



Youth Support Service

Business Plan

2017- 2020



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board



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1. The Service

Carmarthenshire Youth Support Service (established in January 2016) is an integrated service bringing together youth work and youth justice statutory provision under a single management structure. The Service allows for the development of a holistic approach to the delivery of youth support services across Carmarthenshire.

Vision

A service that provides a robust range of support from open access to specialised support, enabling children, young people and young adults (aged 8-25 years) to access *what* they need, *when* and *where* they need it so that they can reach their full personal, social and educational potential.

Core Principles

Carmarthenshire Youth Support Service:

- is innovative and creative in its service delivery;
- contributes to the Welsh Government priority of reducing poverty;
- utilises restorative approaches within its practice;
- promotes inclusion and participation of children and young people;
- has a well-trained, skilled and supported workforce, able to offer a range of services in Welsh and English;
- has a team of trained, skilled volunteers (e.g. Referral Order Panellists; Bureau; Duke of Edinburgh's Award and universal provision);
- engages with families and carers for better outcomes.

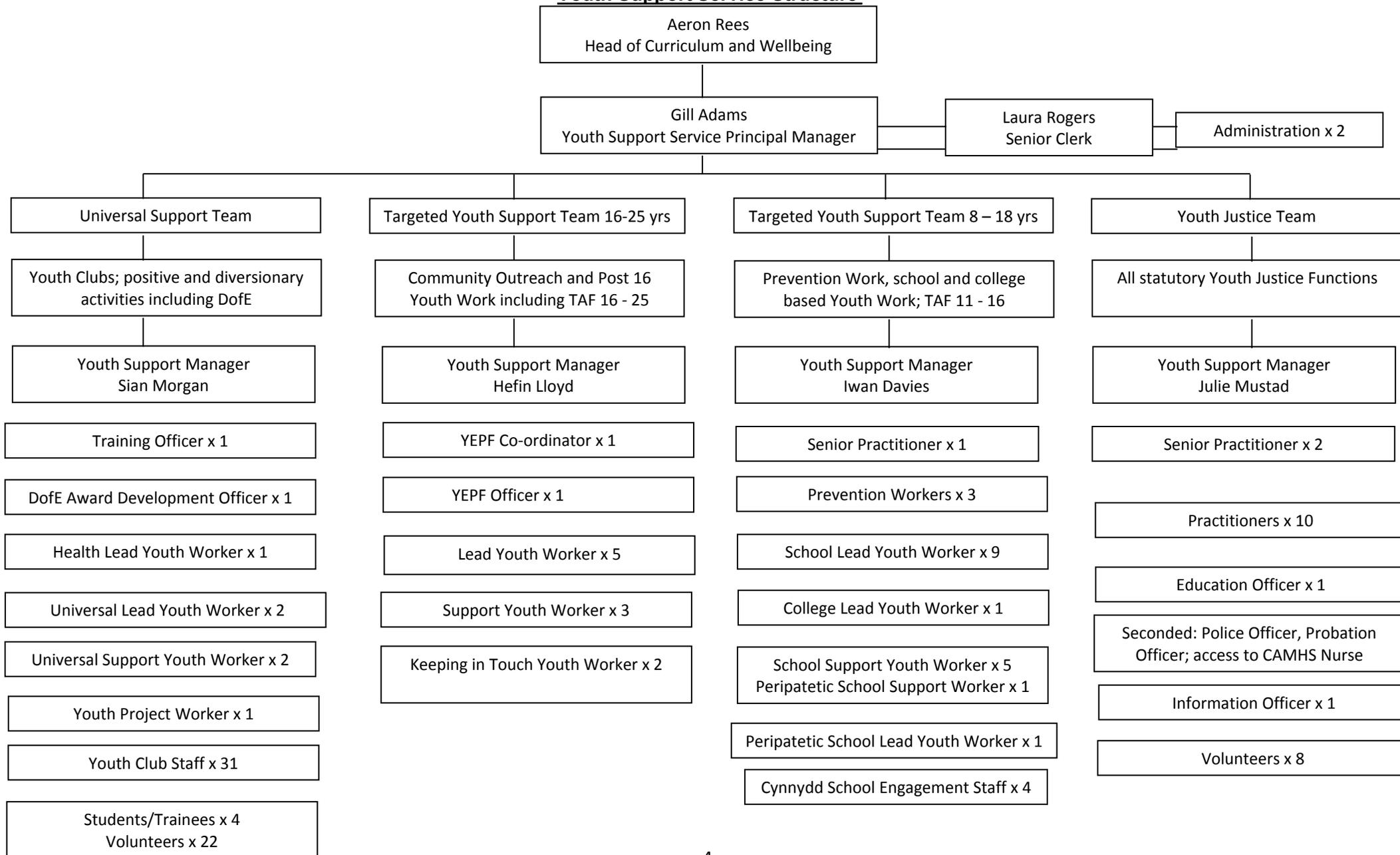
Staffing

The Youth Support Service brings together staff responsible for providing a range of services extending from youth work provision and support to the delivery of youth justice services and administrative, performance management and business support. Staffing comprises of total of 108 posts (including two seconded officer posts) equating to 65.81 (full-time equivalent) members of staff. Access to a link nurse is provided by the Child and Adolescent Mental Health Service (CAMHS).

The Youth Support Service also utilises 35 trained volunteers who assist in the delivery of key aspects of work and provides for student placements.

Welsh Language provision within service delivery is strong across the Youth Support Service.

Youth Support Service Structure



Delivery of Youth Work Provision and Youth Support

The statutory requirement of the local authority for youth support services is identified in the *Learning and Skills Act 2000 (s.123 (1))* directing local authorities to provide, secure the provision of, or participate in the provision of, youth support services.

The Welsh Government's vision of the future for young people in Wales aged between 11-25 years, is based on the concept of *universal entitlement*, which means that every young person in Wales has a basic entitlement to a range of high quality services enabling them to participate effectively in opportunities for learning, employment, good health, citizenship and social inclusion. In 2012, the Cymorth Grant supporting delivery of WG's "Extending Entitlement" programme was transformed into the Families First Grant. This grant is intended to be used to support families and young people experiencing poverty and to support transitions to employment, education and training.

Welsh Government National Youth Work Strategy for Wales 2014-2018 highlights the importance of the statutory youth service in meeting a variety of ministerial portfolio agendas including poverty, health, education, employment and skills, community, housing and prosperity. This work is integral to developing Carmarthenshire Team Around the Family (TAF) approaches; reducing poverty and improving school outcomes. Support offered to children, young people and young adults is based upon the principal of voluntary participation, and draws from 'The Five Pillars of Youth Work in Wales'. Youth Work National Occupational Standards set out the key purpose of youth work.

Delivery of Youth Justice Services

Youth Offending Teams (known in Carmarthenshire as 'Youth Justice Team') were established by the Crime and Disorder Act 1998 with the stated intention of reducing the risk of young people offending and re-offending. The Carmarthenshire Youth Justice Team is a statutory, multi-disciplinary partnership that is co-ordinated by the Local Authority. Governance is carried out locally by a management board made up of key partners, and nationally by the Youth Justice Board for England and Wales, which is part of the Ministry of Justice. The Youth Justice Team is made up of staff from Children's Services, Police, Probation, Health and Education.

Carmarthenshire Youth Support Service - 4 Teams

Universal Support Team

Responsible for the delivery of open access provision including; adventurous outdoor activities and programmes; county-wide youth club provision; supporting the delivery of the Duke of Edinburgh's Award; programmes of accredited learning; delivery of activities to support community safety and to reduce anti-social behaviour; co-ordination of staff training and continuing professional development; support for young people's participation in decisions that affect them; residential programmes for young people both in the UK and abroad.

Targeted Youth Support Team (16-25 years)

Delivery of targeted personal support for young people and young adults aged 16-25 years and their families. All duties undertaken are in alignment with the WG Families First programme and the Youth Engagement and Progression Framework.

The team engages with young people and young adults who can be affected by a broad range of issues associated with family poverty; homelessness; risk of becoming NEET (not in education, employment or training) etc. A range of youth work strategies and approaches are used to provide individualised needs-based support and interventions.

Targeted Youth Support (8-18 years)

The team undertakes work with children and young people across the spectrum of low to high need. Interventions are designed to reduce risks of disengagement from education and the prevention of young people from offending. The team includes school-based youth workers based in all Carmarthenshire secondary schools and Coleg Sir Gar. The work is supported by WG Families First to meet the

requirements of developing Team Around the Family approaches, and is linked with WG Youth Engagement and Progression Framework. Cynnydd (European Social Fund) contributes to educational and engagement support for 11-16 year olds in schools who are at greatest risk of disengagement. Welsh Government and the Police and Crime Commissioner contribute funding towards the delivery of intervention programmes to reduce youth crime, support community safety and reduce anti-social behaviour.

Youth Justice Team

The team works with children and young people aged from 10 - 17 years. Staff provide holistic assessments utilising the Youth Justice Board standard assessment tool – AssetPlus which helps to inform decisions made for a range of Out of Court Disposals via Bureau, as well as providing information to courts for sentencing purposes. The team is responsible for supervising children and young people subject to statutory community orders and custodial sentences. Resettlement and reintegration planning work is critical in aiding the successful reintegration of young people from custody back into the community under the terms of their Licence requirements. Arrangements are in place with the National Probation Service for identified cases to be transferred over to adult supervision as part of a structured planning process.

Restorative Justice underpins the work of the team. This includes victim-offender mediation; facilitating meetings to encourage improved outcomes for victims of offences; utilising restorative approaches to allow for reparation.

A number of grant funding streams supplement the resources contributed by statutory partners. The Youth Justice Board for England and Wales monitors the performance of all Youth Offending Teams in Wales against seven performance indicators:

- re-offending rates
- number of first time entrants
- custodial sentences
- young people's access to substance misuse assessment and treatment
- young people's access to suitable accommodation
- young people's access to education, training or employment
- young people's access to emotional and mental health assessment and treatment.

Administration, Performance Management, and Business Support

Administrative support is provided by a Senior Clerk and 2 Clerical Officers. Youth Justice Team performance management and submission of data to the Youth Justice Board is led by the Youth Support Service Information Officer. The Service Co-ordinator and Awards Administrator from the departmental Education Systems Team provide a range functions such as monitoring and compliance against conditions of grant funding; collating performance data; financial planning and management; project management, human resource requirements, asset management and the administration of the Duke of Edinburgh Award Scheme.

2. Context

Local

The Youth Support Service, overseen by the Head of Curriculum and Wellbeing, sits within the Education Services Division of the Department for Education and Children. The Service provides two key delivery areas for Carmarthenshire County Council's Families First Programme, and oversees a co-ordination function in implementing the Welsh Government's Youth Engagement and Progression Framework.

The service contributes to the delivery of the Cynnydd (European Social Fund) which provides for a full and complimentary range of engagement, learning and training activities for 11 – 19 year olds in order to reduce the number of young people who are at risk of becoming NEET (Not in Employment, Education or Training) and to increase the attainment levels of 11 – 16 year olds who are at risk of becoming NEET.

