

Appendix 4

Youth Provision District Report

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Subject: KCC Delivered and Commissioned Youth Provision in Dover

Classification: Unrestricted

Summary: This report provides an overview of youth provision available in the district of Dover. This includes provision that is directly delivered or commissioned by Kent County Council (KCC).

1. KCC Directly Delivered Youth Offer in Dover

- 1.1 The KCC internal youth offer in Dover consists of a variety of key activities for young people to engage with. These include, but are not limited to, the following:
- i. **Create:** This session is an open access youth work session open to all young people. The young people learn through informal education utilising sports, arts, music, cookery, and issue-based work. We actively facilitate attendance of those most at need such as those open to Early Help and Preventative Services (EHPS), Children's Social Work Services (CSWS) and Youth Justice. These sessions are based at the Dover Youth Hub in Deal.
 - ii. **Work Experience, Traineeships, and Apprenticeships:** We offer regular work experience for young people open to CSWS, Youth Justice, Special Educational Needs (SEN) and EHPS. We also offer accreditation to young people who are NEET. In addition, we currently have an apprentice working from the Dover Youth Hub, overseen by Business Support.
 - iii. **ASD Junior and Senior Youth Clubs:** "Klub Ice-T" and "Together" are weekly junior and senior sessions for young people with a diagnosis or behaviour traits of ASD. The session focusses on fun learning activities that improve communication, developing life skills, and building positive relationships. This is based at the Dover Youth Hub in Deal and in Aycliffe Church Hall in Dover.
 - iv. **Basketball Breakfast Club:** This is a twice weekly accredited basketball training for school years 7-13. This is based at Sandwich Leisure Centre.
 - v. **Headspace:** This is a universal group focussed on young people's mental and emotional wellbeing. This is a street-based provision in Dover Town Centre. Young people utilise this provision on a Friday evening and some also use it to avoid involvement in risk taking, anti-social behaviour, and drug and alcohol misuse. This is response to Community Safety Unit (CSU) identified district needs.

- vi. **Junior Group:** This is an open access group that facilitates learning through informal education; particularly utilising sports, arts, music, environmental issues, healthy lifestyles and cookery. This group also focuses on transition from primary to secondary school to address the needs of those children that will struggle the most. This group is delivered from the Dover Youth Hub in Deal.
- vii. **Hub Grub:** This is a group that offers opportunities for young people to engage in volunteering in a safe and supportive environment with accredited learning running a youth café. We also offer drop-in sessions for young people.
- viii. **Think First:** A programme exploring risk taking behaviours over a 6-week cycle. It explores crime, anti-social behaviour, exploitation, healthy relationships, consent, emotional wellbeing, anger, substance misuse, and digital dangers. Referrals come from EHPS, CSWS and Youth Justice. Parts of the programme are supported by Kent Police and Addaction.
- ix. **Job Shop:** A weekly drop-in session for young people who are Not in Education, Employment or Training (NEET) in partnership with CXK. We also support NEETs through tailored interventions or programmes and refer to other training providers. In addition, we track progress of the young people to ensure that they continue to participate.
- x. **Youth Forum:** A monthly opportunity for young people to meet to tackle issues that are important to them. This may result in social action projects such as beach clean campaigns. In addition, young people are given a chance to vote for the topics that matter to them and their community. These are then fed into Youth Parliament, as part of the “Make Your Mark Campaign”.
- xi. **Duke of Edinburgh (DofE):** An accredited open award centre that currently delivers bronze and silver DofE opportunities.
- xii. **Peripatetic Outreach and Street Based Work:** This is street-based work that responds to the local need and CSU requests. We are currently engaging with young people in Aycliffe, Buckland, and Dover Town Centre.
- xiii. **Elective Home Education Sport Session:** This is a programme offered to children and young people who are home educated. The group is focussed around sport and provides an outlet for sports accreditation and the personal development engaging in team sports can bring. We run this in partnership with Sandwich Leisure Centre.
- xiv. **Missing Return Interviews:** Missing person return interviews are carried out by Youth Hub staff, for every young person not open to CSWS or Youth Justice. Through these interviews we ascertain the reason(s) for their missing episode and put in plans to reduce this behaviour, and to promote safety and wellbeing.
- xv. **Additional Support:** This support is carried out by the youth team, for young people 8-19 (25 where they have additional needs). Additional Support is a one to one intervention carried out with the young people and their families after a light touch Signs of Safety assessment. This work is carried out over 6-8 weeks. Those young people are encouraged and supported to access the universal offer to provided ongoing support.
- xvi. **Residential Work:** The youth team offers residential work with a focus on meeting needs whilst building resilience through outdoor education. In the past year the team have delivered a weekend for young women at risk of exploitation, a five-day water sports

residential for young people who require some additional support and have supported two Sense of Belonging residential programmes for Looked After Children. This year, there will be an area for Sense of Belonging and a residential experience for young people with ASD.

- xvii. **Holiday Programmes:** A range of activities are run during school holidays across the district which include preparing carnival floats, sports accreditations, first aid, and beach detached work.
- xviii. **Bespoke schools offer:** The Youth Hub team deliver programmes in school according to need. This can include raising awareness on topics such as Exploitation, Emotional Literacy, Anger Management, or workshops on Year 6 transitions. This is a responsive offer dependant on needs and requests from the schools. We also work with schools to promote Kent Youth County Councils elections.
- xix. **Bespoke learning and accreditation:** Working with our specialist music worker, young people with SEN can gain skills and accreditation in music production or short course ASDANs on peer mentoring.
- xx. **Smoking Cessation support:** Available for young people to access via walk in or appointment.
- xxi. **The Red Box and access to public health curriculum:** The Youth Hub is supporting the local community to overcome period poverty and provides sanitary protection and resources necessary for all women/young people when required. In addition, when young people enter the centre, the activities on offer have a healthy theme running through them or are guided by the Public Health curriculum.
- xxii. **Get IT:** Young people can access sexual health resources through the scheme through youth workers who are trained to deliver the scheme and offer information, advice and guidance on sexual health. This is to promote safe sex and help reduce STI infection and Teenage Pregnancy.

