

Appendix 5

Youth Provision District Report

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Subject: KCC Delivered and Commissioned Youth Provision in Folkestone and Hythe

Classification: Unrestricted

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

1. KCC Directly Delivered Youth Offer in Folkestone and Hythe

- 1.1 The KCC internal youth offer in Folkestone and Hythe consists of a variety of key activities for young people to engage with. These include, but are not limited to, the following:
- i. **Folkestone Academy Youth Group – The Crew:** This is a group run for young people struggling to focusing on raising self-esteem and confidence. The group is attended by young people with a variety of additional needs and gives opportunities to develop team skills and focus excess energy in productive ways.
 - ii. **Monday Unplugged Gaming Group:** This is a weekly group for young people with social anxieties, additional needs, and those who struggle to make positive relationships with their peers. The group promotes traditional games such as board games and team games to encourage participation and breaks down barriers to communication. The group runs in a safe and nurturing environment which helps to compliment additional support referrals.
 - iii. **Hawkinge Youth Group:** A weekly community-based group in response to local need. The group is focused on Social Action and Community engagement as well as offering a safe space to meet new people and take part in creative and sporting activities.
 - iv. **Moving Forward:** This is a targeted session for year 10+. We aim to run sessions for older age groups for them to have a space to be able to talk and ask for advice/help away from younger siblings and family. Sessions include: Staying in education/college, awareness around crime, sexual health, appropriate behaviour.

We will be working closely with Project Zebra and the Police with the aims of getting young people off the streets and integrating into a safe space due to the local worries in our catchment area off are sex exploitation and drug dealing. High numbers of Czech speaking young people attend after setting up detached project in the Mill Bay area. This has a focus

around integration, exploration of culture via food and music, and development of English skills.

- v. **LGBTQ Drop in:** This is a weekly drop in at a safe and supportive space to offer support to LGBTQ young people. The session is supported by volunteers from the wider LGBTQ community. The drop in will be based on co-production with young people making decisions about how they want the session to run and develop going forward.
- vi. **Vulnerable Girls Targeted Group:** This group is aimed at girls who have been through a traumatic event and who may be at risk of Child Sexual Exploitation (CSE) or gang membership. This 6-week programme looks to develop self-esteem and confidence, giving skills and knowledge to make informed choices. Also, to develop a support networking and encourage attendance at other open access provision.
- vii. **Supper and Chill Club:** Supper Clubs give young people to develop skills and knowledge around healthy eating and effective budgeting. Young people that have difficulties making friends, isolated, generally shy and nervous, to be involved in a sociable group to learn cooking and art skills as well as the opportunity to build relationships and discuss issues with staff and other young people over a meal. Opportunities for young people to be empowered to take ownership of their session and have their voices heard on how they would like the sessions to run.
- viii. **Junior Group:** This is an open access group focussing transition from primary to secondary and addresses the needs of those children. This is a safe place to make friends and to learn in a holistic way covering a range of topics including bullying, friendships and self-esteem, family life and social skills.
- ix. **Risky Behaviour Group:** This is a group that delivers workshops over 6 weeks to explore risk taking behaviour amongst adolescents focusing on current risks and how these can be reduced. This group is run on a demand basis.
- x. **Duke of Edinburgh (DofE):** An accredited open award centre that currently delivers the bronze award.
- xi. **Mill Bay Detached Project:** This is a project commenced in conjunction with Folkestone and Hythe District Council, Open Access and Police, and has come about due to the number of complaints from local residents being highlighted each week at the Community Safety unit (CSU) meetings. The project is part funded by a Police and Crime Commissioner (PCC) grant. The Open Access workers are engaging with the local Czech young people and their parents as well as local businesses and residents to reduce the Anti-Social Behaviour (ASB) in the area.

They are working one day a week in the park and signposting the young people to Shepway Youth Hub and the New Shed project for other sessions during the week. There is evidence of drug use and CSE in this area and it is hoped that the risks to these young people will be reduced.

- xii. **Community Hub:** Youth Worker support a project led by Red Zebra that engages with Czech Roma families. Running from the Village Children's Centre the project is an all age project that aims to build relationships with the Czech Community and to empower them to lead on the project.

