Cynllun



Plan

2024/25

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A Five-Year Snapshot

Since 2019, we have:

- Supported over 1000 young people in schools and community settings
- Welcomed more than 1500 young people to our youth clubs
- Organised more than 150 trips and activity days
- Supported 450 young people into education, employment and training
- Helped more than 5000 young people to take part in annual 'Rhoi Dy Farn' campaigns
- Embedded restorative approaches, trauma recovery and positive behaviour training throughout the service and partner services
- Supported more than 50 members of staff and partners to achieve level 2 and 3 youth support worker and youth worker qualifications.
- Supported 125 young people to join the Youth Council with representation from each secondary school, PRU, Coleg Ceredigion, Aberystwyth Community Ambassadors, URDD, GOATS Youth Hub, Elected Home Education, Talybont Youth Club and Ceredigion Youth Service.
- Supported elected United Kingdom Member of Youth Parliament for the past 10 years
- Delivered more than 150 different targeted projects to support specific themes
- Supported six voluntary youth organisations with annual partnership agreements and wider access to resources, equipment, training and joint initiatives.





1. Introduction

During the past five years, Ceredigion County Council has transformed the way individuals, families, communities and carers can receive help and support when they need it. The vision of this model is to ensure positive access to both universal and targeted services so that children and adults can develop the skills and resilience they need to lead fulfilled lives and achieve their goals.

This has helped us to build relationships and connections between schools and other services, seeking to empower individuals in what matters to them and work with partner agencies to strengthen people's independence, ensure safety and promote well-being.

This document is designed to support you to better understand the opportunities that should be available for young people and how we aim to deliver provision that is required.

Our mission for several years has been to offer young people aged 11-25 informal and non-formal education opportunities that are educative, participative, empowering, inclusive and expressive, in an environment that is accessible, welcoming and safe. We respect the bilingual heritage of Ceredigion and offer provision through both Welsh and English. We work in collaboration with other youth support services to support Ceredigion's young people to access their entitlements and develop as responsible citizens.

Legislative context

Youth work forms part of wider Youth Support Services, which local authorities must provide for young people in their area under the Learning and Skills Act 2000. <u>Sections 123 to 129</u> set out the provision and support for 11- to 25-year-olds in Wales and provides Welsh Ministers with the power to direct a local authority in Wales to provide, secure provision of, and participate in the provision of youth support services and also to have regard to Welsh Ministers' guidance on those duties.

Furthermore, Education (Wales) Act 2014 includes powers for the registration of education practitioners. As part of this, the <u>Education Workforce Council (Registration of Youth Workers, Youth Support Workers and Work Based Learning Practitioners) Order 2023</u> sets out the requirements for the registration of the youth work workforce. Paid, qualified youth workers and youth support workers must register with the Education Workforce Council. The relevant qualifications are listed in this Order.

Why do we need a Youth Service?

During the past four years we have seen an ever-increasing demand for specialised support and preventative interventions. Referrals have continued to increase with a range of vulnerability and need for intensive support.

Having listened to a wide range of stakeholders including young people, we know that providing support at an early stage can help prevent the need for more specialist services and avert crisis. People want access to the right service at the right time and to have choice and control whenever possible whether this is self-directed, family, carer or community driven.

Youth services at its core, is about the engagement of young people in the design and delivery of activities that meet their needs and interests, and that should be readily available and easily





accessible in their communities.

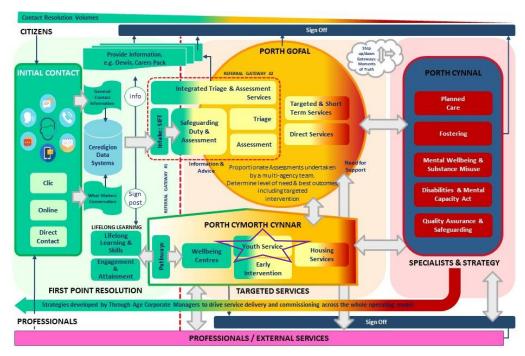
The Youth Service in Wales refers to the framework by which youth work is delivered and is mainly done through the local authority, national and local voluntary youth organisations, with both sectors often working closely together. Youth work involves the education and development, both social and personal, of young people aged between 11 and 25 years and is delivered in a variety of settings including youth clubs, residential settings, in information, advice and counselling centres, on the streets and in various public locations where young people meet and through special issue-based projects etc. (Youth Service - WLGA).