The Public Services Board (PSB) was established in May 2016, following the introduction of the Well-being of Future Generations (Wales) Act 2015. The PSB is a collection of public bodies including 4 statutory

members – the County Council, Hywel Dda University Health Board, Natural Resources Wales and the Fire Service - working together with wider partners to improve the well-being of our county.

Carmarthenshire PSB has made an Assessment of the state of economic, social, environmental and cultural well-being locally and, as a result, a Well-being Plan will be published in May 2018, setting out the PSB's local objectives and the steps to be taken to meet them. The PSB has a number of multi-agency thematic groups to assist it in delivering an improvement in well-being, including the 'Fair and Safe Communities' group. Members include partners which have a statutory duty to work together to reduce crime and disorder, reduce reoffending, reduce anti-social behaviour and tackle substance misuse – the Police, Council, Probation, Hywel Dda University Health Board and Fire Service – and other key stakeholders including the Principal Manager of the Youth Support Service.

The group also aims to raise awareness relating to crime and disorder issues, such as harassment and victimisation, affecting groups of people who share a protected characteristic and to build cohesive communities that are resistant to tension and are resilient in dealing with such issues to prevent crime and disorder taking place.

The priorities of the Youth Support Service are also channelled through the Education Service Business Plan; Education and Children Services Departmental Business Plan and are reflected in the high level outcomes contained within the Carmarthenshire Integrated Community Strategy.

The production of a Youth Justice Plan is a statutory duty of the Local Authority (Part 3; s40) of the Crime and Disorder Act 1998. Therefore, the Youth Support Service Business Plan is approved by the Local Management Board; presented at the Local Authority's Education and Children's Scrutiny Committee and at the Hywel Dda University Health Board. It is formally submitted to the Youth Justice Board for England and Wales, as a statutory requirement. It is reported to Fair and Safe Communities and submitted to the Police and Crime Commissioner.

The local governance of Carmarthenshire Youth Justice Team is the responsibility of the Local Management Board where all the statutory partners are represented - Children's Services; Education; Police; Probation; Health. The Board is further strengthened by membership from Fair and Safe Communities and membership at a senior level from the Specialist Child and Adolescent Mental Health Service (Specialist CAMHS); Local Authority Housing Services, H.M. Courts and Tribunals Service and Executive Board Member representation from Carmarthenshire County Council.

The Local Management Board performs key functions including:

- holding the service to account for its practice;
- monitoring and meeting conditions set out in any grant made by the YJB, e.g. timely submission of data, compliance with secure estate placement information, completion of national standards audits and procedures for reviewing community safeguarding and public protection incidents;
- supporting the YOT in overcoming barriers to effective multi-agency working and ensuring that partner agencies make an effective contribution to delivering against key youth justice outcomes.

Youth Support Service Local Management Board

Name	Agency representing	Post in agency	Ethnicity	Gender
Jake Morgan (Chair)	Carmarthenshire County Council	Director of Communities	White	Male
(Vice-Chair)	To be confirmed			
Aeron Rees	Carmarthenshire County Council	Head of Learner Programmes	White	Male
Stefan Smith	Carmarthenshire County Council	Head of Children's Services	White	Male
Steve Thomas	Dyfed Powys Police	Chief Inspector	White	Male
Christine Harley	National Probation Service	Assistant Chief Executive	White	Female
Angela Lodwick	Hywel Dda University Health Board	Head of Specialist CAMHS & Psychological Therapies Service	White	Female
To be confirmed	Hywel Dda University Health Board			
Kate Thomas	Carmarthenshire County Council	Community Safety Manager	White	Female
Robin Staines	Carmarthenshire County Council	Head Of Housing Services	White	Male
John Davies	H.M. Court and Tribunal Service	Legal Advisor	White	Male
Cllr Glynog Davies	Carmarthenshire County Council	Executive Board Member for Education and Children	White	Male
Gill Adams	Carmarthenshire County Council	Youth Support Service Principal Manager	White	Female

The Youth Justice Team operates as a local partner to other criminal justice agencies who contribute to the administration of justice. Equally, the Youth Justice Team operates with other services, some universal and some targeted, which deliver services to children and young people.

The Youth Support Service Principal Manager represents the service at partnership meetings including those organised for the delivery of the 'Prevent Duty' (Counter Terrorism and Security Act 2015). The Service is also represented at the Multi Agency Public Protection (MAPPA) Strategic Management Board; the Area Planning Board (APB) and at the regional Safeguarding Children forum: Children and Youth Safeguarding - Unifying the Region (CYSUR); CYSUR Local Operational Group as well as at Integrated Offender Management meetings.

Regional

The Youth Support Service links with the Youth Engagement & Progression Framework South West & Mid Wales Regional Working Group; and the Joint Carmarthenshire & Pembrokeshire (11-25) Executive Group.

The Youth Justice Team is represented at the (Dyfed Powys) Local Criminal Justice Board which comprises of membership from all the criminal justice agencies who work collaboratively to deliver an efficient and effective local criminal justice system. The Board recognises the importance of preventing children and young people from offending.

The commissioning of substance misuse treatment services through the development of Area Planning Boards has resulted in decision-making moving to a regional forum and has led to managers of county-based services collaborating to ensure representation at a regional level. Good working protocols exist with the universal substance misuse treatment provider for young people – Choices, as well as with adult alcohol and substance misuse services.

The Dyfed Powys Prevention of Youth Crime Steering Group (established in 2013) coordinates regional activities and strategies aimed at preventing young people from engaging in offending behaviour. The Youth Support Service is increasingly working with the other Youth Offending Teams in the Dyfed-Powys region to ensure that youth crime prevention is aligned with the priorities of the Police and Crime Commissioner, the Youth Justice Board and the Welsh Government.

National

The Youth Support Service delivers its services in accordance with key legislation, policy and guidance underpinned by the United Nations Convention on the Rights of the Child; Welsh Government 7 Core Aims and Children's Rights in Wales.

The Social Services and Well-being (Wales) Act (2014) came into force in April 2016 and sets out to improve the well-being of people who need care and support as well as carers who need support. Youth Support Service staff have engaged in training arranged by Carmarthenshire County Council in order to ensure that legislative responsibilities are being met in delivering services.

The Wellbeing of Future Generations (Wales) Act 2015 establishes a statutory Future Generations Commissioner for Wales, whose role is to act as a guardian for the interests of future generations in Wales, and to support the public bodies listed in the Act to work towards achieving the 'Well-being Goals'.

Welsh Government National Youth Work Strategy for Wales 2014 - 2018 identifies how youth work should be delivered across Wales and includes the establishment of a Quality Mark for youth work organisations as set out in The Quality Mark for Youth Work in Wales: Introduction and guidance (September 2015).

In March 2016, the Deputy Minister for Skills and Technology announced The Wales Charter for Youth Work - designed to secure the conditions for youth work provision to be more consistently accessible to all young people as they grow to adulthood in Wales, and to be adapted to the changing needs and interests of individuals and communities.

Welsh Government and the YJB published, "Children and Young People First", a joint strategy to improve services for young people from Wales at risk of becoming involved in, or in, the youth justice system (July 2014). Sitting below the strategy is a national annual Delivery Plan which is monitored by the Wales Youth Justice Advisory Panel.

Following on from the publication of the Charlie Taylor Review of Youth Justice Services in December 2016, the government has set out plans to reform youth justice to help drive forward improved outcomes for young offenders both in custody and in the community. This includes retaining the Youth Justice Board for

England and Wales; the establishment of a Youth Custody Service (YCS) which sits within Her Majesty's Prison and Probation Service, headed by an Executive Director with specific and distinct responsibility for young people (under 18s) in custody.

The Youth Support Service Principal Manager is a member of the national Principal Youth Officers' Group and YOT Managers Cymru.

3. Resources

For 2017/18, the Youth Support Service budget has shown a 2.1% overall reduction compared with 2016/17 (£45,666); core funding reduced by £49,308; Families First Funding reduced by £7,999. The Youth Support Grant (incorporating WG Youth Work Strategy Grant and Youth Engagement and Progression Framework funding) shows a £2,440 reduction compared with 2016/17.

Funding targeted at prevention of offending/re-offending has shown an overall reduction for 2017/18 of £12,803 (1.6%). The YJB grant contributes to the provision of 7 posts linked to preventing and reducing offending within the Youth Support Service; this funding increased slightly by £804. The Police and Crime Commissioner increased the contribution for prevention work from £25,000 in 2016/17 to £50,000 for the next 3 years. The National Probation Service's financial contribution of £5000 remains the same, however the contribution of a seconded Probation Officer to the Youth Justice Team has reduced from 5 days a week, as per national agreement, to 3 days. WG Promoting Positive Engagement (for those at Risk of Offending) funding remains the same as in the previous year.

The majority of Youth Support Service funding sources demand focus on the delivery of targeted work both in terms of youth work, prevention work and youth justice provision. This creates significant challenges in the delivery of universal youth work provision which has been the subject of cuts over many years. The most recent WG statistics (October 2016) show that Carmarthenshire 'Youth Service' core funding was fifth off bottom compared with other Welsh Local Authorities.

Targeted Youth Work provision within the Youth Support Service is greatly supported by Families First and helps to employ a large number of Youth Work staff. Revised Families First Guidance was published in 2017 and currently, the programme is in a phase of transition. The 2 Youth Support Service led Families First projects were extended initially from 1/4/17 to 30/9/17 and then more recently from 1/10/17 to 31/3/18. YSS will be required to make savings against Families First funding in the next financial year (2018/19).

The current financial climate without doubt, causes Youth Support Service staff to experience feelings of uncertainty in relation to their future employment. The majority of funding sources are determined year on year, and this can present challenges in terms of planning for and setting long-term goals.

