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Welsh Government

Welsh Government
Consultation Document

National Outcomes Framework for Youth Work

A vision for a new National Outcomes Framework for Youth Work in
Wales

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Action required: Responses by 9 June 2016

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.
This document is also available in Welsh.

Overview	<p>This consultation sets out the Welsh Government's proposals for a new National Outcomes Framework for Youth Work in Wales.</p> <p>The proposals are relevant to both statutory and voluntary providers of Youth Services to young people aged 11–25 years.</p>
How to respond	<p>Responses can be emailed or posted to the address below by 9 June 2016 at the latest.</p> <p>The consultation documents can be accessed from the Welsh Government's website at www.wales.gov.uk/consultations</p>
Further information and related documents	<p>Large print, Braille and alternative language versions of this document are available on request.</p> <p>The National Youth Work Strategy for Wales 2014-2018</p>
Contact details	<p>For further information:</p> <p>Generic Name/mailbox Address: Youth Engagement Branch Education and Public Services Group B3 Front Welsh Government Sarn Mynach Llandudno Junction LL31 9RZ</p> <p>email: YouthWork@wales.gsi.gov.uk</p> <p>telephone: 0300 062 5224</p>
Data protection	<p>How the views and information you give us will be used</p> <p>Any response you send us will be seen in full by Welsh Government staff dealing with the issues which this consultation is about. It may also be seen by other Welsh Government staff to help them plan future consultations.</p> <p>The Welsh Government intends to publish a summary of the responses to this document. We may also publish responses in full. Normally, the name and address (or part of the address) of the person or organisation who sent the response are published with the response. This helps to show that the consultation was carried out properly. If you do not want your name</p>

or address published, please tell us this in writing when you send your response. We will then blank them out.

Names or addresses we blank out might still get published later, though we do not think this would happen very often. The Freedom of Information Act 2000 and the Environmental Information Regulations 2004 allow the public to ask to see information held by many public bodies, including the Welsh Government. This includes information which has not been published. However, the law also allows us to withhold information in some circumstances. If anyone asks to see information we have withheld, we will have to decide whether to release it or not. If someone has asked for their name and address not to be published, that is an important fact we would take into account. However, there might sometimes be important reasons why we would have to reveal someone's name and address, even though they have asked for them not to be published. We would get in touch with the person and ask their views before we finally decided to reveal the information.

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Ministerial foreword



Quality youth work has great potential to enrich the lives of young people in Wales, whether it's through the experiences it opens up for them or the support it offers. I am immensely proud of the work of both the statutory and voluntary Youth work providers. I recognise that high-quality youth work has a crucial role to play in the achievement of many Welsh Government objectives.

Together we need to strengthen the youth work sector's ability to demonstrate how they are adding real value to the lives of young people. I recognise that this is not straightforward because the very nature of support and delivery often does not lend itself to simple forms of measurement.

This consultation document sets out my proposals for an outcomes framework. I invite and welcome your views on the proposals put forward in this document. Your contribution will help ensure that we get the right National Outcomes Framework for Youth Work in Wales.

Julie James

Introduction

The unique and distinctive character of youth work is that it is based on a voluntary relationship between young people and youth workers. The *Youth Work National Occupational Standards* (2012) identified that the key purpose of youth work is to:

‘enable young people to develop holistically, working with them to facilitate their personal, social and educational development, to enable them to develop their voice, influence and place in society and to reach their full potential.’

Youth work in Wales offers opportunities for learning that are educative, expressive, participative, inclusive and empowering¹.

We recognise that youth work providers contribute in many ways to the development and well-being of young people and their communities. Their impact is felt not just in the lives of individuals but in the wider community, through increased levels of employment and the reduction in costs by diverting some from crime or in encouraging greater personal responsibility for health. Many of these wider benefits are identified in the Welsh Government’s paper on well-being, ‘The Wales we want’ (2015) with its seven goals of a country which is ‘prosperous, resilient, healthier and more equal’. A Wales of - ‘cohesive communities, of a vibrant culture and a thriving Welsh language, and globally responsible’.

Youth work can do much to extend the school curriculum and contribute greatly to young people’s personal and social development. Easy access to information and support, for example, helps to achieve the goal of having informed citizens. Participating in a local youth council helps young people to analyse an argument and learn about / experience advocacy. Good youth work can develop such skills as problem-solving, leadership, building relationships and teamwork, all of which help young people to become confident and ambitious for their futures.

This consultation proposes an approach which is intended to help youth workers, their managers, trainers and those who make policy, to plan and evaluate how broad, aspirational aims for well-being can be translated into services for young people and what the priorities for face to face youth work might be.