Many young people have spoken about the lack of identity and sense of belonging that they have felt since the pandemic. Particularly a sense of connection to a youth service, where the focus recently has been on more targeted support and prevention. Going back to our roots of delivering a youth service provides an opportunity to reconnect with the children and young people of Ceredigion, empowering them through the National Participation Standards approach to lead on and determine what services are important and interesting to them.

Porth Cymorth Cynnar (PCC)

PCC is the early help gateway, offering Through-age access to universal and focussed wellbeing services for children and adults. Porth Cymorth Cynnar provides integrated universal and focussed early support, information, advice and intervention.

The role of Ceredigion Youth Service within this integrated model will remain the same, working closely with existing services and processes. However, we will focus on driving young people's engagement throughout service delivery, in both universal and targeted settings. The below image shows how services work together to support the needs of all residents. For more information on the Through-age model and PCC please see here.



From September 2024, we will be known as Ceredigion Youth Service – but our structures, workforce and processes such as referral forms, will remain the same.





2. Purpose

This document sets out a framework for the planning, delivery and monitoring of Youth Work provision in Ceredigion, and takes a <u>rights-based approach</u>. It will be of interest to a wide audience, including young people, voluntary organisations, schools, public bodies and those organisations and services that work to improve outcomes for young people.

Legislating for a new framework for youth services in Wales is a Programme for Government commitment. This addresses a recommendation made by the Interim Youth Work Board in its final <u>report</u>, which called for action from the Welsh Government to address what it perceived as a weak legislative basis for youth work.

The Programme for Government 2021-26 commits the Welsh Government to 'Legislate for a new framework for youth services in Wales'. The Minister for Education and Welsh Language announced in December 2023 in a written statement, that proposals aimed at strengthening the legislative basis for youth work would focus on:

- drafting and publishing new directions to replace the 2002 Directions and
- developing updated statutory guidance to replace the 2002 'Extending Entitlement' guidance.

Therefore, in readiness for a potential revised guidance and statutory requirements for youth services in Wales, there is opportunity for us in Ceredigion to develop our youth work and youth support offer for the next year and planning for the longer term. Working closely with young people and partners will be critical to the success of developing excellent services for young people, their families and the wider community.

We aim to deliver provision against and complement a range of strategies and frameworks including, but not limited to:

- The Youth Work Strategy for Wales
- Youth Engagement and Progression Framework
- NEST framework
- Youth Justice Blueprint
- Youth Work in Wales: Principles and Purposes
- Cymraeg 2050: Welsh language strategy action plan
- Anti-racist Wales Action Plan
- <u>Digital Strategy for Wales</u>
- Curriculum for Wales
- Wellbeing of Future Generations: Annex B (WG LA Guidance for participation with Children and Young People

Youth Work in Wales is enshrined on a sector-led five pillars approach that offers opportunities for learning that are: **empowering, educative, expressive, participative and inclusive**. The <u>Youth Work in Wales Principles and Purposes</u> is a document that has been written for young people, those already involved in youth work organisations as well as those wishing to find out more about the kinds of experience youth work organisations can provide.





3. Vision

The youth service is a robust service committed to supporting young people's personal, social and educational development through specialised support and open access provision, to encourage all young people to reach their fullest potential to make informed choices to lead meaningful lives.

We want to learn more from young people about their needs and wants. Throughout the next year, we will prioritise ongoing engagement with young people and partners to help refresh and modernise our existing vision so that it resonates with young people's current needs and wants. We will help young people to build on the foundations set by the National Youth Work Strategy by focussing on key aims to improve youth work delivery in Wales, where:

- 1. Young people are thriving
- 2. Youth work is accessible and inclusive
- 3. Voluntary and paid professional youth work staff are supported throughout their careers to improve their practice
- 4. Youth work is valued and understood
- 5. A sustainable model for youth work delivery can be achieved.

4. Support Pathways

The Support Pathways team is the gateway for all referrals to Porth Cymorth Cynnar and its services whether they are received from Clic or triaged by Porth Gofal. The team sits within the youth service and provides direct support to each service within Porth Cynnar to identify, allocate, monitor and evaluate interventions or support.

The team supports the 'step up and step down' protocols by working with Porth Cynnal and Porth Gofal to ensure timely and effective support for children/young people, adults and for families/carers. The team also helps oversee the data and quality assurance processes of Porth Cymorth Cynnar services, ensuring that we can meet the needs of residents as efficiently and effectively as possible.

Although we have a standardised approach to processing referrals, it should be noted that every young person is considered in a holistic and individual way.