- xiii. **School Attendance Group:** This is a programme offered to young people on reduced timetables or on fixed term exclusions to aid reintegration back into school. It targets young people lacking confidence and self-esteem or who exhibit challenging behaviours and are failing to thrive within the school environment. The group is by referral only with consent from the young person's current school so that it is compliant with the legal framework.
- xiv. **Residential Opportunities:** An opportunity for young people to experience something new, out of their area, to develop the skills and resilience in an outdoor setting that will challenge both physically and mentally. The team in Folkestone and Hythe will be running two residential trips at Bewl Water in 2018, over 5 nights. In addition, we will be running a Sense of Belonging Residential opportunity to young people in foster care.
- xv. **Missing Return Interviews:** Missing person return interviews are carried out by Youth Hub staff, for every young person not open to Children's Social Work Services (CSWS), to ensure we understand the reason for their missing episode and ensure their safety and wellbeing.
- xvi. **Sense of Belonging:** This is a programme delivered in partnership with KCC's Outdoor Education Centres, CSWS, and Fostering for Looked after Children in the county.
- xvii. **Additional Support:** This support is carried out by Youth Hub staff, 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 after a 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.
- xviii. **Community Youth Tutor - Folkestone Academy:** A Senior Early Help Worker is funded by the school for 2 days a week. The role focuses on improving attendance and reducing fixed term exclusion with individual pupils in school. The worker also delivers workshops self-esteem, risky behaviour, friendship, making the right choices, appropriate relationships etc.
- xix. **Sexual Health Workshops:** Delivered by the Community Youth Tutor to the whole of year 9 and 10 cohort at Folkestone Academy.

2. KCC Commissioned Youth Offer in Folkestone and Hythe

- 2.1. There are 12 Youth contracts across Kent, delivered by 7 providers. Salus are currently subject to a 5-year contract with KCC to deliver universal youth provision in Folkestone and Hythe (let by KCC on 1st December 2016, following a competitive process).
- 2.2. The youth offer from Salus, includes the following programme of support:
 - i. Two evenings a week service of delivery at the Hythe Youth Centre, offering activity-based sessions that include music, sports, arts, and participation activities.
 - ii. Salus also run two evening sessions at Phase II in New Romney, offering activity-based sessions that also include music, sports, arts, and participation activities.
 - iii. Community based provision in Lymppe for young people, on a one session per week basis, offering a variety of activities.

- iv. An Autism group is also delivered from Hythe Youth Centre on a weekly basis. Support is offered to young people to enable them to flourish and try activities which will enhance their wellbeing.
- v. Salus support Lydd Youth Set by offering staff and expertise to this community based and led youth provision.

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 Folkestone and Hythe

- 4.1. There are several key areas of work that KCC are involved in or leading on, alongside partners in Folkestone and Hythe, which have a particular focus on engaging with and supporting young people. Much of the partnership working is focussed on getting young people to access the universal provision access the district or to access the correct tier of support.
- 4.2. Youth Hub staff carry out a Link Worker role for all schools across the district and the college, with the aim of supporting schools with accessing universal, additional and intensive family support and consists of a termly visit.
- 4.3. The Youth Hub Delivery Manager attends the MADAP meeting weekly a multiagency panel that aims to support young people at most risk. Working collaboratively with CSWS, PRU, Inclusion and Attendance (PIAS), Kent Police, local schools, Youth Justice Team, Children and Young People's Mental Health Services to support solutions and generate ideas of how best to support the most vulnerable in the district.
- 4.4. Youth Hub staff, along with partners via the district Community Safety Partnership, delivers events such as a Youth conference, Domestic Abuse Conference and Mental Health Conference.
- 4.5. Young Careers drop in sessions are run at the Youth Hub by IMAGO.
- 4.6. The Youth Hub Delivery Manager attends the Community Safety Unit – Clean, Green and Safe weekly meeting to gather intelligence and inform provision across the district. The group contains representatives from Police, officers from Folkestone and Hythe Council, Housing Associations, Community Wardens and PCSOs.
- 4.7. Youth Hub staff lead on the monthly NEETs meetings which bring together several partners together including Education People, CXK, VSK, training providers and schools.
- 4.8. Youth Hub staff participate in the Op Ariel and Op Lion street days in Folkestone and Hythe based on the Street Week delivered in Thanet. Residents are asked what is good, bad, or could be better. Surveys are completed, and referrals or follow ups are made with other agencies as appropriate. This is led by the Community Safety Unit but includes representation from CSWS and Housing.

