

Action	Responsibility	Date
<p>Recommendation 1: The Youth Service should work with other Council departments, as well as other public and private sector employers, to take best advantage of potential apprenticeships as a means of offering work experience and career opportunities for all youth service users.</p>		
<p>The Youth Service is working in partnership with Young Work Path to ensure that career opportunities for young people are available to all youth service users. As of Summer 2018 all Apprenticeship opportunities from Young Work Path are advertised in Youth Hubs and updated weekly.</p> <p>Youth Service programmes include Projects that support young people with their education, employment and training opportunities delivered by a range of partners including London based solicitor firms, VCS partners and NEET specialists.</p> <p>The Youth Service is actively contributing to the 'Preparation for Adulthood Strategy Group' that is focusing on the development of relevant work experience opportunities, supported internships, apprenticeships and traineeships for young people with SEN and other vulnerable young people.</p> <p>Youth Service has started discussions with a number of LBTH departments, public and private sector agencies to develop Apprenticeships, Volunteering, Mentoring and Work Placements opportunities.</p>	<p>Sandjea Green (Head of Youth Service)</p>	<p>26 November 2018</p>
<p>Recommendation 2: The Youth Service to work with the community and voluntary sector to develop a new performance and outcomes framework, that is aligned to the wider directorate and corporate frameworks, that includes activity, input, output, outcome and impact indicators; and which is more nuanced to the communities in which young people live and where youth activity is delivered.</p>		
<p>In July 2017 a new outcomes framework for the Youth Service was developed that was designed to improve outcomes for young people by enabling them to:</p>		

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<ul style="list-style-type: none"> - have an increased sense of agency in their lives and their communities - feel more optimistic about their futures - access holistic and supportive opportunities across the borough of Tower Hamlets - increase their critical thinking skills <p>The framework captures a number of measures including those associated with:</p> <ul style="list-style-type: none"> - User voice; - Quality; - Outputs; and - Progress indicators <p>We are in the process of ensuring our Case Management System is able to capture these outcomes which we are working towards for April 2019. The aim is that by 2020 the following outcomes will have been achieved for young people:</p> <ul style="list-style-type: none"> - 20% more young people who have used services will have an increased sense of agency in their lives and their communities than the baseline - 20% more young people will feel more optimistic about their futures than the baseline - 20% young people will be better able to access holistic and supportive opportunities across the borough of Tower Hamlets than the baseline - 20% more young people will have increased their critical thinking skills than the baseline <p>The framework has been produced in partnership with representatives from the sector and it will be aligned to the existing output framework that is currently in use in the Youth Service to provide a system of measuring performance that delivers improved outcomes for young people.</p> <p>A provider forum is being set up in Q3 by the Head Youth Service and Head of VCS to ensure that outputs are realistic to ensure a focus on outcomes moving forward.</p>	<p>Ronke Martins-Taylor (Divisional Director Youth and Commissioning)</p> <p>Sandjea Green (Head of Youth Service)</p>	<p>Ongoing</p>

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<p>Recommendation 3: The Youth Service should, as part of its regular consultation activity, ensure that the opinions and preferences of female service users are proactively sought.</p>		
<p>The Youth Service is actively ensuring the views of girls are proactively sought as part of any consultation activity. The service will ensure that any findings that arise from consultation with young women and girls will feed into service design in order to increase participation.</p> <p>The Youth Service is hosting its second Girls and Young Women event on 13th December 2018 (following the previous August 2018 event). These events ensure the Youth Service:</p> <ul style="list-style-type: none"> - Creates platforms for girls and young women to shape & lead consultation processes - Create girls and young women exclusive spaces as requested by them - Is intentional in addressing and raising the aspirations of girls and young women 	<p>Sandjea Green (Head of Youth Service)</p>	<p>Ongoing</p>
<p>Recommendation 4: Following implementation of the Youth Service’s new organisational model (and within a year) convene a focus group of service users to assess the impact of changes to the service with a view to them reporting back to Overview & Scrutiny Committee.</p>		
<p>On 10th January 2017 Cabinet agreed to the restructure of the Youth Service and A Team Arts; this was completed in October 2017 with most staff vacancies filled by Summer 2018.</p> <p>As part of coproduction and ensuring service users are engaged in evaluating the effectiveness of the new Youth Service it is essential young people are supported to review its effectiveness.</p> <p>Due to new Head of Service commencing post in July 2018 this review will happen meaningfully in Q4 2018/19.</p>	<p>Sandjea Green (Head of Youth Service)</p>	<p>Jan – March 2019</p>