2. KCC Commissioned Youth Offer in Dover

- 2.1. There are 12 Youth Contracts across Kent. Pie Factory Music is currently subject to a 5-year contract with KCC to deliver universal youth provision in Dover District, focussing in Dover Town Centre, Whitfield, Aylesham, Elvington, as well as other isolated and rural areas.
- 2.2. The youth offer from Pie Factory Music, includes the following programme of support:
 - i. 5 days a week service delivery in a variety of community locations focussing on informal education delivered through drop in and activity-based sessions. This includes music, sports, arts, and participation activities.
 - ii. Pie Factory music is currently operating a variety of junior and senior groups in Tower Hamlets, Aycliffe, Ash, Buckland, Aylesham, River and Dover Town Centre. More recently developing provision at Stembrook Lane.

3. Governance

- 3.1. The overarching responsibility of the district Young Person Partnership Conversation (YPPC) is to ensure that there is a good understanding of the youth offer within their respective districts and for this to inform the Local Children's Partnership Group (LCPG). This enables youth work to remain

consistently of a high standard for children and young people (aged 8-19 years and up to 25 with additional needs) living in the district. The YPPC's is open to both district and county Members.

3.2. The YPPC's take place three times a year within an agreed timetable that runs alongside the LCPG.

4. Partnership Working in Dover

- 4.1. There are several key areas of work that KCC are involved in or leading on, alongside partners in Dover, which have a focus on engaging with and supporting young people. Much of the partnership work is focussed on encouraging young people to access the universal provision across the district or to access the correct tier of support.
- 4.2. The Secondary Schools Link Worker role is carried out by the Youth Hub Delivery Manager and is in place to support schools with accessing universal, additional, and intensive family support. This consists of termly Schools Network Meetings for Designated Safeguarding Leads. At these meetings the Delivery Manager offers advice and support to schools; and explores the needs of the district with partners such as Kent Police, PRU, Inclusion and Attendance (PIAS) and Children and Young People's Mental Health Services (CYPMHS). This is then fed into service planning. The relationship with schools is well established.
- 4.3. The Youth Hub Delivery Manager attends the Safeguarding Vulnerable Young People's Group, a sub-group of the Community Safety Partnership (CSP), to support with information advice and guidance to these bodies around access to universal, additional, and intensive family support. This is a quarterly meeting. The youth team took a proactive role in the planning and delivery of a Year 8 conference in previous years, and plans are in place for Conference 2019.
- 4.4. The EHPS Youth Hub Delivery Manager also attends meetings of the CSP such as Prevent, EET for 16 – 24 year olds, Op Wrangle, Task and Co-ordination and on an hoc basis to discuss the needs of young people and co-ordination of multi- agency support.
- 4.5. The Youth Hub Delivery Manager attends the multi-agency, CSWS led, Adolescent Risk Management Panel and Access to Resources Panels. The Panel looks at processes that are in place, the analysis of trends, and assessments of individual risk are carried out to inform individual plans to meet the needs of the most vulnerable young people of concern in the District.
- 4.6. Youth workers in Dover support voluntary youth provision as required. They also offer training for partners and consultation on safeguarding concerns if necessary. A new initiative has recently started to focus on improving the multi-agency response to a group of young people, believed to be exploited. This includes working with voluntary youth providers in Dover town so that they can identify those at risk, engage in effective preventative work and flag risk and intelligence to key statutory agencies.
- 4.7. Young Carers drop in sessions are run at the Youth Hub by IMAGO.
- 4.8. Kent Training and Apprentice programmes run from the hub for NEET young people twice weekly.
- 4.9. Youth Justice runs Youth Justice Panels and other meetings regarding young people from the Youth Hub.
- 4.10. The Youth Hub houses a weekly Domestic Abuse One-Stop Shop with Kent Police, Community Wardens, and Community Safety Partnership.

- 4.11. A Senior Early Help Worker is funded by Sandwich Technology School to be based within the school for 40% of their contracted hours during term-time. The work focusses on targeted interventions 1:1 or groups as directed by the school. The work also includes a youth club for students from Sandwich Tech identified to be vulnerable or at risk of social isolation.
- 4.12. Senior Early Help Workers attend Secondary school LIFT meetings on a termly basis to support and offer approaches to maintaining inclusion.
- 4.13. HeadStart launched in Dover and is based at Dover Youth Hub along with Unit staff and wider KCC colleagues utilising desk space. We also house CXX, CHATS, Young Addaction and Oasis for hot desking and space to meet with clients.

5. Forthcoming Projects Being Considered

- 5.1. **Family Intervention Pilot for High Risk Teens:** The Youth team is looking to co-design a programme for young people and their parents/carers. This will include “Understanding Your Parents” alongside an “Understanding Your Teens” whilst helping to re-focus on mental and emotional wellbeing, dealing with anger and communicating appropriately. The idea is to increase family interaction and create sustainable change in the home and reduce risks in the community.
- 5.2. **Parents Workshops/Drop-Ins:** The offer would be for parents to be able to receive the information to support their young person whether that is within the home or to reduce risk taking behaviours or increase skills in parenting teenagers. It would follow a model of Knowledge sharing via a workshop and then individual discussions. It will promote positive parenting, good communication and role modelling behaviours.
- 5.3. **Young People’s Freedom:** To support young people in having sound understanding of power and control in relationships.
- 5.4. **Schools Work:** Developing a forum for secondary schools and replicating for primary schools that explore needs, develop resources and focus on a preventative programme for emerging concerns across the district in partnership with Kent Police.

Early Help and Preventative Services
Open Access Improvement Review Tool

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Open Access Improvement Review