- 4.9. Porchlight collaboratively work on the BeYou Project (and LGBTQ+ group) run from the Youth Hub.
- 4.10. Mind are working in partnership as part of the Tuesday Moving Forward Group offering supporting young people through fun ways to develop practical coping strategies.
- 4.11. Close links with the PIAS team with a Czech Speaker attending regularly at the Mill Bay Project. This has led to young people that were out of school now attending. The worker has also supported on the Summer Transition programme.
- 4.12. The youth team have been working closely with Red Zebra to engage with the Czech Community on several projects with the hope for this work to continue to develop going forward.
- 4.13. We are working Hawkinge Community Centre now run by Folkestone Sport centre to develop interventions to address concerns around Anti-Social Behaviour (ASB) and criminal exploitation in the Hawkinge area.
- 4.14. We have also developed links with voluntary sector and church groups to promote the district offer.
- 4.15. We continue to work closely with our LCPG grant funded providers including Young Animators, Purple Octopus, Gillingham Football Club and Oh Crumbs.

Early Help and Preventative Services
Open Access Improvement Review Tool

Document Owner	Alan Collado
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Review Date	

Open Access Improvement Review Form

Dates of Review: 26 th and 27 th January 2017	Reviewers: Debee Beale, Emma Fairbairns and Jo Williamson	Centres visited: Caterpillars, Dymchurch, FEYC, Hawkinge, Lydd and New Romney Shepway Youth Hub District: Shepway
Delivery Manager: Karen Roberts District Manager: Julia Easton	Staff and Partners Present: Various including Staff team, Volunteers (CC), Senior Members (Youth), District Advisory Board Chair and various partners.	
Context This Open Access review was conducted to establish the Ofsted readiness of the Shepway District Children's Centres and how effectively they operate as part of the Early Help 0-25 Open Access offer for the District. The first four sections of the report look at and grade the Children's Centre Service Delivery under the Ofsted categories of 1) Access to Services, 2) Quality and Impact of Services, 3) Effectiveness of Leadership and Management and 4) Overall Effectiveness. Section five of the report looks at themes identified in the Review of District Based Working and section six summarises the Youth Work Observation undertaken during the review. Actions for development for both the Children's Centres and the Youth Hub are listed at the end of the report.		
Theme		Score
1. Access to Services Senior Managers have a very good understanding of data and it is clear that they are routinely using this to good effect to inform decision making with regard to service delivery. They share the data pack with the team and partners appropriately to ensure they understand priorities and targets including the priority LSOA's. Staff are aware of the data for the District and can accurately articulate the areas for development. Outstanding practice was also observed where the Senior Managers regularly meet to review the Summary of Services for the whole District to map out registration and reach of the services and identify the target groups accessing those services, resulting in services being planned to reach the right people at the right time across the District. There is evidence of effective and well established partnership working to identify and provide services to the families and young people in Shepway. This is further evidenced with the large majority of the District being registered (75% and 80% for the 5 KCC centres), which is above the Kent average. Maintaining contact with families, especially in the most deprived LSOA's once registered is proving more challenging with lower reach figures (54% and 59% for the 5 KCC centres), although these are the best reach figures in the County despite a difficult geographical area covering a large rural community. The District has identified and registered more BME families than the KCC baseline and is reaching the large majority of these (65%). Work is being completed with the military base in the community to prepare for the change of regiment ensuring that this contact is maintained. There is good provision of universal services both within centres and at outreach venues to engage the community. Partners such as Health Visitors, Midwives, Breastfeeding Support and Adult Education deliver services from the centres. Value for money is evidenced through part time centres being used by Schools and Home-Start to deliver services outside of opening hours.		2

