

**By:** Louise Fisher, 0-25 Area Head of Service – South Kent  
Early Help and Preventative Services, Children, Young People and Education,  
Kent County Council

**To:** Ashford Borough Council Overview and Scrutiny Committee  
Tuesday, 27<sup>th</sup> March 2018

**Subject:** KCC Delivered and Commissioned Youth Provision in Ashford

**Classification:** Unrestricted

---

**Summary:** This report provides an overview of youth provision available in the district of Ashford. This includes provision that is directly delivered or commissioned by Kent County Council (KCC) Early Help and Preventative Services (EHPS) and picks up on some of the key activity and development to date of this offer.

---

## 1. Context of Early Help and Preventative Services

- 1.1 In April 2014, KCC's Early Help and Preventative Services (EHPS) were integrated and formed as a new service. EHPS are designed to provide support for vulnerable, and at risk, children, young people and families who are most likely to experience poor social, emotional and educational outcomes.
- 1.2 The vision for EHPS is that every child and young person, from pre-birth to age 25, and their family, who needs early help will receive support in a timely and responsive way, so that they are safeguarded and their educational, social and emotional needs are met with good outcomes.
- 1.3 We work to ensure that children and young people contribute positively to their communities and are actively engaged in learning and employment to achieve adult well-being and independence.
- 1.4 EHPS aims to target early help services to the most vulnerable children, young people and families with complex needs and multiple disadvantage who require additional and intensive support, with a focus on delivering better outcomes.
- 1.5 EHPS provide a range of support, across the Kent Safeguarding Children's Board Inter Agency Threshold Guidance levels of need (Universal, Additional, Intensive and Specialist). Universal and Additional specifically apply to the youth offer in Kent, delivered through Youth Hubs and outreach work, but it is recognised that these often compliment Intensive and Specialist interventions.
- 1.6 Universal services seek to meet all the needs of children, young people and families so they are happy, healthy and able to learn and develop securely. In Kent there is a good level of provision across the county, delivered where communities have the most need.

- 1.7 EHPS resource is allocated to ensure that provision is targeted to children and families known to SCS and the most vulnerable children, adolescents and families. EHPS universal services are provided to all children and young people, for example in Children's Centres and Youth Hubs, including those with additional, intensive or specialist needs.
- 1.8 Children and families with additional needs are best supported by those who already work with them or in settings where they feel safe to make changes or resolve problems. This is often provided in universal settings or through targeted and outreach work to vulnerable communities or identified children and families.
- 1.9 The EHPS Quality Assurance Framework has been in place since November 2015 and sets out the mechanisms through which the quality of service delivery and its impact will be measured and evidenced to support the continuous improvement of working practices across EHPS. The Framework has four interlinking elements:
  - Performance data and quantitative information
  - Case work audits and qualitative information
  - Feedback from partners, children, young people and families
  - Staff competence and wellbeing
- 1.10 The EHPS Quality Assurance Framework includes Audit Processes for Additional Support and regular Youth Work Observations for all of our Universal and Targetted Open Access Activities. This programme of Quality Assurance enables a plan of continuous improvement across EHPS.
- 1.11 Following a whole-service restructure in 2015, KCC re-shaped the suite of Early Help and Preventative Commissioned Services to bring the offer in line with the internal structure and offer. This was broken down into 5 main areas of provision (Family support; Young Carers; Children's Centres; Youth; and NEETs).
- 1.12 The monitoring of EHPS Commissioned Services contracts has been underway since April 2017 and is linked to the key outcomes in the Early Help Performance Scorecard, which is reported on and discussed at both a local and strategic level, on a monthly basis.
- 1.13 Performance Scorecards for Youth provision (internal and commissioned) are provided, at District level and on a monthly basis (see appendix 1). This is also reviewed by the District Youth Advisory Group.
- 1.14 The robust performance monitoring in EHPS has provided coherent and consistent monitoring across the county for all contracts. This is a new way of working for many of the providers, many of whom have not previously been subject to this level of accountability.
- 1.15 All contracts have been subject to regular monitoring meetings that work to analyse Key Performance Indicators (KPIs), local performance trends, the quality of practice and draw in stakeholder feedback at both a district and county level.