The four Ps for effective pathways:

Participation – ensuring young people have a voice and opportunity to plan, monitor and review the services that is available

Progression – ensuring young people have positive engagement and coordinated support to identify, develop and achieve their own goals and objectives

Prevention – ensuring young people receive proactive and holistic provision that supports them to achieve positive outcomes and diverts them away from risk or harm

Partnerships – ensuring young people have strong networks and organisations that support and promote their needs and wants across service areas.





Quality Assurance

We need to ensure that we are transparent, open and honest with young people and their families when or if they choose to engage with our services. This means, that when we receive a referral or request for support, or when we are approached by a child, young person or parent, we communicate our intentions and offer of support clearly and honestly, explaining why they may have been signposted to us, what we intend to do with their personal data and involve them in the planning of the support offer including setting agreed expectations, goals and outcomes.

We have a statutory duty to report on our work to the Local Authority, Regional Partnerships, Welsh Government and other funding/governing bodies. This includes numerical information such as 'Hard Outcomes' i.e. the number of people engaging in services, the number of accredited learning outcomes and so on. These are typically defined as Hard Outcomes and can often give a high level of detail in terms of measuring success against specific targets such as attendance, exclusions etc.

However, we also want to ensure that we are measuring against more qualitative information such as thoughts, feelings and personal growth. These are typically defined as 'Soft Outcomes' and can give very rich detail of an individual's journey and the benefits gained by (and opportunities lost by not) measuring them.

Hard Outcomes

Hard outcomes are the clearly definable and quantifiable results that show the progress a young person has made towards achieving desirable outcomes by participating in a project or through engaging with support. Typically, they include obtaining a qualification, finding work, or securing a place on a course. Hard outcomes are usually straightforward both to identify and to measure.

Soft Outcomes

Soft outcomes may include achievements relating to interpersonal skills, for example self-esteem, confidence, coping mechanisms and social skills. They could also demonstrate development in terms of managing their emotions, engaging with education or family, body image, managing their own time and being punctual for example.

Measuring impact

In this context, 'distance travelled' is a term that we use which refers to the progress young people make in terms of achieving soft outcomes that lead towards other sustained hard outcomes, because of participating in a project and engaging with support, against an initial baseline set at the beginning of the participation. Measuring distance travelled will require assessing a child or young person on at least two separate occasions (and preferably more) to understand what has changed and to gain an idea of what impact has been made.

Practical templates are developed and designed to provide practitioners and schools with a choice of tools, depending on each child or young person's preference or style of learning. These measuring tools incorporate the core target indicators that will shape part of our end of year report(s). These are the baseline for each tool. Youth Workers can add other indicators to these templates, depending on each area of need or area of focus. These will bridge

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together the distance travelled tools and will identify the support required from one engagement to the other. Personal progression plans are then completed with focused cases with their youth worker upon allocation to outline SMART goals that should be reviewed in no more than 12-week intervals.

See appendix for case studies and examples of good practice

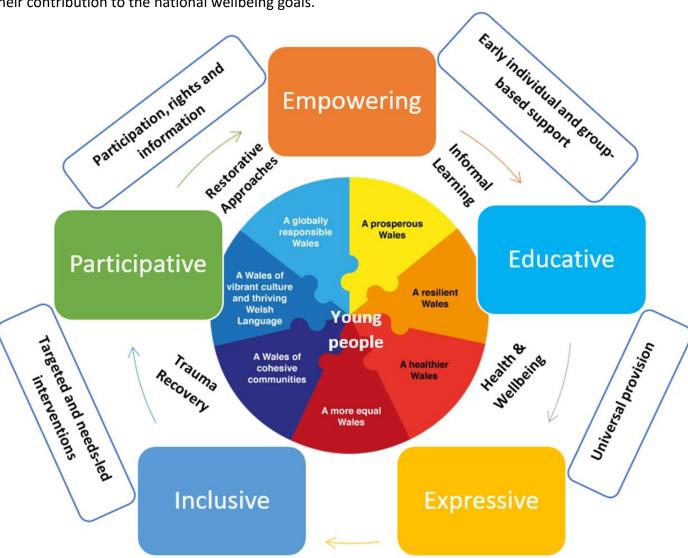
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5. The Youth Work Offer

Every young person in Ceredigion aged 11-25 should have easy access through the medium of Welsh and English, to fundamental youth work provision, based on their needs and wants. The image below demonstrates how our four key curriculum areas and our youth work approach underpin the Five Pillars for youth work and their contribution to the national wellbeing goals.