Dates of Review: 29 th and 30 th January 2019	Reviewers: Debee Beale Jo Galvin	Centres visited: Buttercup CC, Blossoms CC, Buckland & Whitfield CC, Linwood Youth Hub, Snowdrop Outreach, Sunflowers CC, Aycliffe Primary School Outreach District: Dover
Managers Present: Jo Hook - District Early Help Manager (DEHM) Erin Bell - Youth Hub Delivery Manager (YHDM) Kelaiah Gayle - Children's Centre Delivery Managers (CCDM) Leanne Watson - Children's Centre Delivery Managers (CCDM)		Staff and Partners Present: Various staff and partners from both the Youth Hub and Children's Centres
<p>Context: This Open Access Improvement Review was conducted to establish where Dover District 0-25 Open Access Provision has made improvements since the last review in May 2017, when a grade of Requires Improvement with some elements of good was achieved, and how effectively they operate as the Early Help 0-25 Open Access offer for the District. The first four sections of the report look at and grade the 0-25 Open Access Service Delivery under the categories of:</p> <ol style="list-style-type: none"> 1) Access to Services, 2) Quality and Impact of Services, 3) Effectiveness of Leadership and Management and 4) Overall Effectiveness. <p>Various documents and services were reviewed including the Action Plans for both the Children's Centres and the Youth Service, the Universal Data Pack, Service Proposals, Service Summaries and Risk Assessments. Examples of Service Delivery were observed as well as a formal Early Years and Youth Work Observation, and meetings were held with staff, partners, volunteers, parents and young people to provide evidence to support the review. The initial context meeting included a detailed discussion on the challenges, successes and priorities for the District and within this meeting the DEHM, CCDMs and YHDM demonstrated a high level of understanding and knowledge of the District, using data to good effect to prioritise and target their offer. They evidenced that Dover has a very high level of need with 11 LSOA's in the top 10% most deprived in Kent. Dover has high levels of families with EAL, bringing specific issues including health inequalities such as high levels of dental issues. The geography of Dover, including a large rural area and hills and valleys that separate communities, as well as having buildings that are not in the right place or fit for purpose, also provides challenges with regard to reaching the most vulnerable. There are excellent partnerships in place with Health Visiting, Cross Links, Police, Addaction, DDC, CSU and Schools and Early Years Settings which has led to an excellent targeted and universal 0-25 Offer across the District reaching those most in need. In addition to this a comprehensive Parenting Offer delivered in partnership with the Unit staff addresses the high level of demand for parenting support, especially for parents with children on the Autistic Spectrum or awaiting diagnosis. Additional Support offered in the District is outstanding with data showing that outcomes and throughput are the best in the county despite a high level of demand and need. The new District Conversation process is described by Partners as 'amazing, knowledgeable and thorough' and is helping to ensure that the correct level of support is being managed at Additional Support. There is a concern that the excellent partnership established with the Early Help Units may be at risk as a result of the proposed new structure. Health Clinics are now returning to Childrens Centres which should help improve the low 0-2 figures, which are the lowest in the County and require improvement to be in line with the engagement with the older age ranges, which is good.</p>		

Category	Score
<p>1. Access to services by children, young people and families</p> <p>Dover offers a very comprehensive package of universal and targeted support across the 0-25 age range and have worked well to identify their priority areas and target the services towards these. Team Meetings such as the Open Access Away Day take place to identify targets and priorities and review if current service provision is sufficient, where gaps are found the service offer is amended accordingly. The DEHM has encouraged the staff to be innovative and creative to come up with ideas to improve engagement with families and this has resulted in staff feeling confident to make changes to provision and build on current best practice. There are 5 Children's Centres, one virtual Children's Centre and a Youth Hub in Dover delivering well-resourced service provision across the district for families, young people and children. For some time, the registration and reach of children aged 0-2 has remained low in Dover and currently requires improvement as it is the lowest in the County. This may be partly due to the lack of engagement with Midwifery and the HV clinics taking place outside of the Children's Centres. The CCDM's, DEHM and staff have now established excellent relationships with health visiting leading to HV Clinics and Checks returning to the Children's Centres, it is hoped that through these the registration and reach of the 0-2 yr. population will increase. The registration of children aged 0-7 in the areas of highest deprivation is above the 50% target and reach is well maintained with the majority of those 0-7 yr. olds who are accessing services being seen 4 times or more in the last 12 months, evidencing that there is sustained and consistent contact. 8-19 Reach and Registration is consistently above target in the areas of highest deprivation despite the Youth Hub being in Deal, indicating that effective Outreach is taking place. Repeat attendance data is good and the accredited outcomes target has been exceeded with 87 young people achieving a total of 105 outcomes. There are some LSOA's in the Top 10 most deprived that need to be targeted to increase engagement such as Tower Hamlets, Buckland and Maxton and Elms Vale and Priory. Staff report that the use of data is well established and is regularly discussed at team meetings and in supervision. Service Summaries are regularly completed to a high standard including regular service user feedback, these are then used effectively to review service delivery. Links between the CCs, YH and Units are well established ensuring a seamless 0-25 Early Help Offer for the District. The District are working hard to improve partnership working with CSWS to improve the data for this vulnerable group with some pilots having been tried especially with the 0-2 age range and the DEHM is working with IFSM to move forward processes to improve the reach for the 8-19 age range.</p> <p>Recommendation: Target the top ten most deprived LSOAs so data demonstrates that those most in need are being reached especially Tower Hamlets, Buckland and Maxton, Elms Vale & Priory.</p> <p>Recommendation: Work with CSWS to improve links to increase Open Access Reach to those families known to CSWS (Particularly 8-19)</p> <p>Universal provision was observed in the Burgoyne Heights Army Barracks targeting both Army and civilian families. An Army Welfare Officer supports the group and also acts as an interpreter for the high percentage of Nepalese families. The group is attended by both English and Nepalese communities including fathers and grandfathers. There was good use of the large space available with areas for learning and development, including opportunities for children to develop their fine motor skills that could be easily replicated at home. Physical skills were developed with the bouncy castle and bikes in the hall as outside access is limited. Although safety signs were used, more consideration could be given to the safety of the air pump for the castle. Up to date information was displayed and a Community Nursery Nurse attends once a month. The Summary of Service shows good take-up with 53 children attending over the last 6 months. Relationships were good between the EHWs, Army Welfare Officer and families. One father explained how he had attended with his older children and now with his younger son as it helped him to socialise and make friends. Burgoyne heights is an isolated community where access to the town is difficult without a car. Families spoke of how the group gave them a safe space where their children enjoyed the activities on offer. The quality of the relationships between staff and young people and families are outstanding.</p>	<p>2</p>

This was evident at the 'Together' nurture group for 10-16-year olds who need extra support with socialisation, confidence and communication held at the Aycliffe Primary School. The young people clearly enjoyed and valued the group and it was evident that it was making a difference to their confidence and self-esteem. They all engaged in the session with enthusiasm especially the Circle Time and physical activities as well as music and art which some of them excelled in. They were also interested in the Healthy Heart messages with a good use of resources such as the pound and five pounds of fat which engaged their interest. The young people were comfortable talking about their individual needs and how much the group had increased their confidence leading them to opportunities such as attending College and mainstream school. Staff were very knowledgeable and demonstrated skill in engaging young people appropriately whilst allowing them to be as autonomous as possible. It was clear that the activities effectively engaged all of the young people to participate whatever their age and ability without them feeling judged. Staff observed in the Adult Education creche demonstrated a good knowledge of the children's likes and dislikes even though the creche had only been running for two weeks. A mother shared that her child liked making a noise so musical instruments were provided, and he was observed enthusiastically bashing the Xylophone helped by an EHW. The children appeared confident and safe in the creche and were encouraged to be independent. Staff took care to ensure a child attending for the first time felt settled and he engaged with staff and the observer. Parents are encouraged to be involved in their child's learning and contribute to the Learning Journals, of note is the way the journals are used to demonstrate to parents how the child's play links to the EYFS framework. The garden had not been reviewed as part of the daily checklist and so a potential hazard (broken chalk board) had not been picked up in advance.