## 2. KCC Directly Delivered Youth Offer in Ashford

- 2.1 The KCC internal youth offer, delivered by EHPS, in Ashford consists of a variety of key activities for young people to engage with. These include, but are not limited to, the following:
- i. **North School Group:** This is a group run for young people struggling to maintain education and focusses on raising self-esteem and confidence so young people can better engage in education and they thrive in their wider lives.
  - ii. **Work Experience, Traineeships and Apprenticeships:** We offer regular work experience for young people open to SCS, Youth Justice, Special Educational Needs (SEN) and EHPS. We also offer traineeships to young people who are NEET and have three apprentices supported in the district in Youth Work and Business Support.
  - iii. **Access Club:** This is a programme run for young people who have a disability and wish to access a youth centre and who may struggle to access a generic youth work session. We aim to build confidence and self-esteem for young people to access mainstream youth work sessions or offer bespoke informal education tailored to the needs of the disabled young person.
  - iv. **Horticulture Group:** We run one session a week as an accredited programme around horticulture for young people with disabilities and an Education Health and Care Plan.
  - v. **Adolescent Group:** This session is an open access youth work session open to all adolescent young people, however we actively facilitate attendance of those most at need such as those open to EHPS, SCS, and Youth Justice.
  - vi. **Boys Group:** This is an open access session targeted for boys with challenges specifically relating to them again we target young people most at need of support as in those open to services.
  - vii. **Girls Group:** This group is similar to the other gender specific group and focusses on the specific needs of girls.
  - viii. **Wellbeing Groups:** We offer two closed groups focussed on young people's wellbeing and mental health these are open to young people 10-19 (25 with additional needs). Young people can self-refer for this group or be referred by partner agencies.
  - ix. **Junior Group:** This is an open access group focussing transition from primary to secondary and addresses the needs of those children.
  - x. **Community Café:** This is a group that offers opportunities for young people to engage in volunteering in a safe and supportive environment and gives back to the local community.

- xi. **Duke of Edinburgh (DoE):** An accredited open award centre that delivers currently bronze and silver DoE opportunities.
- xii. **Peripatetic Detached:** This is detached work that responds to the local need and Community Safety Unit (CSU) requests.
- xiii. **Take Up The Challenge:** This is a programme offered to young people lacking confidence and self-esteem who attend Homewood school and are failing to thrive within the school environment.
- xiv. **Missing Return Interviews:** Missing person return interviews are carried out by EHPS staff, for every young person not open to SCS to ensure we understand the reason for their missing episode and ensure their safety and wellbeing.
- xv. **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.

### **3. KCC Commissioned Youth Offer in Ashford**

- 3.1. There are 12 Youth contracts across Kent, delivered by 9 providers. Sk8side CIC are currently subject to a 5-year contract with KCC to deliver universal youth provision in Ashford (let by KCC on 1<sup>st</sup> December 2016, following a competitive process).
- 3.2. The youth offer from Sk8side CIC, includes the following programme of support:
  - i. 5 day a week service of delivery at the SK8side building, focussing on informal education, delivered through drop in and activity based sessions this includes music, sports, arts and participation activities.
  - ii. Sk8side CIC also run three detached work sessions in Hothfield, Kennington and Tenterden, as well as an outreach session at the Ashford College.
  - iii. Sk8side CIC represent EHPS at the CSU meetings and offer a briefing to EHPS staff and other community partners on “hotspots” and co-ordinates our detached response to attendance at these “hotspots”, if they have young people attending them.
  - iv. Sk8side CIC run the Street Work Forum, which co-ordinates street based youth work and delivers training for staff engaging in this intervention approach.
- 3.3. As with all Early Help contracts, a robust contract monitoring process is in place for our commissioned youth services and Sk8side CIC were subject to monthly monitoring since the contract inception.

- 3.4. The contract specified that they would be required to operate under an outcomes-based model and the targets were submitted as part of Sk8side CIC's original bid. They had, along with the other successful providers, signed up to a contract to deliver specific KPIs. There was not a requirement to deliver from the building, although there is a recognised need in central Ashford.
- 3.5. The targets in the contract have been subject to scrutiny and negotiated change throughout the lifetime of the contract and are intended to compliment and improve the whole district offer, in conjunction with the Early Help in-house provision under the scrutiny of Ashford Youth Advisory Group (YAG).
- 3.6. In spite of 6-months of support and negotiation, Sk8side CIC have decided, on 6<sup>th</sup> March 2018, to withdraw as a provider before KCC took further action regarding the contract and will cease delivery of their provision in Ashford, giving 3-months' notice.
- 3.7. KCC officers are working to procure an alternative provider as soon as possible and are keen to work in collaboration with Ashford Borough Council to achieve the best outcomes for the district.