Ceredigion Youth Service

The Youth Work Offer



Early individual and group- based support	Universal provision	Targeted and needs-led interventions	Participation, rights and information
 Emotional, social, mental and physical wellbeing courses Personal and social development projects Accredited learning Goal setting Thematic campaigns, initiatives and enterprises Online provision Life skills 	 Youth clubs and after-school programmes Evening, weekend and school holiday programmes Sport and outdoor adventure Health and wellbeing projects Drop-in and pop-up activities Day trips and residential experiences 	 Outreach, detached and mobile activities Structured thematic projects Preventative and diversionary provisions Harm reduction/ awareness raising Nurture and enrichment programmes Arts and crafts programmes 	 PSHE / thematic workshops and campaigns UNCRC awareness Youth Council and youth forums Volunteering Citizenship Celebration events Digital engagement Youth exchanges Events and fun days

EDUCATIVE

O Universal and targeted support and provision that is formed through engagement with young people and aims to improve their individual and group emotional, mental, physical and social wellbeing through informal, non-formal, and more structured learning experiences.

INCLUSIVE

 Safe, place-based spaces and activities including digital spaces, where all young people no matter their background or personal context can have fun, feel welcome and valued, have meaningful relationships with trusted adults that can bridge them where they are in their communities to services that should be easily accessible and help them and peers to feel connected to their community.

PARTICIPATIVE

• Structures that promote young people's rights and enables them to access a range of information and activities based on what they need or want, and to share in decision making on matters affecting them including the reviewing of services and assessing standards.

EMPOWERING

o Pathways to experience citizenship, inter-cultural learning, mobility/ exchanges, and linguistic opportunities that supports all young people to learn and celebrate achievements, diversity, in all its forms and develop a strong sense of identity with their community, their country and the world.

EXPRESSIVE

Opportunities to gain experience and develop through broad informal educational settings and access to a youth work curriculum, based on the Principles and Purposes of Youth Work.

This section sets our expectation of a youth work offer that young people should have opportunity to access in their local areas. This is not an exhaustive list; the youth service is committed to work in partnerships and encourage innovation with the resources that we have available. The following section focuses on young people's involvement and engagement in shaping provision and services.

See appendix for case studies and examples of good practice

6. Participation with young people and partners



The aim of Youth Work is to enable young people to develop holistically, working with them to facilitate their personal, social and educational development, to enable them to develop their voice, influence and place in society and to reach their full potential.

The Principles and Purposes of Youth Work in Wales outlines the role of the youth service to promote voluntary engagement of young people as empowered partners.

It starts at whatever point young people are in their lives, recognises and seeks to develop and realise their potential, and is committed to equality and inclusion. Youth Work operates in a rights-based way, while also helping young people to address responsibilities and requirements placed upon them (Youth Work Strategy for Wales). The Youth Service is responsible for leading upon young people's rights and participation and delivering high quality Youth Work across Ceredigion's secondary schools and community settings.

Young People's Rights and Participation

The 'Rights of Children and Young Persons (Wales) Measure' became law in May 2012 and this builds on the children's rights-based approach of the Welsh Government. This law makes sure that Welsh Cabinet Secretaries and Ministers always consider the rights of children as set out in the UNCRC.

The Right Way Children's Human Rights

Approach to Education in Wales is an effective framework which we are using to



help meet our statutory duties in relation to the Youth Support Services Directions and that deliver on the aims of the Youth Work Strategy for Wales. Youth Work practice in Ceredigion is committed to a participative way of working which encourages and enables young people to share responsibility and become equal partners in the learning processes and decision making.

This approach supports young people to engage with the personal, social and political issues which affect their lives. We coordinate and lead a variety of youth-led forums and channels, that provide young people with a voice and platform to influence positive chance in their





communities and county wide. We deliver training and awareness to others to ensure that the voice of children and young people is values across the Council. These provisions include but are not limited to:

- Ceredigion Youth Council
- Ceredigion Youth Forum (Panel Dewis)
- Youth Led Grants
- Community Ambassadors Scheme
- UK Youth Parliament
- UNCRC E-learning and Training
- Senedd Ieuenctid Cymru partnership
- Rhoi dy Farn Campaign
- Pawb a'i Farn Event
- Topical Sub-Groups

Key areas of our engagement with young people and their communities

As a service, the voice of children and young people remain central to our planning and delivery model. The following opportunities have been available for young people to support the development of assessing the local needs and identifying key issues and priorities:

