three years and updated regularly in the interim;
- P4 be matched to service priorities and form the basis of agreements, contracts and commissioning procedures;
- P5 apply to all managers and staff who will, as required, be provided with training and /or guidance in those policies and expected to uphold and promote policy compliance at all levels and in all settings;
- P6 be developed in a consultative manner as needs are identified;
- P7 be applied consistently across the whole service;
- P8 reflect young people's needs and ensure equality of opportunity;
- P9 be available to any interested party on request;
- P10 be subject to Equality Impact Needs Assessments.

QUALITY ASSURANCE

The monitoring and assessment of quality will:

- Q1 be carried out regularly via a range of mechanisms including annual self-assessment, the Healthy Youth Work scheme, the Youth Work Quality Mark and Hear by Right framework. In addition peer assessment, external

review and regular monitoring visits by Divisional officers and Team Leaders.

- Q2 include user feedback and comment, session recording, supervision, appraisal, reports to appropriate forums and County Officers including the half year review and annual management plan evaluation report;
- Q3 involve young people and staff;
- Q4 be directly related to the stated management plans and service priorities;
- Q5 inform curriculum development, planning and resource allocation;
- Q6 use service performance indicators, management information systems, young people and workforce surveys plus qualitative criteria;
- Q7 require managers to review and monitor thematically as required by DYS monitoring calendar and County returns;
- Q8 lead to action plans and resulting evidence of developmental change.

MANAGEMENT

Managers of Youth Work in Devon will:

- M1 ensure all staff have a clear view of their purpose, aims, objectives, roles, responsibilities and service priorities;
- M2 plan strategically by the annual production of a Youth Service Plan, action plans and local management plans, in order to promote consistency and development of the service to young people across Devon;
- M4 systematically collect and report on information of young people's needs and patterns of service usage, and other agreed service indicators as a basis for planning and resource allocation;

- M5 ensure consultation with young people, workforce, communities and complementary services to provide for planning, monitoring and assessment of services;
- M6 work in partnership and co-operate with the voluntary youth sector, Connexions and other agencies providing services to young people;
- M7 ensure good financial management, cost effectiveness, best value, and be accountable to the appropriate authorities, funders, young people and communities;
- M8 foster regular, open communication at all levels within the service and with key partners; ensure common purpose, values and teamwork across the service; and promote effective marketing of the service and its provision for young people;
- M9 implement health and safety, risk assessment, staff vetting and safe guarding procedures;
- M9 ensure adequate administrative support for the service at county, area, and locality level;
- M10 provide young people, communities and interested parties with published annual reports.

PARTNERSHIP WORKING

Partnerships will:

- PW1 ensure there is a clear and recorded rationale for the partnership based on young people's needs, local and national strategies.

- PW2 undertake a SWOT analysis, consider resource implications (time, human and financial) and understand and accept the assessed risks.
- PW3 ensure the targets required by each partner are understood and a common value base is in place.
- PW4 have clear terms of reference, with lines of accountability, role of lead partner, roles and responsibilities of other partners, and processes of decision making agreed.
- PW5 be clear about the outcomes expected from the partnership, the evidence required and have agreed timescales for reviews.
- PW6 have clear financial plans plus monitoring, evaluation and reporting arrangements in place.
- PW7 agree that the policies of youth work providers supported by Devon County Council resources and Service Level Agreements will complement the policies of Devon County Council. Where such organisations do not have written policies those of Devon County Council should apply.
- PW8 Where Devon County Council staff work within a partner or and /or voluntary sector organisation DCC and DYS policy will be the primary source of instruction.

Equality Impact and Needs Assessment Form



NB: Use the electronic MS Word template. Add additional rows and increase box size as required. Make sure your final document is suitable for publishing.

A) Description	
	Name of service, function, policy (or other) being assessed
	Devon Youth Service Policy Statement and Quality Standards
	Directorate or organisation responsible (and service, if it is a policy)
	CYPS – Devon Youth Service
	Date of assessment (DD/MM/YY)
	29 April 2010
	Date next assessment due (3 years)
	April 2013
	Names and/or job titles of people carrying out the assessment
	Sally Yeo Q & D team, Claire McMahon, Quality and Improvement Officer, Danielle Howlett Q&D team and Bruce Freeman Q & D Team
	Accountable person (e.g. Head of Service)
	Dave Malekin-Rafferty
	Date EINA Form approved by accountable person (e.g. Head of Service)
1.	What are the aims or main purpose of the service, function or policy? What does it provide and how does it provide it?
	<p>Devon Youth Service is a discrete, centrally managed service. It is an integral part of the Children and Young People’s Services Directorate of Devon County Council.</p> <p>Devon Youth Service contributes to the delivery of the Devon Children and Young People’s Plan 2008-11, which sees the Youth Service has having a key role in ensuring that young people ‘have the capacity to enjoy a balanced and fulfilled life ... and to contribute more widely to the well being of their communities’. DCC has therefore committed itself to deliver ‘improved Youth Services to support young people in the transition to adulthood’.</p> <p>Devon Youth Service will contribute particularly to those sections of the Children and Young People’s Plan</p>

