



Appendix E

KENT YOUTH SERVICE:

SERVICE TRANSFORMATION CONSULTATION PLAN

1. Introduction

1.1 This plan outlines the methodology and key milestones for the consultation on the Kent Youth Service Transformation Project which proposes a change from a primarily directly delivered service to a new model of service delivery involving a wide range of commissioned providers. The full details of the proposal are included in the Service Transformation Proposal.

1.2 The consultation has been designed to cover three key elements:

- consulting with young people, their communities and other stakeholders about the shape and location of future service delivery;
- consulting with staff about the consequent implications to job roles and posts available;
- undertaking an equality impact assessment of the proposals in order to understand the impact on particular groups or communities.

2. Consultation Mandate

2.1 Details of the elements to be consulted upon are included in the attached documents: Service Transformation Proposal; Needs Analysis and Outcomes Framework; HR Implications and Process.

2.2 In order to ensure the new model of service delivery continues to meet the needs of young people at a local level and offers high quality opportunities to engage with youth work opportunities the Youth Service is inviting comment on the following:

- The principle of the model of combining KCC in-house delivery with commissioned services;
- the Borough/District approach of Hub, Community Youth Tutor, Street-Based Project and Local Commissioning Budget model;
- the location and function of youth hubs;
- the job role of the lead and supporting youth workers in the hubs;
- future use of premises;
- the staffing structure for the new service model;
- priorities for youth work in the area;
- the framework for commissioning outcomes at a county level;
- the framework for commissioning outcomes at a local level;
- impact of changing delivery on staff groups;

- impact of changing delivery on young people and communities;
- allocation of resources.

2.3 The new model of service delivery which focuses around the direct delivery of a Youth Hub, detached work and Community Youth Tutor and a range of commissioned providers was proposed by County Council as part of the Medium Term Financial Planning process.

2.4 It is important to note that the question of the need to make savings is not part of this consultation as this has already been decided through the KCC Medium Term Financial Plan process for 2010/11.

2.5 Youth services that are delivered on a countywide basis (specifically Outdoor Education, Duke of Edinburgh's Award, Quality Assurance and Youth Participation) are not part of the present consultation as no changes are being proposed to these.

3. Consultation Methods and Timescales

3.1 Three primary methods will be used to undertake the consultation reflecting the needs of the different consultee groups:

- Formal KCC process for staff consultation as set out in the Service transformation Personnel and HR Implications paper.
- Electronic or paper questionnaire for all others. This will be supported by a wide range of meetings with the public and stakeholder groups to introduce the consultation and take questions.
- Detailed focus groups with target groups

3.2 The analysis of all consultation findings will be undertaken during November 2011 and will contribute to the final proposal with no further consultation in line with section 138 of the 2009 Duty to Involve, Consult and Inform.

3.3 The following groups will be consulted with using a range of methods including the production of electronic questionnaires, focus groups and information meetings:

- Staff groups
- Youth Advisory Groups
- Kent Youth County Council
- Local District/Borough Youth Fora
- Users of Kent Youth Service
- Kent Forum
- Kent Chief Officers Group
- Voluntary Youth Organisations
- Locality Boards
- Local Children's Trust Boards
- Minority Groups