<p>EStart is used effectively to monitor how many families use and continue to use services until their needs have been effectively met. Despite this reach for the Romney Marsh LSOA remains low and improved engagement in this area should become a focus for the team.</p> <p>Recommendation Continue to Improve the District reach figure especially for the most deprived Romney Marsh LSOA E01024548, including outreach opportunities.</p> <p>There is a clear 2 year old free entitlement (FF2) action plan and examples of very effective practice with a whole District approach including the Commissioned Centres. There are 2 FF2 champions within the district resulting in a very good understanding of the needs of the community and maximising opportunities for promoting FF2. There are clear and effective processes in place to facilitate arrangements for targeted children to take up the entitlement to early education and District take up stood at 89% at the end of the autumn term, which is the highest in the County, with a high level of take up in all centres. The whole team demonstrate an understanding of the FF2 offer and are confidently able to promote it to families. There are displays in all centres highlighting who to speak to about FF2, making it easy for parents to enquire. The FF2 champions work closely with Health Visitors to raise the profile of FF2 and ensure the wider audience are aware of the programme. The team have raised that the DWP data does not include child's name and this is a barrier to contacting all eligible children.</p> <p>Recommendation: <i>Use the reasons for non-take up report to identify what can be done to engage families who do not take up the offer and take to District Management team to further increase take up.</i></p> <p>There is outstanding partnership working with the Early Help Units and Specialist Children's Services, ensuring that there is a continuum of services for all families in Shepway. The strong links with SCS, including shared training and observations of meetings, was recognised as good practice in the Review of District Based Working. Staff state that they are protected by their manager with regard to their work priorities and appropriateness, especially with regard to Additional Support and as such this District is not reporting the challenges that other Districts seem to have around levels of Additional Support work and inappropriate thresholds. There is however nervousness amongst the team with regard to the new front door proposals, the impact this may have on the type of work that they may need to undertake and the threat this poses to the comprehensive universal service they offer.</p> <p>Recommendation: <i>Senior Managers to continue to monitor the level and appropriateness of Additional Support allocated within the District following the implementation of the new front door process.</i></p> <p>There is an outstanding example of effective practice where the Early Years Settings link workers look at GLD data and SCS statistical data and then work with the settings to establish relationships and deliver a 4 week programme tailored to improve the GLD results. This aims to increase reach and improve GLD scores which are currently at 74% for the District. They also actively engage with the Early Year's collaborations to target this piece of work to the appropriate settings.</p>	
<p>2. Quality and Impact of Practice and Services</p> <p>Staff delivering the EYFS have good knowledge of their target groups and are clear on which families should be accessing their services. Their enthusiasm and skills were evident in the groups and services that were observed. Their delivery is of a good quality and staff act as role models for parents. It is clear that the principles of EFICL and Born to Move are</p>	2

well embedded and staff members fully understand their importance and promote this to parents. Parents were seen actively engaging with their children and using positive praise as well as promoting good behaviour through turn taking and sharing. Tracking of children in crèches shows evidence of children making positive progress in their learning and development. Staff have good processes in place to monitor this progress through the use of the Kent Progress Tracker with support from the Delivery Manager and Early Years Advisors. Tracking of children in universal services is being reviewed and agreement going forward on this is needed to ensure that it is fit for purpose and does not drain resources unnecessarily.

Recommendation: *District Manager to meet with Early Years Advisor Team Leader to discuss a review of tracking of children*

A comprehensive Parenting Offer is provided and is detailed in an informative Parenting Leaflet detailing annual provision including 6 Solihull Programmes, 6 Kent Parenting Programmes, Reconnect – an Adolescent Violence Against Parents programme and 3 Cygnet courses, delivered jointly with Speech and Language and the Specialist Teaching and Learning Service.

Partnership with the Early Years settings in the District is outstanding and Early Help Support Workers attend collaboration meetings. They offer support to nurseries through thorough data analysis, delivering 4 week sessions on specific areas within the EYFS. Outreach work is effectively delivered across the District and staff are clear on the District targets as well as the centres they are based in. There is good partnership working with colleagues such as Health Visitors and creative ideas are used to support families where transport has been identified as a barrier through partnership working with Shepway Sports Trust, delivering joint services at the local sports centre, Little Olympians. Staff and managers are very aware of the changing population and are proactive in making arrangements for registration and reach for future families such as the Nepalese community.

The District delivers a series of school admission information sessions that are well attended by schools, partners and families with children nearing school age. A report on these is available. 27 out of 36 primary schools in the district attended, along with 183 families.

Children's Centre staff attend all district Early Years LIFT meetings to promote the Early Help Service.

Planning of services is good and there is evidence of this being linked to individual children's interests. Regular internal observations are now in place and there are plans to develop this further with peer observations which are welcomed by the team.