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<p>Recommendation 5: The youth service should work with its own internal youth workers, commissioned youth activity providers and independent youth activity providers to produce a joint timetable of youth activity for the benefit of Tower Hamlets' young people.</p>		
<p>The Youth Service has produced a quarterly youth and Community Services Programme since summer 2016. The programme is published on-line and it provides information on the activities provided by both the council and commissioned youth activity hubs. The Youth Service's 2017 service plan identified actions to work more closely with internal teams (particularly in Sports and Leisure, Arts and Events; and Public Health) to deliver integrated services and jointly agreed priorities for young people.</p> <p>The Youth Service was successful in appointing a Programme Development Manager in September 2018 who has already dramatically improved the quality of the Youth Service's articulated offer. The Youth Service now publicises (both online and via brochures) internal and externally commissioned youth provision; the format of which is reviewed by young people. Moving forward the brochure will be completely designed by young people and will mostly be communicated via digital medias. As exemplified by LBTH Virtual Schools Service we intend to recruit a Social Media Apprentice to support the development of digital communication in line with the Corporate priority to improve our customers experience through the digital transformation programme.</p> <p>Since October 2018 the Youth Service has ensured the wider Youth Service offer is publicised via a range of portals outside of the Youth Service. Additionally meetings have started with the Sports & Leisure service to ensure that a joint approach is taken moving forward to publicising opportunities for young people, as well as partnership working to develop aspirational opportunities for young people i.e. Arts & Events working with Youth Service to develop a joint project in Tower Hamlets with the National Ballet company.</p>	<p>Sandjea Green (Head of Youth Service)</p>	<p>Ongoing</p>

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<p>Recommendation 6: The youth service should ensure that all mainstream and commissioned provision of youth activity and services is appropriately connected, through referral mechanisms and relevant fora, to the services supporting vulnerable children and families e.g. early help services and social care.</p>		
<p>As part of its restructure the Youth Service created an Early Help and Transitions Team which supports vulnerable children to access early help intervention services. As of October 2018 this was launched into an Early Help Service. All mainstream and commissioned providers of youth activity are able to refer to this Service.</p> <p>The Youth Service will be hosting a ‘Working with Young People Learning & Development Week’ in January 2019. As part of this there will be a focus on helping Youth Work Practitioners to understand the range of agencies available to support vulnerable children and young people; who they are, what they do, how to access their provision, and what are the referral pathways. These will include a range of safeguarding options including Prevent, Substance Misuse, Child Sexual Exploitation Services, and VAWG/Youth Violence provision</p>	<p>Ronke Martins-Taylor (Divisional Director Youth and Commissioning)</p> <p>and</p> <p>Sandjea Green (Head of Youth Service)</p>	<p>Ongoing</p>
<p>Recommendation 7: The Youth Service should build on the successful pilot of joint-working between the Police, the Council’s Rapid Response Team and commissioned providers or Council youth workers, and have a more direct role in the Anti-Social Behaviour tasking group.</p>		
<p>There are a number of stakeholder steering groups set up that include police, schools, business and communities i.e. Rapid Response lead the ‘Violent Crime Reduction Partnership - Mile End’ in which Youth Service are a part of. The purpose of this includes identifying and responding to local issues including anti-social behaviour. Similarly the Limehouse Youth Ward Panel enables joint working across agencies that are well placed to identify and create appropriate responses to anti-social behaviour.</p> <p>There is still more learning to do in this area to ensure a coordinated community response.</p>	<p>Sandjea Green (Head of Youth Service)</p>	<p>Ongoing</p>

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<p>Recommendation 8: The Youth Service should explore alternative funding sources to supplement the existing resources available in order further develop facilities and expand its offer to young people.</p>		
<p>The Youth Service is exploring opportunities for new and alternative funding streams in order to supplement its existing resources in order to develop its facilities and improve its offer to the young people of Tower Hamlets. In addition to this there is an objective set out in the Youth Service’s service plan to maximise the income achieved from buildings (e.g. hires and leases).</p>	<p>Ronke Martins-Taylor (Interim Divisional Director Youth and Commissioning) and Sandjea Green (Head of Youth Service)</p>	<p>Ongoing</p>