- An annual satisfaction survey; 100 responses received last year with 89% stating an improvement in their wellbeing, confidence and self-esteem and 82% stating that the opportunities provided by the youth service was excellent or very good.
- Termly visits by management and senior youth workers to settings, including schools and youth clubs
- Project evaluations
- Facilitated engagement sessions in schools and community settings
- Social media content
- Inspection feedback such as Estyn and Care Inspectorate Wales visits
- Ceredigion Youth Council 'Rhoi dy farn' Annual Campaign
- Commitment to the Quality Mark for youth work and the National Participation
 Standards for Children and young people in Wales

Through our engagement with young people, we have heard of the benefits of their experiences in a range of youth service provision that has given them:

- safe spaces and trusted adults,
- opportunities to build confidence, self-esteem, identity, self-respect and respect for others,
- learning new ways to develop new skills and abilities,
- opportunity to be creative and expressive,
- ways to maintain or work towards positive mental health,
- ways to develop a better understanding of social relationships promoting inclusion and diversity,
- opportunity to Increase their participation in decision making and for fun and play.

See appendix for case studies and examples of good practice





7. Priorities

Through our engagement with young people and partners, the following priority areas have been identified and tasks that can help us to develop our youth work offer for young people:

Priority 1	Deliver accessible and balanced universal and targeted youth work				
Our aims:	Our aims:				
1.1	To develop after-school, evening, weekend and holiday provision in each youth centre and their communities; placing focus on local needs including Welsh language provision, digital youth work and equality and diversity.				
1.2	To strengthen accredited learning and curriculum for young people aged 16-24 in schools and community settings; focussing on personal, social and emotional development that supports young people to be ready for further education, training or employment.				
1.3	To develop holistic targeted provision based on assessments of young people's needs and wants; and that can support young people to make informed choices, achieve better outcomes, and divert them away from risk or harm.				
1.4	To strengthen and enhance outreach, mobile and street-based provision, working in partnership to identify, plan, deliver, monitor and review the impact of provision on young people and their communities.				
1.5	Strengthen residential learning opportunities, including international youth exchanges as part of the youth service offer				
Our objectives (tasks):					

- Continue to provide extensive youth work offer for young people in targeted and universal settings
- A youth worker and activity programme designated to each secondary school and surrounding communities
- Post-16 support for young people looking or facing barriers to progress into education, training or employment
- Youth club offer in Aberystwyth, Aberaeron and Aberteifi a minimum one evening a week
- Mobile, outreach and detached youth offer to reach both rural areas and areas of need and/ or risk i.e. antisocial behaviour
- Support for volunteering, work experience and citizenship opportunities
- Personal and social development workshops that focus on wellbeing, life skills and other thematic areas based on needs and wants
- Welsh language and cultural curriculum provision to raise awareness and understanding of Welsh language and diversity
- To deliver termly youth council meetings
- Support young people with barriers to engagement such as transport assistance, grant exploration and digital services
- Build upon the collaborative working arrangement of 2024-25 and re-group a decision-making panel representative of Youth Service, Menter laith, Welsh Language Policy Officer and CAVO. Extend invite to CWVYS representative.





Priority 2	Lead on engagement with partners to address gaps in provision, respond to emerging needs, identify opportunities to add value to existing provision and ensure young people benefit from joined-up services.			
Our aims:				
2.1	Contribute to Porth Cymorth Cynnar's vision, delivery and review of early intervention and prevention services that support children, young people and adults			
2.2	Deliver provision that is trauma informed, supports adverse childhood experiences and embeds restorative approaches to support young people, their families and the wider community in both Welsh and English			
2.3	Deliver proactive and collaborative provision that aims to divert young people away from the criminal justice system and requiring specialist health and social care interventions.			
2.4	Develop frequent engagement with young people and partners in an efficient and meaningful way, ensuring that young people regardless of background, ability or any personal circumstance, can be heard in an accessible environment, placing a particular focus on underrepresented groups			
2.5	Develop a children's human rights approach in all aspects of service delivery, ensuring there are clear arrangements in place to show how it enables young people to exercise their rights as set out in			

Our objectives (tasks):