Recommendation: *Further improvement could be made by linking planning into observations made in previous sessions to ensure that this links into the overall evaluation of the service and the service proposal, to facilitate a reflective cycle for planning and service delivery.*

The District has an effective volunteer champion who is responsible for the recruitment and support of all volunteers. They reported that the new volunteer process is working well with 3 new applicants and 21 current volunteers across the 5 CC's, as well as 31 Breastfeeding Peer Supporters. The PSB co-ordinator is very enthusiastic and dedicated and provides a reliable Breastfeeding offer across the District, which has hugely improved since her recruitment. There is an ethos of continuous improvement for the service and this has helped to improve Breastfeeding rates. Volunteers are tracked to show progress.

<p>Service Users are kept informed of how the centres keep their children safe through the use of notice boards which are bright, colourful and visually easy to read and understand, centres have “You said, We Did” boards which have been designed in a family friendly way. There is a strategy to promote services through partners, centres and social media which is proving effective.</p> <p>There is a consistent approach to engaging with Specialist Children’s Services ensuring that families are engaged in Children’s Centre activities, managers have put in a process for contacting linked Social Workers and joint visits are now arranged for families where needed. There is also a named Social Worker for the Youth service who attends the Youth Advisory Group replicating the good practice demonstrated in the Children’s Centres across the 0-25 service.</p> <p>The Health targets that were set at the Annual Conversation are a true reflection of the needs in Shepway and Managers and partners are working closely to achieve them. The recent introduction of the Health Sub Group is having a positive impact and partners attending find the meeting beneficial, the joint action plan to meet these targets will be a positive tool.</p> <p>Links with partners such as Community Learning and Skills (CLS) are very strong and a robust process for co-ordinating course delivery is in place across the District. The target for this year is challenging but managers and partners are confident they will achieve this. Tracking of Adult progress is well embedded and long term tracking is enabling the centres to follow parents’ success. Last year’s target was exceeded by 22. The CLS champion works with their Link within Adult Education to ensure that as many courses run as possible with take up of courses being especially good as a result of them being tailored to the needs of the community which is outstanding practice.</p> <p>Recommendation: <i>Consider individual learning plans for adults to ensure they are able to achieve their aspirations.</i></p> <p>Families spoken to during the review expressed a positive view of the work of the centres and how they feel comfortable and confident to share their views and needs. All families spoken to expressed that they were made to feel very welcome and were keen to praise the staff delivering the groups.</p> <p>There are good quality Service Proposals for all groups and these could be further improved by tailoring the local and national priorities to the specific catchment area of the centre. Staff need to ensure that changes identified in the Service Summaries are implemented and Service Proposals are updated accordingly.</p> <p>Recommendation: <i>Tailor local and national priorities to specific catchment areas in Service Proposals and ensure changes are made in line with the Service Summaries.</i></p>	
<p>3. The Effectiveness of Leadership, Governance and Management</p> <p>Centre leadership and management are using the KCC central processes and the support of the Improvement Team to implement the Performance Management cycle effectively, including the SEF, Action Plan and Annual Conversation, to set and agree relevant performance measures that improve the lives of families and young people in Shepway. The District piloted a Joint Annual Conversation with Children’s Centres and the Youth Service which was effective and it was clear that managers have a good knowledge of all parts of the Service. The District Action Plan has been appropriately updated following the Annual Conversation and the Senior Leadership Team has agreed the targets for the year. Targets set reflect the whole Districts needs and are shared across children’s centres and youth services, ensuring that there is a comprehensive 0-25 District offer.</p> <p>There is an effective District Advisory Board (DAB) which has recently recruited a new</p>	2

Independent Parent Chair who will have a positive impact and has a good understanding of the needs of Shepway. The DAB meets quarterly in line with the Performance Management Cycle. Attendance from partners is good and there is engagement from key partners such as Health Visiting, Schools and Job Centre Plus. The commissioned children's centres in the district are also included in the DAB. The vice chair (Home-Start) and managers feel that there has been significant improvements to the effectiveness of the DAB over the last 18 months and a co-ordinated system of challenge and scrutiny is in place. The managers feel comfortable challenging each other as there is a mutual respect. DAB members are aware of targets and agreed priorities and there are joint targets for health and youth across the District, particularly NEETS. It is clear that the District manager has been able to use this good practice to make significant improvements to the Youth Advisory Group.