Youth Justice Specific Funding Comparison – 2016/17 and 2017/18

FUNDING BODY	FINAL BUDGET 2016/17	FINAL BUDGET 2017/18	COMMENTS
Probation Service	£5,000	£5,000	
Youth Justice (YOT) Grant	£201,021	£201,825	
WG Promoting Positive Engagement Grant	£201,168	£201,168	
Police & Crime Commissioner	£25,000	£50,000	
Local Authority – Youth Justice Core Budget	£407,511	£368,904	
Youth Justice Funding Total	£839,700	£826,897	Reduction in funding of £12,803 (1.6%)

Rest of Service Funding Comparison – 2016/17 and 2017/18

FUNDING BODY	FINAL BUDGET 2016/17	FINAL BUDGET 2017/18	COMMENTS
Local Authority - Youth Core Budget	£434,614	£423,913	
Families First - School Support Youth Work	£431,333	£422,334	
Families First - Post-16 Youth Work	£230,643	£231,643	
WG Youth Support Grant	£150,645	£204,531	Includes element of funding for YEPF in 17/18
WG Youth Engagement & Progression Framework Grant	£56,326	£0	Included in the Youth Support Grant in 17/18
WG Education Improvement Grant	£55,000	£63,523	
WG Post 16 Grant	£67,746	£47,500	Reduction in funding in 17/18
YSS Budget Total	£2,266,007	£2,220,341	Reduction in overall YSS funding of £45,666 (2.1%)

Youth Justice Funding 2017/18*

AGENCY	Delivery Costs	Payments in kind	Other Delegated Funds	TOTAL	Confirmed 2017/18
Dyfed Powys Police	£0	£51,800 (note 1)	£0	£51,800	Yes
National Probation Service	£0	£27,449 (note 2)	£5,000	£32,449	Yes
Hywel Dda University Health Board (note 3)	£0	£45,280	£0	£45,280	Yes
Carmarthenshire County Council (Youth Justice element only)	£368,904	£0	£0	£368,904	Yes
Welsh Government Promoting Positive Engagement for Young People (at risk of offending)	£201,168	£0	£0	£201,168	Yes
Police and Crime Commissioner (note 4)	£40,000	£0	£10,000	£50,000	Yes
Youth Justice Board Youth Justice Grant	£201,825	£0	£0	£201,825	Yes
TOTAL	£811,897	£124,529	£15,000	£951,426	

Notes:

*set out as required by the Youth Justice Board

1. Dyfed Powys Police second a full-time Police Officer to the Service.
2. The National Probation Service seconds 0.6 of a Probation Officer to the Service.
3. The Youth Support Service has access to a nurse, input from a Mental Health Advisor (£10k) and access to Dialectical Behaviour Therapy and Cognitive Behavioural Therapy.
4. Regional YOTs received Police and Crime Commissioner funding in 2017/18

Performance Report - 2016/17:

During the period, the Youth Support Service has made excellent progress in terms of overall achievements. For the first time, a Business Plan incorporating the service as a whole was produced setting out the Vision, Principles, Operational Plan and Training Plan. The Business Plan has underpinned the critical importance of bringing the Youth Service and the former Youth Offending and Prevention Service together into a well-integrated service. Great care has been taken to ensure that this has been achieved whilst maintaining and developing service delivery. Across the service there have been major improvements in performance, for example, in relation to Families First project delivery.

2 Staff Development Days were held in July 2016 and December 2016, with the aim of bringing a large staff group from across the service together. The opportunity to meet, network and learn about the work of the teams has been very well received by staff who gave very positive feedback in relation to both events. In addition to this, a number of Practice Development Days have been held in order to promote effective practice and strengthen knowledge and skills. There have also been opportunities for youth work staff to shadow youth justice practice and delivery. Youth Club staff and volunteers from across the service were also brought together in order to brief them about service developments.

The Youth Support Service Management Group meets on a monthly basis in order to ensure that the service continues to develop and keep up-to-date with local, regional and national developments. Performance meetings are held on a quarterly basis allowing for YJB performance to be closely monitored. During the year, Families First performance and Youth Engagement and Progression Framework data has been included within these meetings. Care is taken to ensure that budgets are closely monitored throughout the year.

A number of Task and Finish Groups were established in the period involving staff across the service to complete pieces of work and in doing so to share ideas and shape service delivery and practice.

Team Managers meet on a monthly basis to enhance service developments. Team Meetings are also regularly held and staff receive supervision and appraisals. There is sound evidence of multi-agency working within the county as well as regional collaboration between Youth Justice and Youth Work partners.

Youth Support Service Actions: Extract from Carmarthenshire County Council Council's Performance Information Management System - 2016/17

Action	Comment
Ensuring that a clear ethos of Safeguarding pervades through Youth Support Service (YSS) and is manifested in its procedures, measures and actions taken. (122210)	Complete: Safeguarding of children, young people and young adults has been a priority set within the Youth Support Service Business Plan. Practice Development events; and Service Development days have included workshops to provide input to staff. Safeguarding is included within the service training plan which is monitored to ensure that staff are up-to date with training needs.

Support the further remodelling of Youth Support Services and development of a coherent support staff structure. (12214)	Complete: The Youth Support Service has been established since 1/1/16 and during this time the staff structure has been established; staff are organised into 4 pillars; each overseen by a Team Manager.
Appoint YOT Based Educational Officer to work with vulnerable learners at risk of offending/re-offending to promote educational engagement. (12226)	Complete: Education Officer appointed in October 2016.

YSS Performance 2016/17 Operational Plan

Priority	How did we do?
To encourage children and young people to access universal youth work provision	<p>9 youth clubs across the county worked with 1434 (distinct) young people showing a total of 12,657 youth club attendances. Financial contributions were given by the Youth Support Service to youth clubs towards purchase of equipment; organised trips and bus hire. Bwlch and Streets Youth Centres had a 'make over'. Young people were consulted in relation to re-decoration; a graffiti artist worked with young people to produce wall art at the Bwlch Youth Centre. Feedback indicates that young people and staff are pleased with the results.</p> <p>Youth clubs collaborated within the county to organise residential activities; trips and activities during the year.</p> <p>1087 young people attended Universal Youth Work programmes; 529 young people attended holiday activities.</p> <p>The Duke of Edinburgh Award in Carmarthenshire continued to be the highest performing in Wales for the period. Award Completions: Bronze – 450; Silver – 85; Gold – 67 - Total: 602 New starts: Bronze – 763; Silver – 133; Gold – 87 - Total: 983.</p>
To support young people to access appropriate health and wellbeing services	<p>(See Prevention of Offending and Re-offending section – Access to Substance Misuse Services and Mental Health Key Performance Indicators)</p> <p>All young people receiving prevention or statutory supervision are assessed using AssetPlus. This helps to determine a range of needs including health. Those receiving Families First services are assessed using the Joint Assessment Family Framework (JAFF).</p> <p>17 Safety, Trust and Respect Programmes (STAR) have been delivered by YSS staff throughout the county (in schools and other community settings) with 112 young people benefitting from completion of the programme.</p> <p>The Lead Health Youth Worker engaged with 222 individuals; 418 young people accessed group support; 133 young people accessed bespoke 1-1 health and wellbeing support.</p> <p>The Youth Support Service Lead Health worker and colleagues delivered the following activities:</p>

	<ul style="list-style-type: none"> • A residential for 20 Lesbian, Gay, Bisexual and Transgender (LGBT) young people from across the county. Attendees took part in outdoor activities and were consulted in relation to the recreational and support needs of LGBT young people in Carmarthenshire. A report on the consultation outcomes will shape future service provision. • Targeted Well Being Group (boys - Year 7) at Stradey School; Targeted Well Being Group (girls - Year 9/10) at Stradey School. Issues dealt with included anger management; managing emotions; substance misuse awareness; smoking; sexual health. • Girls group (aged 13-17 years) in conjunction with Dr Mz, Carmarthen. Themes included healthy relationships; sexual health; alcohol and substance misuse awareness. • Having identified a need, the Lead Health Worker and colleagues established a young parents group in Ammanford. The group was regularly attended by at least 10 young parents and has now transferred over to Plant Dewi who are able to offer longer term support. • Weekly health 'drop-ins' and health education workshops were held at a variety of venues. <p>3 members of staff from the Targeted Youth Support Team were (8-18) were trained to deliver the Adolescent to Parent Abuse intervention pilot in partnership with Domestic Violence Workers and the Education Psychology Department. A programme of intervention was commenced with a family during 2016 and will be completed in June 2017.</p> <p>Community Safeguarding and Public Protection Incidents and associated Critical Learning Reviews are discussed at the Youth Justice Management Board, this allows for any risks/ safeguarding issues to be managed at a senior level and allows for practice/procedures to be modified as appropriate.</p>
<p>To support educational attendance and attainment:</p> <p>Reducing the number of school leavers without qualifications :</p> <p>Reducing the number of children and young people at risk of</p>	<p>Family engagement work delivered by school based youth workers has increased and has been strengthened by training delivered by the Integrated Family Support Team; Restorative Approaches training and 'Take 3' parenting training. There was strong performance in relation to transition of pupils from primary to secondary schools and from school on to college (1644 pupils were supported from primary to secondary school and 247 young people were supported from school to college).</p> <p>School based youth workers provide for a diversity of 1:1 and group work interventions and the provision of various accredited qualifications, namely- John Muir, SWEET, ASDAN. Activities have included animal care; co-production of interactive theatre e.g. 'The Boy who Bit Picasso'; and various arts based projects.</p> <p>The Youth Support Service School Engagement Project (Cynnydd) became operational in October 2016 and in the first 5 months engaged with 50 pupils. Cynnydd staff also provide OCN accreditation to some of their work.</p> <p>93% of secondary school pupils worked with as part of Families First showed improved attendance at school.</p> <p>Integral to the Youth Engagement and Progression Framework (YEPF), Vulnerability Assessment Profile case loading meetings are held on a termly basis during the academic year and are attended by representatives from each school; Careers Wales; Coleg Sir Gar; Cynnydd; Education Welfare Service Senior; TAF; YSS. These meetings identify and support interventions for young people at risk of disengagement from education/training/employment.</p>

<p>becoming NEET.</p> <p>Supporting children, young people and young adults who are NEET back into Education, Employment, Training</p>	<p>YEPF led Support in Education Employment and Training case loading meetings (SEET) are held monthly and include a wide range of agencies brought together to focus upon young people aged 16 - 17 in Tier 1 (Unknown to Careers Wales) and those who present in Tier 2 (not ready/not able to enter education/employment/training). In the period, 121 16 -18 year olds at Tier 1 level were worked with and 68 16 -18 year olds at Tier 2 were worked with. 86.35% of 16-24 year olds went on to enter employment and 93.88% entered further learning or training; 94.63% of 16 - 25 year olds supported by the Youth Support Service as part of Families First attained a nationally recognised qualification or accreditation.</p> <p>Accommodation stability is key to being able to take up ETE opportunities, and in the period, 119 young people were supported with housing needs.</p> <p>83 young people were supported to access volunteering opportunities.</p> <p>Youth Support Service staff worked with Coleg Sir Gar to target Year 11 pupils, who were undecided about future options after leaving school. 11 young people attended a Taster Week in February half-term. All of the 11 young people went on to apply for courses. Plans are in place regarding a college summer transition program.</p> <p>During the period, School Based Youth Workers have worked with Education Services colleagues to engage/support or re-integrate Electively Home Educated children and young people. Some very positive 'post 16' youth work engagement was also demonstrated with 2 young people who had been electively home educated for 3 years. Work focussed upon improvement of skills in dealing with social situations. As a result, 1 young person commenced a traineeship with Coleg Sir Gar. The second young person, who suffered high levels of anxiety, attends weekly drop-in sessions run by youth work staff; is volunteering; is to attend 'Interview Skills' course with Hafan Cymru; is considering training programmes for the near future.</p> <p>2 targeted youth work projects were nominated for Youth Work Excellence Awards and progressed to the final held in Cardiff on 23/6/17 - "Ser y Byd" Netball Project – a collaboration between Heol Goffa School and Coleshill Day Centre, Llanelli and the Burns/YSS Project - an 8 week community project providing diversionary opportunities for young people to engage in community farm activities.</p>
<p>To safeguard children young people and young adults</p>	<p>The Youth Support Service aligns its safeguarding practices with the regional multi-agency Child Sexual Exploitation Prevention Strategy and Action Plan. The service regularly contributes to multi-agency strategy meetings under the All Wales Protocol for Safeguarding and Promoting the Welfare of Children who are at Risk of Abuse through Sexual Exploitation (AWCPPRG, 2013) and The All Wales Protocol – Missing Children (2011) and for Looked After Children. YSS staff attend a range of other meetings organised and co-ordinated by Children's Services designed to safeguard children and young people as appropriate.</p> <p>30 Youth Support Service Risk Management Meetings were convened to discuss 121 cases in the period in relation to risk of harm posed to others or where there was identified safety and wellbeing risks.</p> <p>All Youth Support Service prevention referrals; Youth Engagement and Progression Framework identified cases and statutory cases are checked against a range of information systems to help inform assessment and safeguard young people.</p>

All Youth Support Service staff have undertaken safeguarding training to a minimum of Level 1 with named officers fulfilling roles and duties at a higher level.