The Talking Matters group that runs from Kidease is a targeted drop-in session that has been set up to meet an identified need. Some families attending saw it advertised on Facebook while others are referred from Health Visitors concerned about speech development. The group was resourced by an EHW and a Speech and Language Therapy Assistant and the resources in the small space were scaled down to create a calm environment where parents can talk to the professionals, whilst still covering the 7 areas of learning. Parents preferred the group as it was smaller and calmer than general Stay & Plays. The Summary of Service indicates that consistent attendance is a challenge, but the outcomes are improved by the smaller group sizes. The Therapist and EHW worked well together discussing developmental issues and role modelling for example the EHW encouraged a mother to take the baby out of a car seat by providing a mat and toys for the baby.

There has been a consistent and improved approach to the monitoring and management of Free Early Education (FEE). Every centre now displays the FEE maps to very good effect and information for parents on Early years provisions both in nursery and childminder settings is clear and consistent. The way the maps have been used and displayed is outstanding and a credit to the teams. Boards displaying the full FEE offer are in every centre and all staff (including business support) have received training on the FEE offer and are fully confident in supporting families to apply online for funding. There are robust links with EY settings through termly visits by SEHW's who promote FF2 and ensure that settings are entering their claims. Good use is made of the new termly report which indicates families who have applied but not taken up their FF2 offer and this too has helped with the identification of settings now submitting claims. At the end of the Autumn term take-up in Dover for FF2 was 73.15% which is a 2% increase on the same point last year. Staff promote FEE at every opportunity, leaflets and displays are in all groups and staff have access to I-Pads, so they can support families to check online for their eligibility, this is very useful when delivering outreach services and an example of outstanding practice.

The displays in all the centres visited were of high quality and very informative. Up to date and current information was displayed and good use had been made of the Public Health resources, especially around Oral health and the Sugar Swap campaigns. In Blossoms CC which is one of the bigger centres different areas are themed to specific messages, e.g. Adult Education, Safety, Community, whilst in the Youth Hub messages are clearly aimed at priorities for young people and efforts have been made to ensure Public Health messages are relevant to that age group. There are clear and consistent resources available for professionals, parents and young people, e.g. Born to Move folders with the most recent

leaflets and handouts at Buttercup CC and 'Red Boxes' at the Youth Hub.

There is a robust Adult Education offer in Dover and retention of learners remains good. The current target is 100 learners and the district are on track to achieve this having exceeded last year's target. Relationships between the staff, tutor and families is very good, with many returning to take additional courses and committing to extended learning, e.g. Maths 21-week course. The Adult-Ed offer is planned a year in advance using the staff and tutor's excellent knowledge of their local community. Longer courses are offered in Blossom and Buttercup with creche provision where take-up and retention are good while shorter courses are offered where retention is a problem. This model ensures that families from target groups who are harder to engage are reached. Short courses planned for half-term target engagement from older children. Good use is made of local provision, for example, EAL is not part of the Adult-Ed offer, instead staff signpost to the Discovery Centre's comprehensive EAL offer. EHW's are nominated as leads for courses and take on the responsibility for booking families on and ensuring they attend, and this helps with attendance and retention on the courses.

The district has 51 Young Parents registered and is reaching 38 (74.5%) of these. The young parents' group is run by Kent Creches as an accredited programme of weekly drop in sessions and is delivered in both Deal and Dover. The group in Blossom CC in Deal was attended by 5 young parents and their children. The Summary of Service shows that overall attendance at this group is good with 14 young parents attending over the last 6 months. Liaison with the Youth Hub ensures that any NEETs attending this service are removed from the NEET List. Parents, tutor, creche staff and children share a lunch which models eating together, trying different and healthy foods. The young people valued the group which helps them make friends in a safe space and it was clear that the staff knew the children well and understood their likes and dislikes. Learning Journals are in place with good parental input and the creche staff use the KCC EY paperwork to track and monitor children. The current tutor for the group has been standing in for the last 3 weeks and has not yet established relationships, but the young people appeared comfortable with her as evidenced when a young person was observed sharing information about her abusive relationship with her partner.

Staff are positive role models and have good relationships with children, young people and parents. Families and young people were observed feeling confident to explore their environment and staff were observed having a good understanding of their needs. Activities on offer in all groups met the seven areas of learning and development for Early Years and the Youth Work Curriculum and were tailored to suit the environment and group type. In some areas outdoor space is limited and is used creatively where available, there is limited space at Buckland and Whitfield CC, but efforts have been made to improve it removing nettles and weeds observed at a previous visit. The staff have also engaged with Kent Wildlife Trust to develop a wildlife garden in the back fenced area which demonstrates excellent partnership work. The 'Together' Group at Aycliffe Primary School access the playground area regularly and make good use of the space as the inside space is limited. More consideration could be given to the use of outdoor space in the Children's Centres to ensure children have free flow and time outside. For example, in the creche observed the use of the garden had not been considered or planned for and was not considered in the daily checklist and the decking in Buckland and Whitfield had not been cleared meaning it would not be available for use without forward planning.

Recommendation: Considerations should be given to the use of the outdoor space available in all groups and these should be included in planning, risk assessments and daily checklists.