Managers have found that one to one work with individual schools has given better success to joint working against priorities than schools attending the DAB meetings. There is an excellent partnership with Job Centre Plus, where there is a continually updated display board from the Children's Centres and plans for staff to work out of the local offices shortly. Joint training for the District e.g. Adult Mental Health Training has also been held in the Job Centre Plus offices. Effective wider multi-agency safeguarding work has been organised by Early Help and Specialist Children's Services including the successful delivery of Child Sexual Exploitation training to over 100 partners in Shepway, in addition to all taxi drivers.

Parental engagement at the DAB is a challenge but it is hoped the new Parent Chair will improve this and there are effective mechanisms in place for parents to feed into the Board even if they do not attend, such as the Parent Voice Events and the Parent Survey. Information is shared in a variety of ways within the DAB which includes joint team meetings with the Commissioned Centres. Every quarter the District and Commissioned services SEF's are jointly reviewed and challenged in a mutually respected way. The District SEF is starting to take shape and identify appropriate needs and challenges; some further development of the content could improve this and make it more specific to Shepway with the removal of some standardised county statements. A Youth SEF has also been produced to enhance the continuous provision across 0-25 service.

A recent Annual Parent Satisfaction Survey was carried out across the district, with 259 completed surveys returned. A report on the findings is available. Feedback received is used to develop the service further. A survey was also carried out with young people across the district which has also been used to shape the service delivery.

Recommendation: *Further improve the content of the SEF to make it more specific to Shepway and remove standardised county statements*

Safeguarding processes are secure. ID is checked at all centres and visitors badges issued appropriately. The Single Central Record is returned to the central team on time every quarter, and is one of the most well maintained in the County. It evidences safer recruitment of staff and volunteers, as well as relevant mandatory staff training being completed by all staff members. There is joint training across the service (CC, Unit, and Youth) to ensure consistency of safeguarding practice. The recent safeguarding audits submitted for each centre demonstrate evidence of effective policies and procedures that promote the welfare of both staff and children and young people. When questioned Staff members are confident about safeguarding procedures and processes to raise concerns, and the Designated Person process is fully embedded.

Health and safety of the centres is good with all risk assessments being up to date and of good quality. Daily checklists are used for all buildings and groups. The group checklists could be further improved as they need to be more reflective of the group's overall risk assessments. Staff are vigilant in their checks of visitors to the centres and sharing of essential health and safety information.

<p>Recommendation: <i>Update daily checklists to reflect the specific areas identified on the Risk Assessments.</i></p> <p>Staff members shared that they have good experiences of support for their roles from both managers and peers. They commented that they worked as a whole team across the District to deliver the positive work of the centres. Leaders and managers are knowledgeable of the needs of the area and use the skills and knowledge of their staff to create new and exciting ways in which to engage families in services.</p>	
<p>4. Overall Effectiveness of Children’s Centre provision (including EYFS)</p> <p>Given the current performance, SEF and review of the District data we would agree with the current District SEF judgement in regards to an overall judgement of Good. Based on the evidence presented the judgement for each area is as follows:</p> <ul style="list-style-type: none"> • Access to Services – 2 - Good • Quality and Impact of Practices and Services – 2 - Good • The Effectiveness of Leadership and Management - 2 - Good <p>Note – The Early Years Advisory Team has also graded the District as ‘Good’ in every category including tracking, quality of delivery, environments and planning. The Delivery Manager uses the experience of the Early Years Advisor effectively.</p>	2
<p>5 Review of District Based Working</p> <p>The District based Working Review Open Access development areas included:</p> <ul style="list-style-type: none"> • Free for Two to be targeted in specific areas where take up is lower and Foundation Stage Profile is also lower • Understand further how Early Help services, higher needs funding for SEN, use of LIFT and pupil premium work together in a coordinated way to support vulnerable learners • Ensure that Early Help and Preventative Services, SCS and Shepway schools are all aware of families being stepped down and that schools have an opportunity to contribute to the plan • Develop further the joint working between Early Help and Preventative Services and Shepway schools in order to; <ul style="list-style-type: none"> ○ improve communication and information sharing ○ improve engagement with families ○ contribute to plans and case closure decisions • Early Help link workers to engage with settings who are not in a collaboration or not accessing LIFT services • Encourage and support settings to access EY LIFT such that support requirements are identified prior to children starting school • Review and enhance transition arrangements from settings to reception year • Explore how to increase childcare sufficiency in the district against the plans for three new housing developments and the proposed 30 hour provision <p>These have been addressed and included in the District’s action plans following the Annual Conversation. Recommendations included at the end of this review should also build on improvement in these areas.</p>	
<p>6 Youth Work Observation</p>	