#### **4. Governance**

- 4.1. The overarching responsibility of the district YAG is to ensure that there is a good understanding of the youth offer within their respective districts and that appropriate developments are taken forward, to enable it to remain consistently of a high standard, from their perspective, for children and young people (aged 8 – 19 years and up to 25 with additional needs), living in the district. The YAG is open to both district and county Members. YAGs receive a district-level data pack with analysed performance, to inform discussions.
- 4.2. YAG meetings are convened on a quarterly basis. Councillor Mike Angell is the chair of the Ashford YAG and Simon Harris provides representation from Ashford Borough Council.

#### **5. Partnership Working in Ashford**

- 5.1. There are a number of key areas of work that KCC are involved in or leading on, alongside partners in Ashford, 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.
- 5.2. The Schools Link Worker role is carried out by the EHPS District Youth Hub Delivery Manager and Unit Leaders and is in place to support schools with accessing universal, additional and intensive family support and consists of a termly meeting of advice and support.
- 5.3. The Youth Hub Delivery Manager attends Headteacher and Local Inclusion Forum Team Screening meetings, to support in information advice and guidance to these bodies around

access to universal, additional and intensive family support, this is a monthly meeting.

- 5.4. The EHPS Youth Hub Delivery Manager and Senior Early Help Workers attend meetings of the Anti-Social Behaviour Panel, to discuss the needs of young people and the opportunities for young people to access universal, additional or intensive family support. This also acts as an opportunity to assess young people networks and support partners in informal education interventions with young people identified.
- 5.5. As part of the Children and Young Peoples Services Integration Programme (CYP SIP), which is focussed on maximising opportunities for greater integration between EHPS and SCS, there are four Area-based pilots, each exploring new ways of working. In South Kent, the pilot is centred around managing adolescent risk and is running in Ashford.
- 5.6. The pilot brings together partners working with young people most at risk in the district and focusses on interventions reducing the risk of these young people. It follows a contextual safeguarding model and allocates EHPS, SCS and Kent Police resources to meet the needs of young people.
- 5.7. The Youth Hub Delivery Manager attends the multi-agency, SCS led Adolescent Risk Management Panel. 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 young people.
- 5.8. Youth Hub staff in Ashford support Highbury Hall Youth Café as required. They also offer training for Highbury staff and the designated Youth Hub Safeguarding Leads undertake consultations, on safeguarding concerns.
- 5.9. A bi-weekly meeting at the North School is supported looking at universal, additional and intensive family support for young people who have behaviour or attendance issues that need more support than what the school are able to offer.
- 5.10. HeadStart is a County programme, supporting resilience and wellbeing for young people. This programme is working with 10 primary and 4 secondary schools in Ashford, offering a range of support from counselling, mentoring, training for staff and funding.
- 5.11. Young Careers drop in sessions are run at the Youth Hub by IMAGO.

## **6. Conclusion**

- 6.1. KCC is committed to maintaining effective partnerships across all provision in EHPS and recognises the important contribution that District and Borough Councils provide to delivering meaningful support to children, young people and their families.

# Kent Youth Work Activity Summary Report

**Youth Hub**

Youth Hub  
District:  
Type:

Ashford District Youth Hub  
Ashford  
Youth Hub

Average
65% or higher
50-64%
49% or lower

Target Group	Youth Hub							District							Kent						
	Baseline	Registration	Reach	Reg/BL %	Reach/BL %	Reach/Reg %	KCC Baseline	Registration	Reach	Reg/BL %	Reach/BL %	Reach/Reg %	KCC Baseline	Registration	Reach	Reg/BL %	Reach/BL %	Reach/Reg %			
Registered* to Youth Hub - YP aged 8-19 (KCC 5% and CYH 10%)	937	1,980	759	211.3	81.0	38.3	2,811	2,289	1,087	81.4	38.7	47.5	33,050	31,055	17,682	94.0	53.5	56.9			
Registered* to YH - aged 20-24 with SN/LD	17	17	8	100.0	47.1	47.1	27	27	19	100.0	70.4	70.4	199	199	117	100.0	58.8	58.8			
Target Group: Outcomes	Reached 8-19	Target 30%	Actual	Actual/Reach	Actual/Target		Reached 8-19	Target 30%	Actual	Actual/Reach	Actual/Target		Reached 8-19	Target 30%	Actual	Actual/Reach	Actual/Target				
Reach - No. of 8-19 who have been reached on 4 or more separate occasions during 12mth period (regular attendees) - 30% target	759	183	328	43.2	179.5		1,087	548	541	49.8	98.7		17,682	6,445	7,450	42.1	115.6				
Reach - No. of 20-24 who have been reached on 4 or more separate occasions during 12mth period (regular attendees) - 30% target	8	2	6	75.0	250.0		19	6	13	68.4	216.7		117	39	91	77.8	233.3				
Target Group: Outcomes	Reached 8-19	No. of Outcomes	No. of YP Achieving	YP Achieving / YP Reached%	Average no. of outcomes per YP		Reached 8-19	No. of Outcomes	No. of YP Achieving	YP Achieving / YP Reached%	Average no. of outcomes per YP		Reached 8-19	No. of Outcomes	No. of YP Achieving	YP Achieving / YP Reached%	Average no. of outcomes per YP				
Number of Accredited Outcomes achieved	759	28	24	3.2	1.2		1,087	422	109	10.0	3.9		17,682	1,516	856	4.8	1.8				
Number of recorded outcomes achieved	759	1,144	302	39.8	3.8		1,087	4,555	586	53.9	7.8		17,682	108,955	10,747	60.8	10.1				