Dover currently have 58 young people Not in Education, Employment or Training (NEET) and 107 Unknown, meaning they are slightly above their stretch target of 2.23% at 2.85%. There has recently been a change in the Post 16 Progression Manager (PPM) resulting in Dover moving from 2nd in the NEET table to 10th in the County which requires improvement. Work is now back on track to continue to reduce the Unknowns which is already down from 500. Participation Meetings are ongoing with the appropriate partners including CXK. There is a good offer of FE providers in Dover, but it is harder to access in Deal and many of the courses on offer are not what target group young people are keen to access providing some challenge to engaging NEETS. There are also 21 young people with issues such as Physical and

Mental Illness who are unable to access Education, Employment or Training. The District offers a NEET Drop in where young people can learn about Work Experience, ASDAN qualifications and Volunteering to build experience and confidence before accessing skills level courses.

There is evidence of very good operational relationships between CC and HV staff. The Bizzy Bees Group at an outreach venue in Aylesham is run successfully alongside the Health Clinic for the village and therefore all families with new-borns attend. Some work was required to make the venue fit for the HV clinic to operate but this has contributed to the success of the group with 100% of attendees coming from the LSOA in the top 10% most deprived in Kent. Families at this group spoke about it being a 'lifeline' as they were otherwise very isolated. The group promotes Born to Move, ECAT and Change4life as well as providing access to the HV. The HV liaison meetings are also going well and the excellent partnership working is ensuring that services are co-facilitated by HV and CC staff. The new Breastfeeding Co-ordinator in post is ensuring the service is fit for purpose in Dover and there will be an effort to recruit more Breastfeeding volunteers to support the new provision. There is a Health Sub Group bringing together key partners to identify and address Health needs in the District and the Youth and CC Public Health Leads work together to ensure that the appropriate Public Health messages are delivered with a consistent message by adapting them for the teenage audience. A good example of this is the Cooking at Chequers Kitchen which is a 7-week referral only programme encouraging young people to cook healthy meals by partnering up with an older person resulting in an ASDAN qualification. The Bi-Annual Public Health Audit now needs to be completed jointly by the leads to coordinate feedback to a County Level. Partnerships with Midwifery in Dover are more challenging due to the Community Midwifery Service all being based in the hospital rather than in the CCs and this is thought to be affecting the reach and registration of 0-2 yr. olds, but this is better in Deal. The reduction in Oral Health issues in Dover has been a notable success with a 52% reduction in tooth decay in the under 5's since 2009 taking it from above to below the Kent average.

Recommendation: The CC and YH Public Health Leads to complete the Bi-annual Public Health Report together to reflect the joined-up work of the District.

Recommendation: Improve the partnership with Midwifery Service in Dover to further improve the reach and registration of under 2s

Recommendation: Work with the PPM to improve NEET figures

There is a comprehensive Parenting Programme including Solihull, Cygnet and Understanding Yourself: Understanding Your Child, delivered by Early Help Workers from Open Access and Units. There is a session delivered in the evenings at the Youth Hub aimed at providing more support with parenting teenagers as this was identified as a particular need. The recruitment to and retention at these courses is very good due to the support parents receive from Early Help Workers to attend and continue to attend. There is good Domestic Abuse support in the District with 2 One Stop Shops, Freedom Programme delivery and a Support Café offering Domestic Abuse support in partnership with PCSO's and Community Wardens.

Parents, children and young people clearly value the services on offer and the staff who deliver them. Participants spoken to in all of the groups praised the support they received from the 0-25 Open Access Service. One father whose son was autistic noted how much the group had helped his son to integrate and play with other children. Parents at Play & Weigh spoke of how the group helped them to feel less isolated and make friends. One mother spoken to at Talking Matters praised the group for giving her the tools she needed to improve communication with her son. Another mother used the group to help her child learn to integrate and be more confident and staff were observed taking time to play with her and encourage her to participate in the activities. Young people with Additional Needs shared their increased confidence, ability to make new friends, feel safe and gain new skills and qualifications as a result of attending the Youth Services on offer. Partners were also keen to share how the integrated working with both the CCs and YH meant that service users were benefitting from a joined-up service to achieve real outcomes that made a difference to their lives.

2. Quality and Impact of Practice and Services

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The quality and impact of the comprehensive 0-25 offer across the District is evident. Early Help staff across Open Access and Units work exceptionally well together to offer high quality practice and service ensuring that provision for families is targeted and appropriate to the high level of need in the District. Open Access groups are used effectively to support target families either when they are being supported intensively, or when they are being transitioned into Universal services. The DEHM and IFSM are working to ensure that Social Workers make full use of the services available in Open Access to provide a more holistic level of support for families and various pilots have been run to ensure that the 0-2 age range open to Social Work Services are known to Open Access as soon as possible. The Dover Early Help and Preventative Services Group Offer is a high-quality approach to integrated delivery based on targeted need which is having positive impacts on children, young people and families, for example, the Stepping Stones group running at Blossom Children's Centre. It was identified that there was a high level of Additional Support requests for anxious children aged 4-7years in need of confidence and self-esteem building so the group supports children following or in addition to any 1:1 work completed. This also addresses an identified gap in Early Help provision for 4-7-year olds. Parents complete evaluations at the beginning and end of intervention based on the 4 intended outcomes, evidencing the impact of the targeted group. The majority of parents stated that the intervention had given their children techniques to control their anxiety and children 'can now talk about feelings and scale anxiety 1-10, which has really helped'. Excellent Summary of Services are produced to evidence the quality and impacts of groups. Another example of the impact of the targeted services was the 'Together' nurture group for 10-16 yr. olds observed. The group is accessible for young people that require extra support with socialisation, communication and confidence following an episode of Early Help or Social Work support and is based on the six principles of Nurture. Outstanding relationships and service delivery were observed at this group with young people of varying abilities and needs demonstrating that they were confident and comfortable sharing their thoughts and feelings within a very effective Circle Time activity. The session demonstrated clear outcomes allowing young people with additional needs to make positive steps to significantly improve their lives by gaining further education placements and increasing their social independence and confidence. Staff are able to support the young people to engage in accredited activities such as Asdan awards to recognise their achievements.

The senior management team clearly communicate with all staff to ensure they are clear on their roles and responsibilities with team away days, team meetings, supervision and the TCP appraisal system. This ensures that staff are able to deliver a high-quality targeted service based on needs and identified priorities. The quality of the Service Proposals produced by all staff evidences their knowledge of their target audiences and how to evaluate the impact they are having.