The Youth Work Observation conducted in line with this Review showed that the provision had elements of 'Good' and 'Requires Improvement' as follows:

1. Context – 2 (Good)

The youth hub is on the ground floor of a 3 story building on a busy town centre street in Folkestone that also accommodates offices for Units, Open Access staff, business support and youth justice area team. It is internally modern and well equipped with a kitchen, office area, pool table, computer area and social area in one large room. There is a music and art room on the second floor which is used if numbers are high and this was used for this session due to the numbers. External signage is good but it does appear from the outside to be a shop or Café rather than a Youth hub. The youth session operated in all areas of the hub space. The front door was left open for the session but Young People were asked not to leave for the first hour which they accepted and abided by. The group was made up of 32 young people aged between 11 - 25 years old. Staff reported that this was about average but they can get up to 40 Young People. Facilities and resources were of good quality and were clearly respected by the young people and they were thoroughly engaged in the whole session. There was an effective signing in process for staff, visitors and young people used during the session and new Young People completed registration forms. The staff advised that there were risk assessments completed for the sessions however they were not visible as they are kept on the shared drive. It would be good to have them displayed e.g. in the kitchen area and staff should be consulting them when setting up the session. Notice boards were up to date and there was a good variety of displays with a particular focus on safeguarding and general information and advice but staff said that they are in the process of updating these and adding more leaflet holders to make them easier to access.

2. Planning – 2 (Good)

It was evident that the session was well planned and had been done so with the input of young people on a 6 weekly basis. The programme for the evening was on a session planning sheet shared with the staff to include:

- Making Shortbread which was chosen by the Young People the previous week for Burn's Night as they did not like haggis. Fruit and yoghurt was included to bring in the healthy eating element as well as portion control with regard to sugar and calorie intake per portion.
- A Pool Competition 'Killer Game' led by the Senior Member to encourage Healthy Competition.
- Quiet time discussion about 'What is risky behaviour?' To include social media, internet, drinking, and sex.

Discussion about a future residential was also planned. The new county planning paperwork was not used and staff asked if they could have some help from the improvement team to implement the new processes. Staff said that there is a service proposal but that this is on the shared drive so was not accessible at the session. Good quality learning was observed in the cookery session with the conversion of weights and measurements while following a recipe. Young people clearly influenced the planning process for the sessions and were keen to share what they liked doing and what they would like to do next week e.g. Guitar Hero and more dancing which was noted in the evaluation and added to the plans for next week. The plan for the senior member to lead the Pool competition did not seem to be followed and the young person seems to need more guidance to increase his confidence to take more leadership of the tasks he is assigned to. Young People could be developed further with opportunities for accreditation.

3. Quality of Relationships – 2 (Good)

The interactions between young people and all staff present were very good. As a visitor to the centre the young people were polite and welcoming. There were clear boundaries and

rules discussed and the young people showed respect for these, the building and equipment and each other. Swearing was challenged and Young People were asked to leave the centre for 5 minutes. This was accepted by the Young People and seemed to be a respected rule. Young people were very comfortable with sharing any issues they had and members of staff were able to talk quietly to some young people away from the main area of the group. The staff were very professional and relaxed in their work, being friendly with clear boundaries which the young people respected. The one male senior member in attendance mixed well with the males in the group, who were in a minority, and engaged both males and females to join in the pool session although this did not seem to be a competition as planned. Young people showed confidence within the group which appeared to be gained from the effective youth work that takes place at the hub. They appear to trust the staff and show a good level of respect. The 32 young people that were present were from a wide range of age groups, but were mainly female and exclusively White British, which is not necessarily representative of the community with a presence of Eastern European Community in the town not represented. Staff are aware of issues with engaging the Eastern European Community and have tried to address these. This was discussed in the 'Risky Behaviour' session. Although the senior member was involved with the delivery of the session there was little evidence of co-production as he was quite new to the role. There wasn't any evidence of planning for his development and progression in the planning forms but this was discussed verbally by staff who were clear of the progression he had made since being given the additional responsibility, although they felt there was a long way to go. This could be documented more clearly. The strong relationship between staff and young people was evidenced with the quiet time discussion around 'What is risky behaviour?' All of the young people engaged with and were respectful to the learning from the discussion, demonstrating good self-esteem and communication skills resulting in good outcomes. Inappropriate views were challenged, including racial prejudice, and used to promote learning. Cards were used to facilitate the discussion.