	relating to the Integrated Youth Support Service <ul style="list-style-type: none"> • access to good information, advice and guidance • positive activities for young people – things to do, places to go • volunteering opportunities • targeted youth support to achieve earlier intervention, built on a clear picture of need and personalised packages of support 				
2.	Location or any other relevant information (such as profile of the area)				
	Deliver of Youth Work is through 21 Youth Service Centres, 85 other venues and 7 mobiles.				
3.	List any key policies or procedures to be reviewed as part of this assessment.				
	This is the primary policy document for the Youth Service				
4.	Who is intended to benefit from the service, function or policy?				
	Young people, staff, members, partner organisations, communities				
5.	Who are the stakeholders? What is their interest?				
	Young people who benefit directly from the provision Staff, the document sets out clearly the expectation about standards and quality of work Members and wider community understand what the Youth Service offer is and how the quality and standards are defined				
6.	Are there any concerns at this stage which indicate the possibility of inequalities/negative impacts? For example: complaints, comments, research, outcomes of a scrutiny review. Please describe:				
	No, consultation has been carried out with young people to produce a more young person friendly version of the document. There were no difficulties with the content but the language is not particularly accessible or appealing, the young person friendly version will improve this. This document is clear about providing equality of opportunity for all young people and that such provision shall be to a high standard.				
B) Relevance – Note: if not relevant, do not complete this form					
	Select all that apply:			Scale of relevance	
7.	Service or function that people use.			Low	
8.	Discretion is exercised, or potential for people to experience different outcomes or level of satisfaction.	√		Medium	Section C applies
9.	Employment policy – where discretion is not exercised.			Medium	
10.	Employment policy – where discretion is exercised (e.g. recruitment or disciplinary process).			High	Sections C & E apply
11.	Concerns at a local, regional or national level of discrimination/inequalities.			High	
12.	Major change such as the closure, removal or transfer of a service/provision.			High	

13. Community and regeneration strategies, local area agreements and organisational or directorate/partnership strategies/plans.	√	High	
--	---	------	--

Other:
 State why it is relevant:
 How relevant (high, medium or low?):

Initial Screening:

Mark an 'X' in the box to confirm which strands are relevant to the review. Ensure they are assessed against in Section D.

If not relevant, please explain why not (refer to pages 25-30 of the Toolkit for guidance). Do not say "everyone is treated equally/fairly" or similar.

Age	x	The Youth Service offers services primarily to 13-19 year olds with some work carried out with 11/12 and 20-25 year olds
Disability	x	
Gender (men and women)	x	
Race/ethnicity	x	
Religion/belief	x	
Sexual orientation	x	
Trans-gender	x	
Other (state below)	x	

Any other (such as Human Rights, people on low incomes and specific sub-strands requiring particular focus such as Travellers and Gypsies, Deaf people):

Families on low incomes, Travellers and Gypsies, Deaf young people,

C) Information

14. What information (monitoring or consultation data) have you got and what is it telling you? *Required where relevance is Medium or High.*

The Quality of Life survey says that Devon residents want more facilities for teenagers. Young people, from both within and outside the Youth Service were consulted in the writing of a young person friendly version of this document, in doing this they also commented on the original content and, generally felt that from the information given, the Youth Service was something they would want to be involved with.

D) Assessment

15. Describe any NEGATIVE impacts (actual or potential):

Strand/community	Impact (<i>how</i> they may be affected). Include assessment of risk (likelihood and severity).
For all strands	The document is clear that no young people should be unfairly disadvantaged as a result of any of their personal circumstances and the Youth Service will always seek to consult with young people on the design and delivery of the service and programmes in their area and that their recommendations and requests will be acted upon wherever

		practicable. This recognises that there are always going to be budget constraints and in a large and very rural area transport may pose a significant barrier to access..
	Disability	Significant work has been carried out on buildings in the last few years to make access available, however, the Youth Service also often uses other organisations' buildings and they may not always be up to the preferred standard.
16.	Describe any POSITIVE impacts:	
	Strand/community	Impact (<i>how</i> they may be affected)
	Young people	Young people will have somewhere to go, qualified and empathetic adults to talk to, opportunities to undertake activities and volunteering and to take part in accreditation activities.
	Communities	Lower levels of disruptive behaviour by young people who feel they have nowhere to go and nothing to do. Communities will know how and where to signpost young people to safe and good quality programmes.
	Partners	Opportunities to join up to reach groups of young people, either for specifically targeted work or generic work. This can provide joined up work, economies of scale and a sense of organisations working together for young people with good opportunities for learning for all partners.
17.	Provide any information about NEUTRAL impacts that have been identified (there is neither a positive or negative impact):	
	Strand/community	Why there is 'no differential impact'
E) Consultation		
18.	Did you carry out any consultations? <i>Required where relevance is High.</i>	
	YES/	
19.	Who was consulted? Include your findings in 15, 16 and 17 above.	
	Youth Service staff at staff meetings Voluntary Sector at annual conference Youth Service Staff Development Group Young People in design of the young person friendly version of the document.	
20.	Describe other research, studies or information used to assist with the assessment and include your findings	

	above:			
F) Conclusions				
	Action/objective/target OR Justification	Resources required	Timescale	I/R/S/O
a)				
b)				
c)				
d)				

(I) Taking immediate effect.

(R) Recommended to Council/Directors through a Committee or other Report*.

(S) Added to the Service Plan.

(O) Added to the Fair for All Programme (as an organisational improvement)**

POLICY HISTORY

Policy Date	Date	Summary of Changes	Contact	Implementation Date	Review Date
2003					
	2010	Combination of Policy Statement and quality standards into one document, EINA completed	John Calvert	March 2010	2013