Health messages are consistently delivered across the 0-25 age range with good quality resources, leaflets and displays. Born to Move (B2M) messages are consistent across all of the Children's Centre services with high quality leaflets available for parents and professionals to help them replicate play at home, and the Health Visitors promote the B2M ethos with the leaflets at clinics and checks. Sexual Health messages are clearly communicated in the Youth Settings and this is a priority for the District despite some issues with changes to the Metro Sexual Health worker affecting the availability of the 'Get it' training. Delivery Managers effectively use the Public Health Profile to identify need and set relevant targets which are monitored in the action plans. Public Health is robustly promoted, and the Youth Hub has relevant and key PH messages on display, including the Change4Life resources which have been adapted for young people by involving them in designing the displays. The Cooking at Chequers targeted group demonstrates outstanding practice in bringing health and wellbeing messages to intergenerational community work whilst improving life skills and career opportunities for young people.

The staff team demonstrated a good understanding of the data pack and the Public Health

Profile and how they inform service delivery priorities along with information from partners. Excess weight and obesity rates in Tower & Hamlets, Lydden & Temple and Aylesham have been identified as a priority resulting in running a Healthy Lifestyles group aimed at 4-7 yr. olds and their families. Run jointly with the school FLO this service has had attendance from a wide range of SEN and EAL families. 33% of those attending had increased knowledge of reading food labels, 66% increased their intake of fruit and vegetables and all participants had improved knowledge of the Change4Life Public Health programme. This successful model will be used to target schools identified as having low GLD to engage with families.

There are currently 10 active CC volunteers in Dover, 4 of which are breastfeeding, and a CC staff member has a lead role in monitoring and coordinating the CC volunteer programme. A recent audit of the breastfeeding volunteers has resulted in many being taken off the list as they were not actively engaged. This has resulted in a much more manageable and accurate reflection of breastfeeding volunteers and they are now all engaged with service delivery. CC Volunteers are supported to attend courses and a recent case study evidences how one parent became a volunteer after attending Solihull and had now undertaken 11 online courses. The volunteer noted that they feel they have accomplished something positive and feel part of a team as a result of volunteering. A member of staff has the lead role in maintaining and tracking the volunteers ensuring accurate and up to date records are kept. Previous recommendations had been to involve volunteers in service planning and invite to team meetings and this is an ongoing action that still needs to be implemented. The Youth Hub has 1 DofE volunteer and 1 Youth Theatre volunteer as well as 7 senior members either completed or completing the ASDAN qualification and senior member training being offered to a local community partner Cross-Links to increase their capacity in a targeted area of Dover.

Recommendation: Consider increasing the capacity of volunteers by involving them in service planning and team meetings.

The planning in the service folders is very clear and relates to individual children and young people. Key WOW moments and outcomes are not always evidenced in the summary of service or fed into planning. Some of the planning folders did not demonstrate how previous sessions influence future planning, although in others this was clearly evident. Staff have a good grasp of reviewing their services and undertake good quality summary of services. Parental feedback is evident in the You Said We Did boards and Summary of Services and an online Parents forum has been set up on Facebook. Young people are involved in evaluating each session and their views and comments are used to inform planning and summary of services. EHW's were clearly able to identify which children in the group were tracked and parents are clearly involved in the Learning Journals, adding photographs and comments about what the children are doing at home. Quarterly EY meetings take place and every child being tracked is discussed ensuring staff are able to share relevant information for those children attending across multiple settings.

Service Proposals were evidenced in all folders viewed and linked very clearly to the planning and the Summary of Service. Summary of Services (SOS) are undertaken for most services and give a good overall evaluation of what is happening. The majority of those reviewed were very clear in identifying how outcomes had been achieved, and all had clear actions for improvement in place. Senior staff review the SOS and where appropriate comment and make recommendations. The information from SOS's is used in helping to make changes. For example, Play & Weigh was changed to a term time only provision when it was recognised that most of the families attending (who are Nepalese) return home for the Summer. Planning was evident in every folder observed and of a very good quality with some staff clearly demonstrating linkage between changes to planning from the previous weeks activity. The process of evaluation could be improved by all staff ensuring that they link the planning to feedback and observations from previous weeks and ensuring that the impact to individuals is captured better on the Summary of Service.

Recommendation: I&I Team to provide training to support the capturing of individual outcomes and impact in Summary of Service, to include the link between feedback and changes to planning.

The District target areas and priority groups are clearly identified, and all staff are confident that they are working towards these. An EFICL audit is undertaken in CCs annually with a clear action plan in place and quarterly meetings to review the Progress Tracker and learn from the outcomes. The Early Years end of year review in July 2018 graded the provision as good and noted that work undertaken had reduced the gap by 4% in attention and listening and 5% in understanding. Feedback from the SaLT assistant in Talking Matters was that parents had noted improvement in their child's language skills such as the use of visualisation cards to improve communication. There are currently 57 children being tracked and all staff are aware of who their target children are. Children from a variety of backgrounds and needs are tracked including BME, SEN and those living in the top ten LSOA's. All children who attend the KCC run creches are tracked and the system for plotting and monitoring points of progress for individual children onto the progress tracker is very good, with the EHW meeting with the SEHW to discuss progress. There is a quarterly whole team meeting where every child being tracked is discussed and emerging themes are highlighted and reviewed. Access permission to the Progress Tracker is reserved for SEHW's to ensure that data quality is of a high standard, but they are looking to provide a 'read only' version for EHW's. Some staff were not aware of the Practice Development folders available on the K Drive and were using a different creche registration form, this needs to be addressed. The Creche registration forms had been tweaked after feedback from parents and agreed by the Early Years lead, but they still need to link with the Creche guidance, for example the registration form observed in the Creche did not link to the nappy changing guidance. The planning observed in the creche was of a very high standard and clearly linked to the individual child's learning and development. Observations are embedded in service delivery and take place monthly with SEHW's rotating around the district. External creche providers (Kent Creches) use the standard KCC paperwork to track and monitor children's progress and share this information at management meetings. Training of staff is linked to need and identified gaps. For example, the GLD data showed that developmentally boys were behind, so staff attended 'Slugs and Snails' training to improve understanding of boys development resulting in display boards for parents and staff that show how boys learn differently from girls.