All schools within Carmarthenshire utilise the Evolve system to record educational trips, visits and activities including residential visits and trips abroad. Robust safeguarding measures and risk assessments play an integral role in this process. Training, advice & guidance is provided by the Training, Accreditation & Outdoor Learning Officer within the YSS to ensure that appropriate systems are in place.

Summary for the period:

Total Visits – 1554

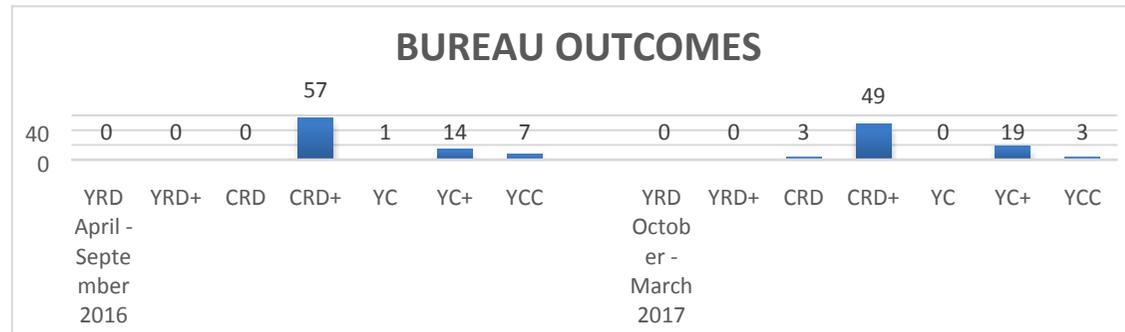
Total number of students in selected cohort - 38,214

Total number of days – 2027

Total number of participant days - 52,139

To divert children and young people away from criminal justice system

Bureau arrangements (introduced in Carmarthenshire in June 2014) are now well established across Dyfed-Powys. This approach is conducive with the Welsh Government’s ‘child first, offender second’ agenda, allowing for children and young people to access appropriate interventions to support them to lead productive lives free from further offending. Sign-posting on to other suitable services to address identified need is also an essential element of diversion. During the period, 153 Out of Court Disposals were administered to 126 young people.



Interventions can be delivered pre-court e.g. provision of harm reduction information in relation to substance misuse; some young people are signposted on to other services, so that they receive the appropriate advice, help and support. Other young people participate in a mix of interventions post-Bureau which are designed to reduce the risk of further offending.

Of the 153 disposal administered, the 15-17 year old age group was the most represented (108 Out of Court Disposals). All young people referred into Bureau are tracked using a regionally developed Bureau Tracking Tool. Quarterly meetings are held with managers and senior practitioners allowing for analysis of data. Emerging themes are considered and particular attention is given to features such as: age at point of entry; presenting risks and vulnerability factors. Such analysis contributes to more responsive and targeted service delivery.

Regional Bureau arrangements have been subject to an independent evaluation and review conducted by Aberystwyth University in 2015. The core findings and recommendations have been taken forward in a regional Bureau Action Plan formulated to unify, consolidate and build on the success of working practices across the region. Regional YOTs have been working with the YJB and key stakeholders to progress this work, overseen by the Dyfed-Powys Youth Crime Prevention Steering Group.

To prevent offending and re-offending by children and young people

Performance- YJB Key Performance Indicators 2016/17

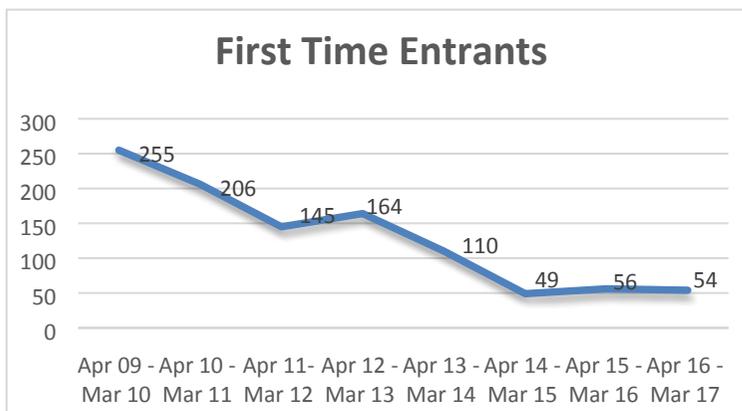
During the period, the Youth Justice Team worked with 32 young people subject to 36 statutory interventions. 42 prevention of offending programmes commenced in the period.

First Time Entrants:

Work has been undertaken to strengthen the interface between the School Based Youth Workers and prevention (of offending) staff to ensure more effective and efficient targeting of interventions. Over the last 3 years, First Time Entrant figures have been maintained at a low level.

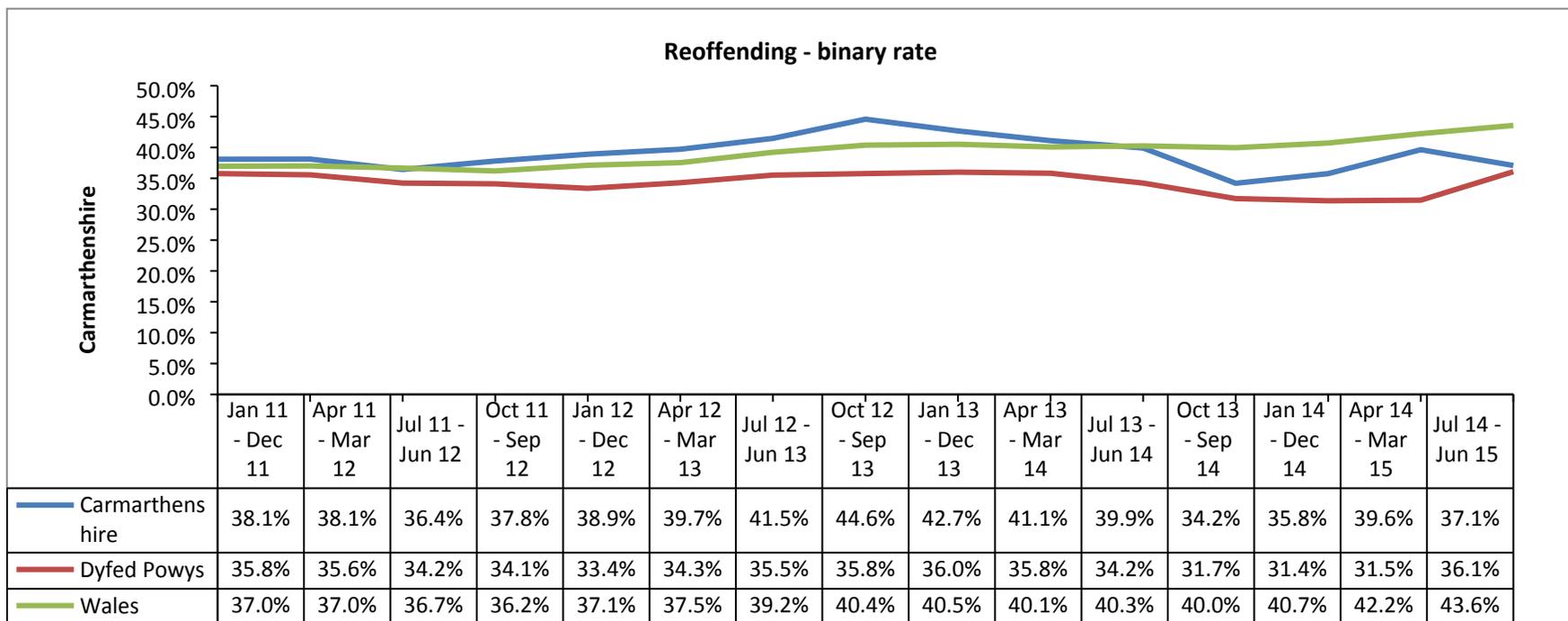
The Youth Support Service has engaged at strategic and operational levels as part of the county's approaches to tackling anti-social behaviour. This includes membership of Fair and Safe Communities Group (formerly known as the Community Safety Partnership); attendance at the Substance Misuse, Anti-Social Behaviour and Violent Crime Group as well as attendance ASB Problem Solving Groups. The Youth Support Service offers bespoke interventions based on assessment of need to young people and their families who are identified by the Police as engaging in acts of repeated Anti-Social Behaviour.

During the summer, Youth Support Service staff participated in the delivery of the 'Motivating our Youth' programme alongside the Police and Mid and West Wales Fire Service colleagues. 18 young people attended a 5 day programme which engaged Year 8 pupils from secondary schools in the County. The 8 - 18 team prevention Senior Practitioner has worked with the Mid and West Wales Fire Service in relation to targeting those young people most at risk, for inclusion in schemes such as the Phoenix Project.



Re-offending:

The Youth Justice Team’s overall performance remains very positive. It is of note that the re-offending rate of young people has fluctuated over a number of years and started to show signs of increase during the October 2011 to September 2012 period, climbing several percentage points up until July 2013 to June 2014. 2014 to 2015 figures for the same period show that the reoffending rate for Carmarthenshire has decreased by 2.8% to 37.1% in comparison with 43.6% for Wales. This reduction is very pleasing and has been noted by the Youth Justice Board.



It is widely recognised that over the years, the number of young people entering into the criminal justice system has reduced dramatically. This means that the smaller cohort of children and young people supervised by YOTs present the highest likelihood of re-offending due to their high level of need/complexity. Indeed, the actions of one or two young people who may commit several offences within a shrinking cohort have a significant impact upon re-offending rates.

