

Appendix 2: “Resourcing Excellent Youth Services”

a. Standards of Youth Work Provision

Local authorities should ensure the delivery of a service which:

- targets the 13–19 age range but may also be working at the margins with 11 – 13 and 19–25 year olds;
- aims to reach 25% of the target age range in any given year of operation (and similar proportions for different ethnic groups);
- maintains a balanced range of provision delivered through a variety of outlets;
- deploys appropriately trained and qualified staff;
- has sufficient resources to invest in provision including Information and Communication Technology (ICT) and to provide capital investment in existing and future building stock;
- has a sufficient balance of well trained managers to qualified youth workers;
- has a capacity to respond to new demands and needs of young people;
- has a continuous professional development programme for all staff, voluntary or paid; and
- has a clearly defined quality assurance process.

b. Youth Service Performance Measures

Annual Youth Service Unique Targets

- 25% of the target population 13–19 reached (to reflect the cultural diversity of the community);
- Of the 25% reached in the 13–19 target population, 60% to undergo personal and social development which results in an accredited outcome;
- The target population will include a locally agreed target for those assessed as not in education, employment or training (NEET) or who are at risk of, or who already fall into the following categories: teenage pregnancy, drugs, alcohol or substance abuse or offending;

- 70% of those participating in youth services expressing satisfaction with the service.

c. Youth Service Specific Performance Indicators

- spend per head of population in the target age range */per head of population in the target age range of priority groups;**
- number of personal and social development opportunities/ activities offered to young people in the target range;*
- number of personal and social development opportunities offered to young people lasting between 10 and 30 hours with a recorded outcome;
- number of personal and social development opportunities offered to young people lasting from 30 to 60 hours, and leading to an accredited outcome;
- number of young people supported who are at risk.

* target age range = 13 – 19 year olds

** priority groups = those at risk of offending, truanting, pregnancy or taking drugs and/or NEET.