The quality of relationship with external providers is very good and information is shared on individual outcomes and achievement. The Young Parents Group facilitated by Kent Creches update KCC management on the progress and outcomes of the young people. In the last year out of 32 young parents, 4 have started college, 4 have started work, one has returned to school, and 19 young parents are still accessing services. The crèche workers use the KCC forms for tracking children's progress and while this is not added to the progress tracker it is shared with staff and learning journals are completed for each child. The young parents take pride in commenting on and adding to their child's developmental milestones in the learning journals. A Summary of Service is completed by EH staff outlining progression and impact, but this could benefit from capturing the impact to individuals attending the group.

Recommendation: Consideration could be given to more input from the Kent Creches tutor on the outcomes for individuals in the Young Parents Group Summary of Service.

Dover have a two tier offer with Early Years Settings and the quality of these relationships is very good. Tier 1 focuses on school readiness, health and well-being and physical development and EHWs visit their link settings termly to deliver Big Smiles, improving Oral Health, Music and Movement based on B2M messages and the Big School Box to support transition to school. Tier 2 focuses on helping EY providers to use the support available from Early Help. SEHW visit link settings termly and provide an update and information on such things as the new Front Door process, the District Conversations and the services available, as well as encouraging settings to make claims for the 2, 3 & 4 yr. old funding. This excellent work has seen the number of referrals to the District Conversation from Early Years settings increase which in turn will reduce the demand on the more intensive services.

Youth staff act as excellent role models and the relationships with young people are outstanding. Staff clearly know the young people who attend their groups and activities and regardless of their level of needs the young people observed demonstrated a high level of respect for each other, Staff and Visitors. Young people attending sessions are very confident and comfortable and openly share their thoughts and feelings. The quality of youth work

practice was observed with the very effective Circle Time activity at the start of the 'Together' group which calmed 27 young people with varying levels of educational and emotional needs and provided staff with valuable knowledge of how the young people were feeling, and if there had been any issues that might affect their behaviour or mood during the session. Staff command the respect of the young people who are very welcoming of visitors and keen to share their achievements. Young people challenge each other on any inappropriate behaviour or not listening appropriately and were respectful if a member of staff highlighted any unacceptable behaviours in line with the clearly displayed codes of respect. The young people spoke confidently about feeling safe whilst attending Youth sessions and what difference it had made to their lives, confidence and self-esteem. There have been 21 Youth Work Observations completed in the District since December 2017, which is the joint third highest in the County. Feedback from the observations shows that Context, Session Delivery and Quality of Relationships were mainly good and outstanding whilst Planning and Outcomes were mainly good and requires improvement with no inadequate judgement in any of the Youth Hub observations, this is better than or in line with County trends.

Adult Education courses are developed through a robust review of the needs of the community and take into consideration where retention of participants has been problematic. Courses are planned a year in advance and EHW support the booking on process, contacting participants to ensure they attend. As a result of the very good relationships between the tutors and staff and the families Dover can commission 21-week courses in Maths and English which are well attended and have high retention rates. Good use has been made of available information. For example, the GLD data showed that developmentally boys in Dover were behind girls and so short courses delivered in half term were tailored around subjects that would interest boys, e.g. rocket and mask making and bug hunts, with the aim of encouraging more boys to engage with services. Meetings between the SEHW and the Tutor ensure that tracking and monitoring of achievements takes place, but consideration should be given to the longitudinal monitoring of participants once they have finished their courses.

Recommendation: Improve long term tracking of Adult Education participants learning journeys and outcomes

The accredited outcomes offer is comprehensive and includes Art and Sports Awards and Asdan Awards for Senior Members, as well as increased engagement with the DoFE programme with 4 Young people completing their gold award in 2019 having completed Bronze and Silver through the Youth Hub previously. The target of 100 accredited outcomes has been exceeded and continues to grow. Young people's achievements are also recognised with nominations for the Tryangles awards with 5 out of the 8 winners in Dover coming from Additional Support and Open Access Groups. The District Tryangles Event was extremely successful and well attended and included a performance of an anti-bullying song produced by the 30+ Young people engaged with the excellent music projects at the Youth Hub.

3. The Effectiveness of Leadership, Governance and Management

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The Dover 0-25 Open Access Senior Management team provides strong leadership that identifies appropriate targets and priorities to inform Action Plans and a comprehensive Service offer to meet the needs of the District. They recognise that Staff are passionate about making a difference to people's lives and appreciate the flexibility of Staff who work out of hours to ensure all Families can access the services at a time that suits them. Staff feel valued, appreciated and listened to by the DEHM and Delivery Managers. There has been a clear strategic steer towards providing a more targeted offer in line with reduced resources and increased levels of need and this in turn has led to a focus on quality and outcomes achieved by working with families creatively to meet their needs. There is a commitment to focus on Open Access services to provide an excellent offer of universal and targeted services for children, young people and families across the District. Although data is not yet evidencing that they are consistently reaching all of their target groups there are clear plans in place to improve this and Additional Support and District Conversation processes are excellent. Action Plans are set with SMART targets from comprehensive Annual Conversations with partners and are linked to the Staff TCP and appraisal processes. There are very effective DAB and

YAG Meetings in place monitoring and challenging progress towards set targets and priorities. Central governance processes are effectively used to inform service delivery and prioritise target groups. Buildings and their locations provide some challenge to meeting need in the District resulting in the use of Community Outreach provision such as Cross Links Youth Services in Buckland, Aylesham Baptist Church and Aycliffe Primary School.

There is a well-established independent DAB chair in place who understands fully the County Governance processes and has been an active member of the County DAB Chairs group. He has an on the ground working knowledge of the needs of young people from the ages of 0-25 being a Chair of Governors at a local school and the leader of the Crosslinks organisation in Buckland. He has used this experience to successfully engage partners into providing appropriate challenge and support to the DABs and Annual Conversations, ensuring that Action Plans are relevant to the District needs and priorities. The contribution the DAB Chair has made to Dover Open Access Services is exceptional and this has resulted in 0-25 joined-up approaches particularly in the Buckland area of Dover. The YAG is also very effective in championing the work of the Youth Hub, regularly reviewing the Action Plan and Data Pack to ensure the needs of the Young people in dover are being met. The chair is a County Council Member and is supported by the YHDM to ensure the meetings are effective and engage partners in shared priorities. Young people are encouraged to participate in every meeting and share their views and there is always a group activity encouraging partners and Young people to explore ideas and opportunities for helping Young people together, so the Young people's voice is heard. There are proposed changes in the Governance model and Delivery Managers are planning for this as an opportunity to engage partners such as Midwifery. The new model will also look to better use parental feedback gained from Social Media parent forums with reports produced by Business Support.