This situation has required careful management oversight and a number of strategies have been implemented by the Youth Support Service since the summer of 2014, designed to tackle re-offending rates. These have included use of the 'live re-offending tracker' to assist in profiling and targeting interventions including prevention and early intervention work; provision of specialist training to deliver the Enhanced Case

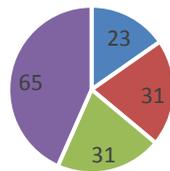
Management Model as well as AIM 2 assessments (for those young people who display harmful sexual behaviour); use of person centred intervention planning techniques. In 2016 staff were trained in AssetPlus - a new assessment and planning interventions framework which provides holistic end-to-end comprehensive assessment and an intervention plan. The framework is designed to provide better quality assessments and intervention plans in order to improve outcomes.

In addition to the development of the Bureau tracking toolkit, work is also being finalised to develop a regional tracker for prevention (of offending) cases. This will be used by Youth Support Service to effectively target those young people identified at greater risk of going on to offend.

The Management Board is regularly involved in monitoring and review of re-offending through use of the YJB toolkit, local data review and use of case study information.

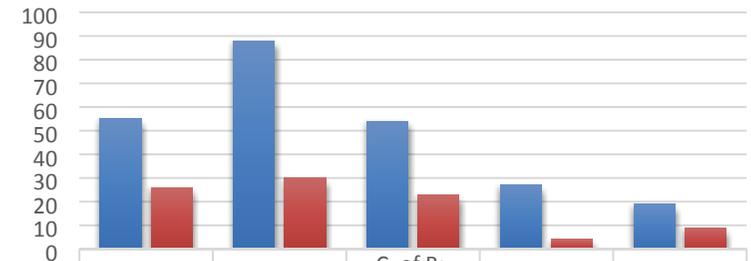
Restorative Approaches continue to inform practice delivery across the Youth Support Service. Each identifiable victim is contacted by the Victim Offender Mediator. A programme of training to Youth Work staff; volunteers and staff and other agencies has been provided in the period. During 2016/17, 853 hours of reparation work was completed by young people within Carmarthenshire as part of an agreed youth justice intervention plan. Some young people were jointly supervised by Youth Justice Team staff and a staff member from the Universal Support Team, and this has proved to be an effective method of engaging young people.

Restorative Approaches Training



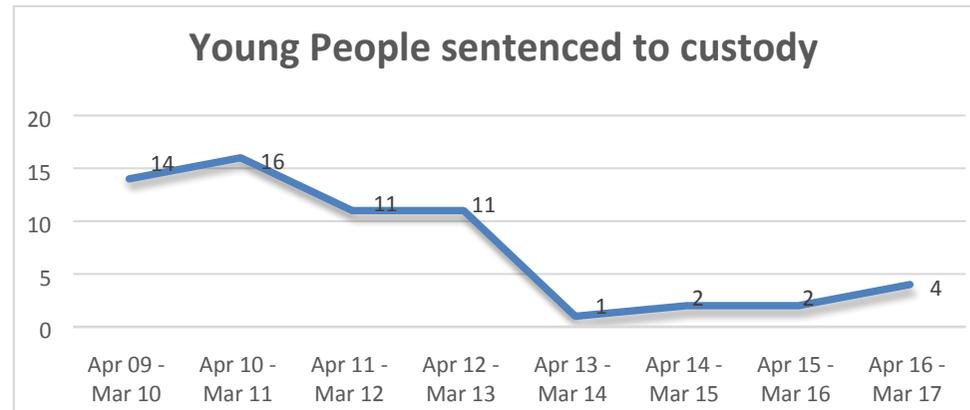
- (A) Number of YJS/YOT staff (including volunteers) undertaking training
- (B) No of School-based staff undertaking training
- (C) No of other agencies staff (all)
- (D) Number of trainees (all) providing feedback on RA

Restorative Process



	A. Number of relevant cases	B. Number of victims identified	C. of B; Number of victims offered	D. Number participating direct	E. Number participating indirect
Pre court	55	88	54	27	19
Court	26	30	23	4	9

Custody:



The graph shows that 4 custodial sentences were made in the period; this relates to 1 young person who, whilst in custody, was subject to 3 concurrent sentences.

Welsh YOTs are awaiting WG and YJB regulations and statutory guidance in relation to Resettlement and Re-integration Partnership Boards aimed at improving resettlement outcomes for children and young people who have experienced custody. As part of an interim measure therefore, in April 2016, the Local Management Board agreed to provide arrangements for the establishment of Carmarthenshire's Re-integration and Re-settlement Panel in order that this area of work can be overseen from a multi-agency perspective. This approach has been maintained and is proving to be an effective mechanism in the sentence planning process. All young people subject to a Detention and Training Order have been regularly reviewed whilst serving their sentence in the secure estate and during the licence period. This helps ensure that young people are afforded every possible opportunity to address factors associated with their offending behaviour risks. Work to strengthen protective factors such as family relationships, education, employment and training and accommodation are also addressed in order to ensure that suitable provision is in place upon release into the community. This would include release on temporary licence as appropriate in order to maximise access to services and resources in the community. The Enhanced Case Management model has been used in working with a young person whilst in custody and following release on Licence; this allowed for continuity of approach towards achieving more effective supervision outcomes.

A National Standard Audit 'Reducing Custody' was completed in March 2017. Against 5 National Standards being audited, 3 were met; in one instance, standards were met with some recommended improvement. This matter was immediately addressed and rectified. 1 standard was not applicable (long-term custodial sentences).

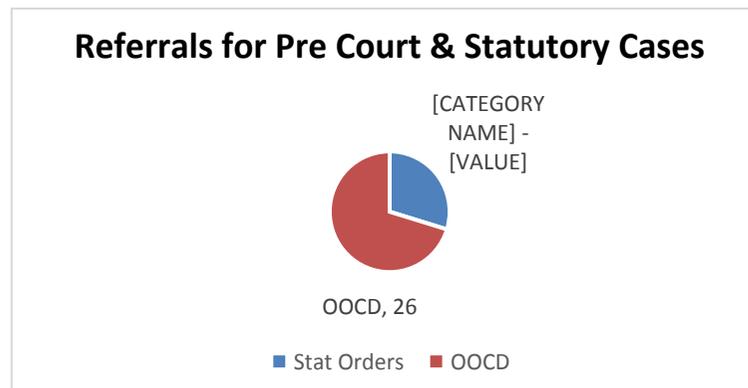
Access to Substance Misuse Services:

Statutory Cases referred into the Substance Misuse Service 2016/17 = 11 young people.

*All young people supervised on statutory orders by YSS are screened for substance misuse using AssetPlus. Of those screened, those with identified needs receive appropriate comprehensive assessment within 5 working days'. **YSS Performance Outcome for 2016-17 = 100 %.***

*'Following the comprehensive assessment, young people are offered the interventions they require within 10 working days.' **YSS Performance Outcome for 2016-17 = 100%.***

26 young people subject to Bureau or prevention work were referred into the Substance Misuse Service. All were assessed within 5 working days; furthermore all interventions were delivered within 10 working days. Youth Support Service Substance Misuse Workers have strong links with the Iechyd Da/Youth Health Team as well as the Dual-Diagnosis Nurse (Specialist CAMHS).



During the year, Youth Support Service Substance Misuse staff collected data in order to establish identified Child Sexual Exploitation risks, taking into consideration Looked After Children; Sexual Exploitation Risk Assessment Framework and 'Missing Person' information. A report outlining findings was presented to the Local Management Board in June 2017. Out of 37 young people who required treatment from the Substance Misuse Service during the period; 8 were deemed to be at risk of Sexual Exploitation (21%) and 10 had emotional and mental health needs that required an intervention (27%). 5 were LAC. This information assists in understanding the complexities of some of the young people presenting with substance misuse needs and emphasises the need for close multi-agency working.

Access to Suitable Accommodation:

All but 2 young people living in the community under statutory supervision have been in unsuitable accommodation for the period. The Youth Support Service continues to improve its links with Housing Options in order to explore the most suitable options for each young person.

Access to Mental Health Services:

3 young people were identified as requiring a mental health assessment and were referred to Specialist CAMHS. 2 of these young people received an assessment within 28 days; the 3rd young person was assessed outside of the 28 day period. The Youth Support Service, CAMHS

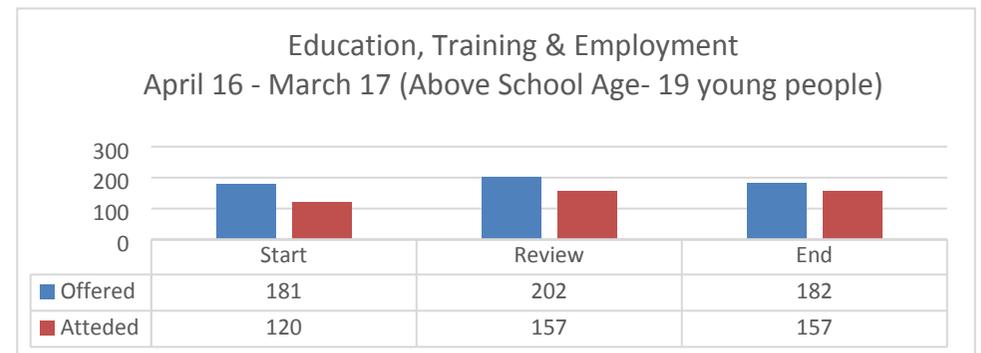
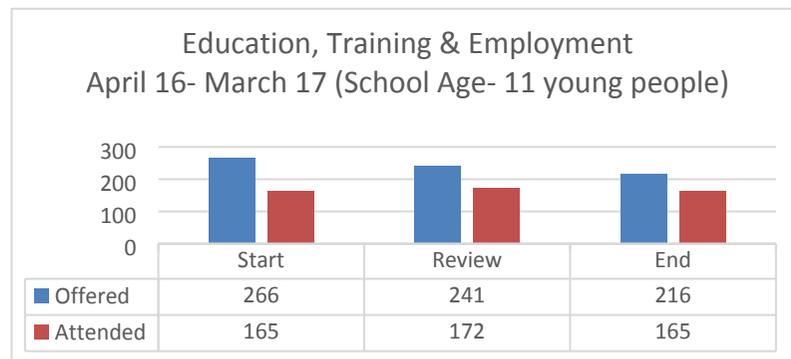
and lechyd Da hold quarterly meetings to review performance, and ensure that for those young people entering their services, appropriate emotional, mental health and wellbeing services are in place.

Access to Employment, Training and Education:

11 young people of school age were offered an average of 24.2 hours per week at the start of their orders and attended an average of 15 hours a week. The same young people were offered an average of 19.6 hours at the end of their orders, but attended an average of 15 hours per week. This fell short of the 25 hour per week entitlement. Out of the 11 young people, one young person attended 25 hours at the start of his order, but by the end, was offered 0 hours. This was due to school transport not being available to the young person pending a risk assessment.

2 young people were offered 25 hours a week but did not attend any hours for the duration of their orders. Another young person was offered 25 hours throughout, attended 5 hours at the start and 5 hours at the end. When concerns arise in relation to individual young people regarding educational provision, these are escalated in order that discussions can take place with senior departmental managers towards finding solutions.