Registration\*: 31/01/2018

Reach Period: 01/02/2017-31/01/2018

Report run date: 08/02/2018

## Notes:

Important: \* Registered criteria - Affiliated to Youth Hub and registered to Children's Centre.

An issue has been identified with eStart affiliations which will impact on the youth work numbers. Before affiliation, ensure all family members are active, if affiliation is selected when a family/member is inactive, then these will not show in reporting.

# Kent Youth Work Activity Summary Report

## Youth Hub

Youth Hub

District:

Type:

CYH Sk8side CIC Ashford Youth Hub

Ashford

Commissioned Youth Hub

Average
65% or higher
50-64%
49% or lower

Target Group	Commissioned Youth Hub							District							Kent						
	Baseline	Registration	Reach	Reg/BL %	Reach/BL %	Reach/Reg %	KCC Baseline	Registration	Reach	Reg/BL %	Reach/BL %	Reach/Reg %	KCC Baseline	Registration	Reach	Reg/BL %	Reach/BL %	Reach/Reg %			
Registered* to Youth Hub - YP aged 8-19 (KCC 5% and CYH 10%)	1,874	627	425	33.5	22.7	67.8	2,811	2,289	1,087	81.4	38.7	47.5	33,050	31,055	17,682	94.0	53.5	56.9			
Registered* to YH - aged 20-24 with SN/LD	13	13	11	100.0	84.6	84.6	27	27	19	100.0	70.4	70.4	199	199	117	100.0	58.8	58.8			
Target Group: Outcomes	Reached 8-19	Target 30%	Actual	Actual/Reach	Actual/Target		Reached 8-19	Target 30%	Actual	Actual/Reach	Actual/Target		Reached 8-19	Target 30%	Actual	Actual/Reach	Actual/Target				
Reach - No. of 8-19 who have been reached on 4 or more separate occasions during 12mth period (regular attendees) - 30% target	425	365	236	55.5	64.6		1,087	548	541	49.8	98.7		17,682	6,445	7,450	42.1	115.6				
Reach - No. of 20-24 who have been reached on 4 or more separate occasions during 12mth period (regular attendees) - 30% target	11	3	7	63.6	212.1		19	6	13	68.4	216.7		117	39	91	77.8	233.3				
Target Group: Outcomes	Reached 8-19	No. of Outcomes	No. of YP Achieving	YP Achieving / YP Reached%	Average no. of outcomes per YP		Reached 8-19	No. of Outcomes	No. of YP Achieving	YP Achieving / YP Reached%	Average no. of outcomes per YP		Reached 8-19	No. of Outcomes	No. of YP Achieving	YP Achieving / YP Reached%	Average no. of outcomes per YP				
Number of Accredited Outcomes achieved	425	394	85	20.0	4.6		1,087	422	109	10.0	3.9		17,682	1,516	856	4.8	1.8				
Number of recorded outcomes achieved	425	3,411	325	76.5	10.5		1,087	4,555	586	53.9	7.8		17,682	108,955	10,747	60.8	10.1				

Registration\*: 31/01/2018

Reach Period: 01/02/2017-31/01/2018

Report run date: 08/02/2018

### Notes:

Important: \* Registered criteria - Affiliated to Youth Hub and registered to Children's Centre.

An issue has been identified with eStart affiliations which will impact on the youth work numbers. Before affiliation, ensure all family members are active, if affiliation is selected when a family/member is inactive, then these will not show in reporting.