The Additional Support processes in Dover are outstanding with data showing an excellent throughput of requests with key performance indicators such as allocation, assessment, closure and outcomes all exceeding targets. The Delivery Managers are providing an 'amazing' District Conversation process with school partners giving feedback that they are knowledgeable, thorough and 'ask the right question's' and Early Years partners describing the process as prompt, organised and positive – 'a successful Early Help experience'. The work undertaken is reaching those most in need by providing direct 1-1 work with children in schools and support for staff in Early Years Settings. Audits have shown the Additional Support work is consistently good and outstanding and this has been verified at moderation.

There are strong partnerships between the Delivery Managers and Health Visiting, One You, Police, Addaction, DDC, CSU, Schools and Early Years Settings and the DEHM provides the link to the LCPG where there is a focus on improving health outcomes such as healthy weight and smoking cessation. FEE is fully embedded across the whole district and is an agenda item on team meetings, ensuring that all staff including Business Support staff fully support the promotion of FF2 and talk confidently to families about FEE funding. A member of staff from business support is now the nominated lead for checking the DWP lists against eStart and keeping centralised files and this has improved consistency and the efficiency of the FEE agenda. The FEE lead has made good use of the data to analyse the challenges in contacting and engaging families (60% of those on the DWP list are either not registered on eStart or their details are wrong). This information is being used effectively to look at new ways to reach target families including making use of the newly established HV developmental clinicals in the CC's and sourcing outreach venues in target areas, such as Maxton to deliver services and through these promote FF2.

Staff feel fully supported by the senior managers and supervision is robust helping to improve practice. Reflective Practice Groups are run by the OA and Unit seniors based on themes from referrals such as housing, absent father's voice and voice of the child. All staff are able to discuss action plans in team meetings and feel fully involved in the development and planning of services to meet identified needs and priorities. All staff are clear of their roles and responsibilities and there are clearly defined Champion and lead roles. They stated that they feel listened to and included in decision making. The Delivery Managers understand the needs of staff and provide support with changes such as the new front door and District Conversation processes. Business Support feel supported to deal appropriately and efficiently with District Conversations and this is viewed positively by partners. Business Support also

help the Delivery Managers to keep up to date with staff training requirements using a training record derived from the former Singe Central Record this ensures that mandatory training is completed in a timely manner. Additional training is provided as and when necessary and updates are provided as part of team meetings.

Signage on First Aiders, Fire Marshalls and safe exits from the building were clearly displayed in every centre. Safeguarding signage on who to report to if there are any concerns were clearly displayed in all Centres visited and there were clear safeguarding boards on display for parents and staff. Leaflets detailing the Safeguarding lead and Fire Evacuation processes were given to all visitors to sites. Risk Assessments were comprehensive and up to date but could benefit from being more specific to the service being delivered. Staff undertake checklists in line with these at the start of each session and consideration could be given to ensuring all available space (e.g. outdoors) is included. External providers undertake daily checklists and use the centres risk assessments, and these were observed in the folders. The daily check lists need to ensure they take in all spaces available. For example, the daily check list for the Creche did not include the outside space and when the children went into the garden it was discovered that one of the chalkboards had snapped off and was lying on the grass. Since the Review the Linwood Youth Hub received the first 100% compliant Health & Safety audit in the County.

Recommendation: Some Risk Assessments could be more specific to the service being delivered and the room/space/resource being used.

Safeguarding processes are secure with safeguarding leads clearly identified and a flow chart detailing who these are and relevant contact numbers and procedures for staff to follow are displayed in all buildings. All staff were clear on who to contact if they had a safeguarding concern and felt supported to share any concerns they may have.

Facebook is used effectively in the Children’s Centres, to post messages and promotional information, including the Public Health campaigns and a parent’s forum has been set up to gain feedback into current service provision and what parents would like to see delivered. Comments are fed back into the ‘You Said, We Did’ boards that are on display in the centres.

4. Overall Effectiveness of 0-25 provision

Given the current comprehensive and co-ordinated provision of integrated 0-25 Open Access Services to meet the needs of the Dover District, the evidenced quality and performance of the 0-25 services and the effective leadership and governance demonstrated, we would consider an overall judgement of Good appropriate. There are many outstanding features evidenced across all of the categories, most notably the quality of relationships with service users and partners, and with some further development as identified in the following recommendations, an overall Outstanding grade is achievable.

Based on the evidence presented the judgement for each area is as follows:

- Access to Services – 2 – Good
- Quality and Impact of Practices and Services – 2 – Good
- The Effectiveness of Leadership and Management - 2 – Good
- Overall Effectiveness of 0-25 provision – 2 – Good

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Actions for development	Responsible - To be decided by District unless stated otherwise	By When – To be decided by District unless stated otherwise
Target the top ten most deprived LSOAs so data demonstrates that those most in need are being reached especially Tower Hamlets, Buckland and Maxton, Elms Vale & Priory.		

Work with CSWS to improve links to increase Open Access Reach to those families known to CSWS (Particularly 8-19)		
Considerations should be given to the use of the outdoor space available in all groups and these should be included in planning, risk assessments and daily checklists.		
The CC and YH Public Health Leads to complete the Bi-annual Public Health Report together to reflect the joined-up work of the District.		
Improve the partnership with Midwifery Service in Dover to further improve the reach and registration of under 2s		
Work with Post 16 Partnership Manager to improve NEET figures		
Consider increasing the capacity of volunteers by involving them in service planning and team meetings.		
I&I Team to provide training to support the capturing of individual outcomes and impact in Summary of Service, to include the link between feedback and changes to planning.	I&I	
Consideration could be given to more input from the YAPs tutor on the outcomes for individuals in the Summary of Service.		
Improve long term tracking of Adult Education participants learning journeys and outcomes		
Consideration could be given to more input from the Kent Creches tutor on the outcomes for individuals in the Young Parents Group Summary of Service.		
Some Risk Assessments could be more specific to the service being delivered and the room/space/resource being used.		

Completed versions of this form will be sent to the Children's Centre/Youth Hub Delivery Manager, District Manager and Head of Service and will be held by Information and Intelligence.