19 young people above school leaving age were offered an average of 9.52 hours a week at the start of their orders and achieved an average of 6.31 hours. At the end of their orders the average weekly hours achieved increased to 8.26 hours per week against the desired 16+ hours. Challenges are met in instances when young people refuse/fail to engage in any ETE programme. There are examples where young people have made excellent progress and achieved in excess of the 16 hour weekly target; however there are other instances, for example, when a training programme has come to an end and no other provision is immediately available.



The appointment of an Education Officer within the Youth Justice Team from October 2016 will allow for every effort to be made to monitor young people who are subject to statutory orders. It also allows for liaison with YEPF colleagues and Cynnydd colleagues; schools, colleges and training providers.

From October 2014, the Youth Justice Team was one of 3 test sites in Wales engaged in the delivery of the Enhanced Case Management (ECM) Model of supervision. The test drew to a close in November 2016, with Cordis Bright producing an evaluation report in March 2017. This recommended further implementation and trial of the approach. The Youth Support Service has 8 members of staff trained to deliver Enhanced Case Management interventions to young people who have experienced significant trauma during their upbringing. During the test period, 12 young people were engaged. Feedback from young people and staff involved in the test has been very positive and Carmarthenshire is to continue its delivery of this work from October 2017. The Youth Justice Team Restorative Approaches Co-ordinator has been seconded on a part-time basis for the roll-out of the model in Western Bay YOT; this experience will also serve to enrich practice within the YSS.

The Youth Support Service remains committed to the county-wide Therapeutic Intervention Service for Sexually Harmful Behaviour (TISSH-B). 7 members of staff are trained in assessing (AIM2) and delivery ('Good Lives Model') in 2014. 3 managers have received in AIM 2 supervision training and as a result staff have developed confidence and expertise within this specialist area of work. The oversight of a Clinical Psychologist is invaluable in key stages of assessment and intervention delivery. Bespoke interventions often include work alongside family members/carers as appropriate, in order to achieve the best possible outcomes. More recently, an opportunity has arisen to joint work a case with a Children's Services' Social Worker. The Youth Support Service has worked with 2 young people under TISSHB during the period.

Youth Justice Team staff ensure that exit strategies for young people completing their statutory supervision are in place. In the period, 4 young people agreed to continue to work on voluntary interventions in order that any identified risk/needs could continue to be addressed

Youth Justice Management Board Oversight:

Under the direction of the Local Management Board, an audit was completed with Children's Services colleagues against outcomes and recommendations set out in Lord Lamming's report, 'In Care Out of Trouble' (May 2016). The Management Board found that collaboration between the Youth Support Service and Children's Services teams was evident e.g. the Youth Justice Team has trained Fostering Service staff in the provision of AA duties in line with the Police and Criminal Evidence Act; Children's Services colleagues have received briefings in relation to Bureau. Further skill sharing and training opportunities exist e.g. the Youth Support Service delivering Restorative Approaches training; joint working.

An audit of cases was also presented to the Local Management Board which showed that those young people assessed using AssetPlus who were identified as having emotional health and wellbeing needs, were appropriately referred or signposted on to relevant services by staff.

Any relevant young people who fall within the remit of the All Wales Guidance for the appropriate Management and Transfer of Children by the Police and Local Authorities are discussed on a case by case basis at each Local Management Board.

5. YSS Priorities and Operational Plan 2017/18

Corporate Wellbeing Objective linked to Youth Support Service for 2017/18:

<p>'We will deliver our Toy Box and Hamper Appeal to those children and families identified to us as requiring some support.'</p>	<p>Planning to deliver the Toy Box and Hamper Appeal commences during the summer and the project is delivered in December each year to young people, young adults and families identified in Carmarthenshire.</p>
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Support Service Actions for 2017-18 - extract from Education Services Divisional Business Plan:

<p style="text-align: center;">Strategic Service Priorities With Key Actions and Key Outcome Measures</p>	<p style="text-align: center;">By When^{#1}</p>
<p>Ensuring that a clear ethos of Safeguarding pervades through Youth Support Service (YSS) and is manifested in its procedures, measures and actions taken.</p>	<p>March 2018</p>
<p>The Youth Support Service will use the Bronze Level Quality Standards as a tool for improving the quality and impact of its youth work provision.</p>	<p>March 2018</p>
<p>The Youth Support Service will support educational attendance, behaviour and attainment:</p> <ul style="list-style-type: none"> • Reducing the number of school leavers without qualifications. • Reducing the number of children and young people at risk of becoming NEET. • Supporting children, young people and young adults who are NEET back into Education, Employment, Training 	<p>March 2018</p>
<p>Support the process of curriculum development in schools ensuring that youth workers become 'enablers' who seek to 'multiply the impact of each other's efforts' so that children and young people develop as ethical, informed citizens; are ambitious, capable learners; are healthy confident individuals and are enterprising, creative contributors.</p>	<p>March 2018</p>
<p>We will carry out a self-assessment of the Youth Support Services against the National Participation Standards.</p>	<p>March 2018</p>

Youth Support Service Operational Plan 2017/18

	<u>Priority</u>	<u>Activity</u>	<u>Success Criteria</u>
1.	To ensure that the Youth Support Service provides a high quality, responsive and accessible youth work provision for children, young people and young adults.	<p>To work towards the achievement of the Bronze Quality Mark for Youth Work in Wales To carry out a self-assessment against the Children and Young People's National Participation Standards for Wales</p> <p>To re-align staffing within the Youth Support Service Universal Support Team</p> <p>To maintain a strong focus upon Youth Club provision, including links with the Urdd; Carmarthenshire Young Farmers and other independent youth clubs</p> <p>To develop referral processes which enable children and young people are able to access what they need when they need it.</p> <p>To provide opportunities to those children and young people who may require additional support, guidance and encouragement to achieve the Duke of Edinburgh Award</p> <p>To provide a comprehensive term time and holiday programme for children and young people to access via Universal Youth Support Team.</p>	<p>Completion of the Award in 2017/18</p> <p>Completion of self-assessment; production of Participation Action Plan as appropriate</p> <p>Recruitment of Universal Support Team staff into re-aligned roles.</p> <p>Number Youth Club Staff Development Sessions held; number of staff trained; Youth Clubs attendees to be consulted in relation to what activities they would like organised during holiday periods</p> <p>Number of young people referred from Youth Justice Team into youth work provision and universal programmes</p> <p>Number of young people accessing the Duke of Edinburgh Open Award Centres.</p> <p>Number of young people attending programmes and activities</p>
2.	To support children and young people to access appropriate health and wellbeing services	<p>To ensure that children, young people and young adults are appropriately assessed to identify their particular need.</p> <p>To refer children and young people into CAMHS/Primary Mental Health services.</p> <p>To signpost children, young people and young adults on to suitable services</p>	<p>Youth Justice Board Key Performance Indicators Families First performance</p> <p>Quarterly meetings with CAMHS/Iechyd Da to review referrals</p> <p>Data provided by Iechyd Da regarding number of referrals from Youth Support Service</p>

		To provide substance misuse interventions within Youth Support Service or to refer onto other appropriate provision	Data gathered by Youth Support Service Substance Misuse Service
3.	To support the process of curriculum development in schools and support educational attainment and attendance for children, young people and young adults.	<p>Reducing the number of school leavers without qualifications.</p> <p>Reducing the number of children and young people at risk of becoming NEET.</p> <p>Supporting children, young people and young adults who are NEET back into Education, Employment, Training</p> <p>To strengthen the YEPF early identification processes through links with Teacher Centre and administrative support</p> <p>Further enhancement of tracking approaches to be explored with Careers Wales as part of Support into Education, Employment and Training (SEET).</p> <p>To commence engagement work supported by Cam Nesa (European Social Fund) to provide additional in working with 16-25 year olds who are NEET.</p> <p>To Utilising Gwirvol grant funding to deliver an engagement programme to support 16-25 year olds with ETE opportunities.</p>	<p>Youth Justice Board Key Performance Indicators</p> <p>Reducing numbers identified as Tier 1 and 2 on the Youth Engagement and Progression Framework</p> <p>Number of VAP cases engaged with School Based Youth Work</p> <p>Number of qualifications and accreditations achieved</p> <p>Number of TAF plans contributed to or Key worked</p> <p>Number of programmes delivered in schools by Universal Youth Support Team</p> <p>Number of young people supported in transitioning to secondary school/college</p> <p>Cynnydd data</p> <p>Cam Nesa outcomes/ data</p> <p>Number of participants</p>
4.	To become an 'ACE Aware' service	YSS staff are trained in awareness of ACEs; screening and associated risk factors	<p>Number of staff trained</p> <p>Number of children/young people/young adults identified and screened for ACEs</p>
5.	To divert children and young people away from the criminal justice system	Delivery of Bureau arrangements	<p>Number of young people diverted from court</p> <p>Number of Community Resolutions</p> <p>Number of Youth Cautions</p>

6.	To prevent offending and re-offending of children and young people	Use of Prevention Tracker toolkit Planning for exit strategies and signposting of young people into prevention services/youth work provision Accepting Anti-Social Behaviour referrals Accepting prevention referrals	Number of First Time Entrants and re-offending rates Number of young people worked with Number of referrals to prevention/youth work from Youth Justice Team Number of Anti-Social Behaviour referrals received and worked with Number of referrals for prevention work from partners/ external agencies
7.	To adopt holistic approaches in working with children, young people and families	Youth Support Service staff to undertake commissioned parenting training Joint working with partners in the delivery of parenting programmes Further development of Person Centred Planning approaches Delivery of TAF approaches	Number of staff trained in parenting Number of programmes delivered Number of staff receiving person centred planning training Families First data

6. Workforce planning

The YJB Youth Justice Workforce Development Strategy 2017-20 (April 2017) sets out 6 aims and objectives designed to the development of a highly motivated and skilled workforce in the youth justice sector. The Youth Support Service will monitor developments outlined within the strategy in order to ensure that the youth justice workforce can remain skilled, motivated and effective. Though there is no current workforce development strategy relating to Youth Workers, all staff's training needs and development are fully considered within the Youth Support Service Training Plan (Appendix 2).

Youth Support Service staff will receive regular, formal supervision and annual appraisals which identify their professional development needs. Corporate training is accessed through the Local Authority and there is a particular arrangement with Children's Services enabling access to specific training related to children and young people. The Youth Support Service encourages staff to complete appropriate e-learning modules promoted by the Local Authority's Learning and Development arrangements. Staff can also utilise YJB Hwb Doeth (Youth Justice Resource Hub) to access youth justice specific e-learning through the Youth Justice Interactive Learning Space (YJILS) as well as accessing examples of effective practice.

YSS Team Managers' lead responsibilities were reviewed recently; it is expected that all managers work together to ensure that the service as a whole benefits from their areas of leadership.

Practice Development Days for staff will continue to be used to skill share; to focus upon emerging practice and to receive training input. A Youth Support Service Development Day is to be held in July 2017, to include discussions regarding departmental and service priorities. Workshops will be held to include participation, supporting emotionally vulnerable children and young people and staff health and wellbeing.