- Continue to grow and develop the youth council
- Coordinate the young people's forum panel that oversees service delivery, youth bursary scheme and youth led grant and other thematic projects driven by young people
- Continue to work with schools, inclusion service and voluntary sector partners to provide coordinated support and intervention that focuses pupil wellbeing, resilience and personal development e.g. PSE, structured provisions such as transition support, educational attainment
- Continue to work collaboratively with Dyfed Powys Police and key third sector and voluntary sector stakeholders to promote community engagement and targeting areas of known vulnerability i.e., substance misuse, exploitation, county lines etc.
- Work collaboratively with Ceredigion Actif, Sport Wales, Ceredigion Training and other key partners to provide opportunities for projects, activities, tasters and workshops that focus on the promotion of positive emotional, mental and physical wellbeing.
- Deliver youth-led project days in youth clubs and community settings that focus on sport and exercise to promote positive wellbeing and personal and social development
- Develop weekly theme-led support for young people with known emotional and mental wellbeing barriers to entering education, employment and/or training
- Continue to develop the Early Help and Support Panel (PCC) that oversees all young people at imminent risk of escalation to specialist services. The panel can also receive step-down cases for prevention and diversion provision
- Continue to utilise the Childview system to oversee all referral pathways to the service, and embed screening and lead worker functions
- Vulnerability Assessment Profiling to be integrated across support services to include homelessness indicators to ensure that support and intervention is coordinated.
- Continue to support voluntary youth organisations and housing services to support young people at risk of needing long term care, housing support, and ensuring that early intervention and prevention activities are coordinated effectively
- Update guidance and application packs accordingly and promote the opportunities available amongst new and existing third sector partners.





Priority 3	Deliver efficient and effective pathways of information, guidance and support, to help young people exercise their rights, to be more independent and active within their communities.			
Our aims:				
3.1	Promote and facilitate children and young people's participation and involvement in decisions that affect them			
3.2	raise awareness of these pathways so that young people can take up these opportunities in line with their rights.			
3.3	how digital technology can enrich its youth work offer whilst considering inequity of digital access and how such barriers can be mitigated.			
3.4	consider the linguistic profile of the population as well as young people's needs and interests in relation to Welsh-medium and bilingual provision.			
3.5	Review and develop provision and services following recommendations on the <u>Youth</u> Engagement and Progression Lead Worker Review (PCET) Estyn (gov.wales)			

Our objectives (tasks):

- Celebration events to showcase achievements and raise awareness of initiatives
- Work towards establishing a self-assessment process with the vision of applying for the Bronze Quality Mark which has expired (and followed by Silver / Gold in coming years)
- Support Youth Workers and partners to experience the opportunity of becoming 'assessors' as appropriate, and to raise awareness with partners to better understand the benefits of a Quality Mark
- Continue to support and encourage the partnership between CWVYS and local voluntary groups by promoting CWVYS membership to local partners
- Provide Youth Work training opportunities
- Provide training events for Youth workers and partners around youth homelessness, mental health/ wellbeing or other emerging themes.
- Support registered Youth Support Workers to access and progress on to Undergraduate/
 Postgraduate Youth Work Courses via the corporate qualifications panel.
- Develop Education Progression Coordinator Functions and strategic oversight of the YEPF
- Oversee brokerage and RAG processes, working closely with team managers and relevant partners
- Continue and introduce new termly Pre-16 TAPPAS meetings with all secondary schools, PRU and partners and continue to arrange multi-agency post-16 NEET meetings
- Develop internal Teacher Centre system and VAP (Vulnerability Assessment Profile) to better identify and track children and young people vulnerability and progress
- Develop routes for work experience, apprenticeships/ traineeships in partnership with Lifelong Learning and Skills to ensure that support for those deemed not work ready to have access to support and provision
- Further develop the pilot youth and parent integrated support provision via a regular youth-led activity/ provision, working with voluntary sector organisations that are best placed to host support
- Further develop collaborative projects and support pathways for young people not accessing EET due to barriers against their protected characteristics
- o Deliver youth-led family fun projects and events during school holidays
- Support voluntary sector partners to extend and enhance inclusive evening and weekend activity that promote young people's independence, confidence, personal and social development
- Work with Police and SVOC (Serious Violence and Organised Crime) group to identify and map homes in Ceredigion that are threatened with homeless.
- Support youth-led LGBTQ+ support programmes according to the needs of young people.
- Develop collaborative community-based projects with young people, their families and/ or organisations to support those with protected characteristics that experience both educational and social exclusion,
- Provide preventative and diversionary support for young people from underrepresented communities and that continue to engage with those who have been identified as being at risk of exclusion and provide support pathways and interventions to promote a positive outcome for the young people.





8. Forward planning

This section will be developed throughout 2025

9. Appendices

List of contents to be developed:

- Examples of progress / intervention plans
- Case studies of good practice
- Templates i.e. distance travel