4. Session Delivery – 2 (Good)

Planned activities were of a good standard and the Young People clearly enjoyed themselves and moved freely between the activities on offer. They participated enthusiastically especially in the 'Risky Behaviour' discussion which was a good demonstration of issue based Youth Work and was led confidently by staff. There was no formal evaluation process and an evaluation session at the end of the evening involving the whole group would help to evidence the good work on display and formally document the young people's feedback. This would have been possible as all the Young People were together and engaged at the end for the 'Risky Behaviour' discussion. It would be good for the senior member to be more actively involved in this as well and link this to some form of accreditation when he is ready. The staff completed the evaluation of the session individually writing down separately any issues and comments to be included in the next week's planning. Although this did capture important feedback and there was some shared discussion it might have been more effective for one person to lead and complete the evaluation so everyone's views were included and any learning from the session was shared with the whole team. One issue around hygiene was discussed and ways of including it in next week's activity were decided on creatively.

5. Outcomes – 3 (Requires Improvement)

There was a wide range of opportunities for young people to participate in and young people were clearly developing in confidence and social skills. It would be good to see links to further development opportunities and more senior members being developed as a result of this. Although young people's views were picked up anecdotally by staff more formal feedback could be carried out by each member of staff at the end of their respective sessions in creative ways to inform future planning. Staff could consider using the grade descriptors in this observation process as guidance for where they could develop as the risk

is the process becomes descriptive sentences of one person writing rather than reflective group evaluation. Staff could also record individual outcomes and reflect on individual capabilities they were developing through their effective youth work and this could in turn help with the development of more senior members.

Actions for development from the Observation are listed at the end of this report.

Actions for development for Children's Centres	Person Responsible	By When
Continue to Improve the District reach figure especially for the most deprived Romney Marsh LSOA E01024548. Including outreach opportunities	Karen Roberts/ Team	To be decided in District
Use the reasons for non-take up report to identify what can be done to engage families who do not take up the offer and take to District Management team to further increase take up.	FF2 champion and team	
Senior Managers to continue to monitor the level and appropriateness of Additional Support allocated within the District following the implementation of the new front door process.	Karen Roberts/ Team	
District Manager to meet with Early Years Advisor Team Leader to review tracking of children in universal services to improve current EYFS judgment from 'Requires Improvement' to 'Good'.	Julia Easton	
Further improvement could be made by linking planning into observations made in previous sessions to ensure that this links into the overall evaluation of the service and the service proposal, to facilitate a reflective cycle for planning and service delivery.	Karen Roberts/ Team	
Consider individual learning plans for adults to ensure they are able to achieve their aspirations.	Karen Roberts/ Team	
Tailor local and national priorities to specific catchment areas in Service Proposals and ensure changes are made in line with the Service Summaries.	Karen Roberts/ Team	
Further improve content of the SEF to make it more specific to Shepway and remove standardised county statements.	Karen Roberts/ Team	
Update daily checklists to reflect the specific areas identified on the Risk Assessments.	Karen Roberts/ Team	

Actions for development for Youth Hub	Person Responsible	By When
Risk Assessments for activities and sessions need to be visible for each session particularly the kitchen for the cooking activity and staff should	Youth team	31 st March 2017

consult these when setting up the session.		
Project Proposals for the session should be accessible and shared with staff team so that they are aware of the intended outcomes	Youth team	31 st March 2017
Planning needs to be on the new paperwork and staff need to be updated on the new processes by the Improvement Team	Youth team/Marie Boniface	31 st March 2017
Develop co-production and co-delivery within the session so that the senior member can take more ownership and more young people are encouraged to become senior members.	Youth team	31 st March 2017
Accreditation to be considered within the planned program	Youth team	Next planning event
Evaluation needs to capture the individual outcomes of the young people rather than the group as a whole by all staff members.	Youth team	31 st March 2017
Ensure that young people have the option to evaluate and provide formal feedback on the session.	Youth team	31 st March 2017