Team Managers regularly hold team meetings which assist in helping to support staff and disseminate performance information; learning and good practice.

Welsh Language provision remains a priority across the County Council and staff are able to access training which is suited to their individual need.

As part of the Youth Support Service business planning process, the YSS Training Plan for 2016/17 has been reviewed and performance against the plan has been noted. Sound progress has been made in the last year. The Youth Support Service will continue to work towards achievements against the 2017/18 Training Plan which reflects service priorities and gives managers an overview of the professional development needs of staff.

Qualified Youth Workers and Youth Support Workers are required to register with the Education Workforce Council with effect from April 2017. Social workers maintain their professional registration Social Care Wales; this includes evidence of a relevant professional training record.

The Youth Support Service also provides training, induction and development of volunteers who play a significant role in the delivery of Referral Order Panels, Bureau and the delivery of the Duke of Edinburgh Award scheme.

In 2017/18 attention will be continue to be focussed upon the need to ensure that volunteers, Youth Club Leaders and support staff are very much involved in future training opportunities and service developments.

Delivering quality is a strong theme for the forthcoming year. This links well with carrying out a self-assessment against the National Children and Young People's Participations Standards and submitting an application to achieve the Youth Mark Quality Bronze Award by January 2018.

Areas for skills development for 2017/18 include, production of good quality youth work assessments; delivery of parenting programmes; building on ACE awareness to inform effective interventions; supporting staff to work with emotionally vulnerable young people. Adult safeguarding training is arranged in October 2017, and all staff will be able to access substance misuse/health training in December 2017. Awareness raising in relation to Violence Against Women and Domestic Abuse and the associated risk management process - MARAC is an area for further development.

Work will be undertaken to further develop links with Housing Options, and YSS will liaise with Children's Services in the development of suitable accommodation pathways for those young people with more complex needs.

Preparation is currently underway for the YSS to contribute to the delivery of Cam Nesa (European Social Fund project extending across ERW). This project will provide a range of engagement, learning and training activities for 16–24 year olds in order to reduce youth unemployment and the number of young people who are Not in Employment, Education or Training (NEET); also to increase the attainment levels of 16–24 year olds who are NEET.

The YSS staff group has emphasised the need for the service to utilise social media effectively in terms of communicating what we offer. This work is being progressed through a Task and Finish group in liaison with the Corporate Communications Office. Furthermore, work is ongoing to promote risk assessment in relation to activities being delivered as well as lone working responsibilities.

7. Risks to future delivery

The Youth Support Service has emerged out of the need for radical structural change in response to facing a number of challenges and opportunities. The next year will be of critical importance in continuing to consolidate the delivery of services against identified priorities. Whilst each team within the service will be tasked with fulfilling their roles and functions in accordance with a range of performance measures, it is critical that staff within teams also work together so that children, young people and young adults are able to access a high level of service suitable to their individual need.

Performance delivery; maintaining /improving performance; managing human resources in the face of decreasing budgets, continue to present a challenge and this will require very careful oversight to ensure that standards are maintained at a high level. However there is a strong determination that the progress made in the last year will continue to be built upon.

The Youth Support Service will monitor and respond to key developments such as the establishment of a National Youth Support Service Board and the Welsh Government review of Extending Entitlement (the statutory direction and guidance for youth support services in Wales). It is anticipated that the updated Extending Entitlement will be published in summer 2018. Following this, Welsh Government will begin the process of consulting on a new National Youth Work Strategy.

Alongside these developments, in February 2017, the Government announced youth justice reforms involving a package of measures intended to provide stronger, clearer governance of the youth justice system. Within these measures, the Youth Justice Board retains its status and purpose; and reforms relating to the day to day running of the youth secure estate have been outlined. Announcements relating to further reforms are yet to be made pending consultation of stakeholders across the youth justice sector. It is critical that Welsh YOTs are enabled to be fully participative in key processes which will shape future provision.

8. Approval

This business plan was approved by the Youth Justice Team Local Management Board at its meeting on

Signed

Jake Morgan

Chair of Carmarthenshire Youth Justice Team Management Board

Appendix 1

Staff Profiles -Youth Justice Team

	Strategic Manager (PT)	Strategic Manager (FT)	Operational Manager (PT)	Operational Manager (FT)	Practitioners (PT)	Practitioners (FT)	Administration (PT)	Administration (FT)	Sessional	Students/trainees	Volunteer	Total
Permanent		1	1		4	7	2	3				18
Fixed-term												
Outsourced												
Temporary											8	8
Vacant						1						1
Seconded Children's Services												
Seconded Probation Officer					1 (vacant)							1
Seconded Police Officer						1						1
Seconded Health					1							1
Seconded Education												
Seconded Connexions												
Seconded Other												
TOTAL		1	1		6	9	2	3			8	30
Disabled (self-classified)												

Staff Profile by Role; Gender; Welsh Language Competence and Ethnicity

	Managers Strategic		Managers Operational		Practitioners		Administrative		Sessional		Student		Volunteer		Total	
	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
White British		1		1	5	7		5					2	5	7	19
White Irish																
Other White																
White & Black Caribbean																
White & Black African																
White & Asian																
Other Mixed					1										1	
Indian																
Pakistani																
Bangladeshi																
Other Asian																
Caribbean																
African																
Other Black													1		1	
Chinese																
Any other ethnic group																
Not Known*															1	1
TOTAL															10	20
*Total includes 2 vacancies marked as 'Not Known'																
Welsh Speakers		1			2	3									3	3

Restorative Justice trained staff and volunteers 2016/17:

65 staff members and volunteers across YSS have received Restorative Justice training during this period.

Appendix 2

**Cynllun Hyfforddi Gwasanaeth Cymorth Ieuenctid - Youth Support Service Training Plan
2016 – 2017**

Training Title	Why	Who	Delivery	Cost	When	Duration	Completion
Personal Safety/Lone Working	Safeguarding/H&S/Sharing of good practice/staff support	All Staff	Eddie Cummings (internal)	No – internal delivery	April – September 2016	Day	11/4/17- YYS Management Group
Child Sexual Exploitation (inc. Online)	Safeguarding /update knowledge & inform practice developments	All Staff	TBC	Yes TBC	2016/2017	Day	1 member of staff - (2 courses cancelled)
Equality & Diversity	Safeguarding/update knowledge & inform practice developments/ inclusion/mandatory CCC training/policy & strategy compliance	All Staff	E-learning	No – e-learning	April – September 2016	1hr	Carried forward to 2017/18
Outlook Training – Basic & Advanced	CPD/update knowledge/effective use of resources	Admin Staff	Paul Morgan/Suzanne Jordan	No - internal	April – September 2016	1 day	Yes
QES Update	CPD/update knowledge/effective use of resources	Admin Staff	Paul Morgan	No - internal	April – September 2016	½ day	Yes
ASDAN training	CPD/update/increase staff knowledge to inform & widen practice development	Nominated Staff	ASDAN	Yes – TBC	September – December 2016	1 day	12/9/16 - 10 staff
Families First	Update knowledge/ensure compliance with funders/address any practice issues/support staff	All Families First funded Staff	Hefin Lloyd & Iwan Davies	No – internal	April 2016	½ day	11/4/16 - 23 staff
Restorative Approaches	Update knowledge/ inform practice development/Sharing of good practice	Nominated Staff	James Perdue & Davinia Harries-Davies	No – internal	April – July 2016	2-3 days	16 staff
Speech & Language Screening Tool	Safeguarding/Update knowledge/inform & widen practice development/inclusion	Youth Justice Staff	Elinor Williams Advisory Teacher	No – internal	2016 - 2017	½ day	Carried forward to 2017/18
Domestic Abuse STAR training (11-13)	Safeguarding/Update knowledge/inform & widen practice development/inclusion	Nominated Staff	Gemma Jones Welsh Women's Aid	Yes – purchase resources (£450)	April – December 2016 (2 separate	2 days 14-25 & 1 additional day for 11-13	14 & 15/6/16; 30/6 & 14/7/16 7 & 8/9/16 17 & 18/1/17

					courses)		26 & 27/1/17 41 staff trained to date (14-25 programme) (11-13 programme) - 25/1/17 14 staff to date; Awaiting confirmation of another 11-13 date
Adult Safeguarding Process & Systems	Safeguarding/Update knowledge/inform & widen practice development/inclusion/Sharing of good practice	Nominated Staff (Mainly post 16)	Internal – Adult Social Services	No – internal	July - December 2016	½ day	17/10/16 - 27 staff
Housing & Benefits	Safeguarding/Update knowledge/inform & widen practice development/inclusion/Sharing of good practice	Post 16	Internal –	No – internal	2016 - 2017	½ day	HL to develop in relation to recent changes
Substance Misuse Level 1	Safeguarding/Update knowledge/inform & widen practice development/inclusion/Sharing of good practice	Nominated Staff	YSS substance misuse staff 7 Choices	No – internal	2016 - 2017	1 day	Ongoing – corporate training
First Aid Training (16hr)	Safeguarding/H&S/Update knowledge/policy & licence compliance	Nominated staff (12)	Rob Clapham (RT Training Wales)	Yes – (£1300 - £1500)	February 2017	2 days	23/24/6/16 7/8/11/16 2/3/3/17 35 staff 18/3/17 p/t staff (6hrs) 8 staff
White Water Swift Rescue	Safeguarding/H&S/Update knowledge/policy & licence compliance	Nominated Staff	Bill Beynon	Yes – TBC	April – July 2016	2 days	8 & 12/7/16 12 staff
Regional Training	Safeguarding/H&S/Update knowledge/policy & compliance /Update	Identified Staff	Regional	Yes - £1000	April 2016 – March 2017	1 day	April 2016 65 staff regionally

	knowledge/inform & widen practice development/inclusion			contribution to regional pot			
Data Protection	Safeguarding/update knowledge & inform practice developments/ inclusion/mandatory CCC training/policy & strategy compliance	Identified Staff	E-learning	No – internal e-learning	2016-2017	1 hr	Email prompt sent to staff requesting completion of eLearning module 30/1/17
<u>2017 – 2018</u>							
Training Title	Why	Who	Delivery	Cost	When	Duration	
Confidentiality	Safeguarding/update knowledge & inform practice developments/ inclusion/mandatory CCC training/policy & strategy compliance	All Staff	E-learning	No – e-learning	April – September 2017	1 hr	
Effective Skills for supervisors	CPD/update knowledge & inform practice developments/support staff	Managers & Senior Pracs	L&D	No – internal	2017/2018	2 days	
Internal Verification Qualification/s	Ensure Centre Status/Accreditation/Quality Assurance/Agored Cymru Requirement/Compliance with Youth Work Strategy/YEPF	Nominated Staff	Agored Cymru	No-internal	2017/2018	3-6 months	
Motivational Interviewing	Safeguarding/Update knowledge/inform & widen practice development/inclusion	Nominated Staff	L&D contact	Yes - TBC	2017/2018	2 days	
Evolve & Risk Assessment	Safeguarding/H&S/Update knowledge/ policy & licence compliance /Update knowledge/inform & widen practice development/inclusion	School Based Youth Workers	Sian Morgan	No – internal	2017/2018	1 day	Identify staff as need arises for use of system
Regional Training	Safeguarding/H&S/Update knowledge/ policy & compliance /Update knowledge/inform & widen practice development/inclusion	Identified Staff	Regional	Yes - £1000 contribution to regional	April 2017 – March 2018	1 day	April 2017 68 staff regionally

