

Council Plan Theme: Quality Service Matters ECM Outcome:				DPT Lead Officer	
Aim: To achieve a high performing youth service					
Ref.	Objective	Start date:	Finish date:	Lead Officer(s)	
5	To provide young people 13-19 with high quality youth work provision	1/4/09	31/3/11	Universal Services	
Ref.	Critical actions, tasks, activities & milestones	Start Date Month/Year	Finish Date Month/Year	Accountable Officer	Reporting Division
	To maintain the involvement in the annual self assessment process.	1/4/09	31/3/11	Area Leader	EYYES
	To embed the performance management processes	1/4/09	31/3/11	Area Leader	EYYES
	To provide provision that is safe, fit for purpose and well-equipped	1/4/09	31/3/11	Area Leader	EYYES
	To ensure delivery is compliant with the Safeguarding of young people	1/4/09	31/3/11	Area Leader	EYYES
Ref'	Key Performance Measures:	2009/10 Target	2010/11 Target		Reporting Division/Officer
	To ensure that provision is satisfactory or better against the Ofsted criteria	80%	100%	Area Leader	
	To ensure that all full and substantial part time practitioners are assessed at least once per year	100%	100%	Area Leader	
	Each worker to be assessed at a team level bi-annually (3x per year once by area lead)	100%	100%	Area Leader	
	To increase the number of youth settings achieving the Me2 standards.	1	1	Area Leader	
	To ensure that all off site activities are risk assessed and approved by appropriately qualified staff.	100%	100%	Area Leader	
	To Reach 25% of the 13 – 19 population	25%	25%	Area Leader	
	To ensure that all staff, inc, volunteers, are CRB and ISA cleared.	100%	100%	Area Leader	
	To ensure that 15% of 13-19's participate (attend at least 3 times) in positive activities	15%	15%	Area Leader	
	To ensure that all partnership working has a Service Level Agreement in place	100%	100%	Area Leader	
	To ensure that all provision is subject to an annual inventory and site check	100%	100%	Area Leader	

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	To ensure that 60% of young people participating receive a recorded learning outcome	60%	60%	Area Leader	
	To ensure that 30% of young people participating receive an accreditation	30%	30%	Area Leader	
	To ensure Youth Service venues are DDA compliant	100%	100%	Area Leader	
Why this objective?					
Duty to secure access to positive activities for young people (section 6 education and inspections Act 2006)					
Risks associated with this objective?					
<p>Finance, reduced budget will impact on delivery; frontline delivery is prioritised.</p> <p>Human Resources, recruitment and retention of skilled staff is an on-going issue; staff training and support to continue</p> <p>Technology, failure of management information system to enable monitoring; invest in improved system and associated reporting</p> <p>Environment, settings are not fit for purpose; continue to maintain buildings and provide safe activities</p> <p>Customer involvement, activities are not appropriate; ensure that young people continue to contribute to assessment processes.</p> <p>Social inclusion, activities are not accessible; ensure activities meet need</p> <p>Legal, not complying with legal requirements, continue to monitor provision to ensure implementing legal requirements</p> <p>Political, failure to implement Integrated Youth Support Services; commitment to develop Integrated services with partners</p> <p>Organisational, failure to deliver good quality provision; quality assurance framework in place to improve the quality of provision.</p>					
Impact on the people of Dudley?					
Young people will be able to access youth work provision that is of a high quality.					
Consultation					
<p>Young people are consulted through our annual satisfaction survey</p> <p>Young people are involved in the self assessment process</p>					
Equality and Diversity					
<p>Assessment enables the service to monitor impact with respect to equalities and diversity.</p> <p>Reference: to develop positive relationships and choose not to discriminate</p>					
Training & Development					
<p>Issues raised through assessments will be addressed through training and staff development</p> <p>Reference training and staff development for onsite risk assessment.</p>					