				pot			
Mental Health First Aid	Safeguarding/H&S/Update knowledge/policy & compliance /Update knowledge/inform & widen practice development/inclusion	Identified Staff	L&D contact	No - internal	2017/2018	2 days	
Sexual Health Training	Safeguarding/H&S/Update knowledge/policy & compliance /Update knowledge/inform & widen practice development/inclusion	Identified Staff	Adult Learning Wales (partnership agreement)	NO – as part of partnership agreement	2017/2018	3 days	
Introduction to the Award (Duke of Ed Award)	Safeguarding/H&S/Update knowledge/policy & compliance /Update knowledge/inform & widen practice development/inclusion	Identified Staff	DoE Award	Yes	2017/2018	1 day	
Duke of Edinburgh Supervisors Award	Safeguarding/H&S/Update knowledge/policy & compliance /Update knowledge/inform & widen practice development/inclusion	Identified Staff	DoE Award	Yes	2017/2018	2 days	
MARAC Training	Safeguarding/H&S/Update knowledge/policy & compliance /Update knowledge/inform & widen practice development/inclusion	Identified Staff		No-internal	2017/2018	1 day	
Navigation/Orienteering Training	Safeguarding/H&S/Update knowledge/policy & compliance /Update knowledge/inform & widen practice development/inclusion	Identified staff	Alison Owen – Yeates	No – internal	2017/2018	1 day	3 staff 12/5/17
Site Specific Training	Safeguarding/H&S/Update knowledge/policy & compliance /Update knowledge/inform & widen practice development/inclusion	Identified Staff	Alison Owen – Yeates/Sian Morgan	No – internal	2017/2018	1 day	16/6/17 12 staff
Adult Safeguarding	Safeguarding/H&S/Update knowledge/policy & compliance /Update knowledge/inform & widen practice development/inclusion	Identified Staff	L&D	No – internal	2017/2018	1 day	
Substance Misuse	Safeguarding/H&S/Update knowledge/policy & compliance /Update knowledge/inform & widen practice	Identified Staff	L&D	No – internal	2017/2018	1 day	

	development/inclusion						
Participation	Safeguarding/H&S/Update knowledge/policy & compliance /Update knowledge/inform & widen practice development/inclusion	Identified Staff	Sarah Powell	No – internal	2017/2018	1 day	
Assist Training	Safeguarding/H&S/Update knowledge/policy & compliance /Update knowledge/inform & widen practice development/inclusion	Identified Staff	L&D	No – internal	2017/2018		
Enhanced Case Management	Safeguarding/H&S/Update knowledge/policy & compliance /Update knowledge/inform & widen practice development/inclusion	All Staff	Jonny Matthews	Yes	2017/2018	1 day	
UNCRC	Safeguarding/H&S/Update knowledge/policy & compliance /Update knowledge/inform & widen practice development/inclusion	YJ staff	Sarah Powell & TSD	No - internal	2017/2018	1 day	
Victim Work	Safeguarding/H&S/Update knowledge/policy & compliance /Update knowledge/inform & widen practice development/inclusion	Nominated Staff	TBC	TBC	2017/2018	1 day	
Adverse Childhood Experiences	Safeguarding/H&S/Update knowledge/policy & compliance /Update knowledge/inform & widen practice development/inclusion	All staff	TBC	TBC	2017/2018	1 day	
Practice Development Days	Safeguarding/H&S/Update knowledge/policy & compliance /Update knowledge/inform & widen practice development/inclusion	Identified staff	TBC	TBC	2017/18	1 day	ECM & CAMHS – 6/4/17 JAFF update Restorative Approaches
Service Development Days	Safeguarding/H&S/Update knowledge/policy & compliance /Update knowledge/inform & widen practice development/inclusion	All staff	Managers	No - internal	12/7/17 7/12/17	1 day	
<u>Additional Training accessible 2016 – 2018</u>							

Training Title	Why	Who	Delivery	Cost	When	Duration	
ILM 5-7	CPD/update knowledge & inform practice developments/support staff	Managers & Senior Pracs	L&D	TBC	2016 - 2018	1 Year	
Self-Harm Awareness	Safeguarding/Update knowledge/inform & widen practice developments/inclusion	Nominated Staff	L&D contact	Yes – bespoke	2016 -2018	1 day	
Mental Health First Aid	Safeguarding/Update knowledge/inform & widen practice developments/inclusion	Nominated Staff	L&D contact	Yes – bespoke	2016 - 2018	1 day	
Attachment	Safeguarding/Update knowledge/inform & widen practice developments/policy compliance/inclusion	Nominated Staff	LAC Team	No - internal	2016 - 2018	1 day	
Appropriate Adult	Safeguarding/Update knowledge/inform & widen practice development/inclusion/Sharing of good practice	Nominated Staff (Mainly post 16)	Louisa Jones	No - internal	2016 - 2018	1 day	
Engaging with Families	Safeguarding/Update knowledge/inform & widen practice development/inclusion/Sharing of good practice/Families First Compliance/YEPF & Youth Work Strategy compliance	Families First Staff	TBC	TBC	2016 - 2018	1 day	
Social Services & Wellbeing Act Implementation	Safeguarding/Update knowledge/inform & widen practice development/inclusion/Sharing of good practice	Nominated Staff	L&D	No – internal	2016 - 2018	½ day	Ongoing corporate
Youth Work Award Level 2	Safeguarding/H&S/Update knowledge/ policy & compliance /Update knowledge/inform & widen practice development/inclusion	Volunteers	Sian Morgan & Regional Partners	Yes – dependant on numbers	2016 – 2018	9 days or 3 weekends	2 courses completed Future dates TBC summer term
Safeguarding	Safeguarding/update knowledge & inform practice developments/ inclusion/mandatory CCC training/policy & strategy compliance	Identified Staff	E-learning	No – internal e-learning	2016 - 2018	1 hr	Ongoing corporate
Person Centred	Safeguarding/Update knowledge/inform		L&D	No -	2017 - 2018	1 Day	21/3/17

Planning	& widen practice development/inclusion/Sharing of good practice			Corporate			4 staff
Sexually Harmful Behaviour	Safeguarding/Update knowledge/inform & widen practice development/inclusion/Sharing of good practice		L&D	No – corporate	2017 -2018	½ Day	24/4/17 4 staff

Additional in year training received:

- Youth Justice and prevention of offending staff have received training in UNCRC and participation.
- An event was held with YSS volunteers to acknowledge their contribution and to discuss the YSS vision, principles and priorities.
- 2 YSS Development Days were held for all staff in June and Dec 2016.
- Throughout 2017/16, a programme of Practice Development Days and training days involving staff across the Youth Support Service has been organised and has included training on the Enhanced Case Management Approach; Emotional and Mental Health (CAMHS) and Restorative Approaches; Joint Assessment Family Framework (Families First).
- Staff representatives involved in prevention of offending and re-offending work attended a Youth Justice Board training event in March 2017. There was an emphasis on 'Child first, offender second'; the voice of the child in the design and development of service delivery; the impact of labels on a young person.
- Staff attended a National Youth Work Conference in March 2017 where there was an emphasis on the quality of youth work.

Appendix 3: Glossary

Acronym / Term	Meaning
APB	Area Planning Board
ASB	Anti-Social Behaviour
ASBO	Anti-Social Behaviour Order
ASDAN	ASDAN qualifications are approved for pre- and post-16 provision by the regulatory authorities for England (Ofqual), Wales (Qualifications Wales) and Northern Ireland
CAMHS	Child and Adolescent Mental Health Service
CCC	Carmarthenshire County Council
CYSUR	Child and Youth Safeguarding- Unifying the Region
Careers Wales	Welsh Government body offering careers advice and guidance to young people
Communities First	WG programme to reduce poverty in the most deprived communities in Wales
CPN	Community Psychiatric Nurse
CSP	Community Safety Partnership
CYC	County Youth Council – representative group for young people
CYPP	Children and Young People’s Partnership – body overseeing delivery of education and youth support services for young people aged 11-25
CPD	Continuous professional development – keeping staff skills and knowledge up to date
DfES	Welsh Government department for Education & Skills (responsible for education policy)
DTO	Detention and Training Order
DofE	Duke of Edinburgh’s Award
ECM	Enhanced Case Management model
EOTAS	Educated other than at school – children and young people of statutory age who are not attending mainstream state schools but are accessing education delivered by the local authority (e.g. pupil referral units, home tuition, alternative education provision)
EHE	Elective Home Education – children and young people being educated at home by their parents following parental decisions not to educate their children in state schools
EPC	Engagement & Progression Co-ordinator – key LA contact for delivering the YEPF (see below)
ERW	Regional school improvement partnership for the 6 south west and mid Wales Local Authorities (Ceredigion, Powys, NPT, Swansea, Pembrokeshire & Carmarthenshire)
ESF	European Social Fund – EU funding scheme to address social inequalities
Estyn	Inspection body overseeing compliance to WG learning policy and delivery requirements
ETE	Education Training and Employment
Extending Entitlement	WG policy for support services for young people aged 11-25
FACTS	Forensic Adolescent Consultant Service
Families First	Welsh Government policy and grant to lift families out of poverty
KPI	Key Performance Indicator

LCJB	Local Criminal Justice Board
LSCB	Local Safeguarding Children Board
MAPPA	MAPPA – Multi agency public protection arrangements
MARAC	Multi-agency risk assessment conference
NEET	Not in employment, education or training – a classification for young people aged 16-25 not deemed by government to be engaged in productive activity
OCN	The Open College Network provides for awarding of flexible qualifications
PBB	Priority Based Budgeting – the on-going programme of corporate budget cuts within CCC
PSR	Pre-sentence Report
RJ	Restorative Justice
SEN	Special Educational Needs
STAR	Safety, Trust and Respect Programme
SWEET	SWEET is a learning and skills development programme offering a specialist BTEC Level 1 or 2 qualification in Personal & Social Development (PSD)
VAP	Vulnerability Assessment Profile – a spreadsheet used to identify young people at risk of becoming NEET based on young people's attendance, achievement and behaviour
WAO	Wales Audit Office
WDI	Welsh Devolved Indicators
WG	Welsh Government
WLGA	Welsh Local Government Association
YEPF	Youth Engagement & Progression Framework – WG NEET reduction strategy
YJB	Youth Justice Board
YJMIS	YJMIS – Youth Justice Management Information Service
YOPS	Youth Offending and Prevention Service
YOT	Youth Offending Team
YMC	YOT Managers Cymru
YRO	Youth Rehabilitation Order
YSS	Youth Support Service