¹ 1 Youth Work in Wales: Principles and Purposes (WLGA, 2013)
<http://www.wlga.gov.uk/publicationsand-consultation-responses-III/youth-work-in-wales-principles-and-purposes> .

Policy context

The [National Youth Work Strategy for Wales 2014 – 2018](#) states that the Welsh Government will develop a National Outcomes Framework (NOF) for Youth Work in Wales; to strengthen the youth work sector's ability to demonstrate the outcomes and impact of youth work.

In March 2016 the Deputy Minister for Skills and Technology announced The Wales Charter for Youth Work (see Annex 1). This sets out the Welsh Government's minimum expectation for youth work to young people across Wales. It has been designed to secure the conditions for such 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.

Our vision

Our suggested outcomes framework intends to help youth work organisations' planning and evaluation. Those who work with the young in different settings, whether as professionals or volunteers, are helped by having clarity about the outcomes they are seeking and in judging how successful they have been in reaching the aims they have set with young people. Evaluation at this level is a form of ongoing self-assessment and reflection primarily to identify what worked well and what might be done differently next time. It can also be used for reporting on effectiveness to service providers and funders. Organisations may wish to record the number and training of their volunteers or assess the costs of making different kinds of provision. Managers and service providers need to know about the quality of the provision made in order to plan improvements. Policy makers and funders, including the Government, will want to know how effective the work is in order to be assured of the value of any public funds invested in it and they may seek evidence through more formal evaluation of the outcomes and wider social impact being achieved. It is not possible to gather all this evidence for such a wide range of purposes in a single format, but a range of devices for recording and reporting are used, including Estyn reports, the Welsh Government's annual audit of youth work provision, surveys of young people's views and research. The Welsh Government intends to review all these methods and consider a consistent timetable. In particular, it will consider a national survey of young people's views and experiences.

Making judgments about the outcomes and effectiveness of youth work is not straightforward. Some data can be gathered for a whole population or age group but other assessments can only be made at the level of an individual and it can be problematic to attribute the impact of particular interventions, for example on an individual's behaviour in the longer term or to aggregate them for a whole cohort, organisation or sector. Evidence can be collected by various methods - by observation, by individuals' self-reporting or by statistics.

Data-gathering can take two broad forms; quantitative, such as attendance, and qualitative such as a youth worker's judgment of a young person's development. Both are important, but the easiest data to collect is not

necessarily the most useful and many performance indicators are best regarded as the basis for further analysis and enquiry. Nevertheless, allowing for these caveats, the collection of appropriate data is necessary if improvement is to occur and it is sensible to begin with the expectations of what should be available to all young people across Wales through youth work. These expectations are now set out in 'The Wales Charter for Youth Work'.

The outcomes chart below reflects what needs to be guaranteed at the whole-service (Wales) level in support of The Wales Charter for Youth Work and is designed to assess the availability and quality of youth work in different localities. As well as guiding the judgments and data gathering in local areas, it provides the basis for metrics to be collected annually by the Welsh Government's audit; for Estyn inspections and reports, and the evidence for the award of the Quality Mark for Youth Work in Wales.

The Outcomes Chart

	Function	Indicator	Information provided by	Source	Contribution to National Well-being indicators (see annex 2)
All secondary schools	Contribution to PSE and other school experiences from youth workers	% of schools participating	schools / youth workers - on nature of youth work provided and on which themes e.g. sexual health , mental well-being and outcomes e.g. attendance , use of Engagement and Progression Framework	Estyn / self-assessment by youth workers / youth work audit	05,06, 07,22
All secondary schools and colleges	Use of sports/arts facilities by youth units	% of schools/colleges making the facility available	schools/colleges / Youth Services	self-assessment by youth workers / youth work audit	15,16,19,25 ,27
Meeting places and various opportunities including via medium of Welsh. Outdoor adventure. International experiences.	Range of facilities nationwide promote personal and social development	No. of places and locations. Take-up by young people; attendance and participation . Nos. and %of age cohort.	Reports by LAs and relevant organisations	Annual audit reports. Welsh Government audit. Estyn reports on quality and sufficiency.	20, 21,26
Recognition / Accreditation of achievements	To recognise and, if appropriate, accredit young people's personal and social development	No. and level of national and local awards gained e.g. Duke of Edinburgh, ASDAN, Queen's Guide	Reports by awarding bodies/organisations	youth work audit	05,06,09

Detached / outreach youth workers. Specialist projects	Contacts with 'unattached' young people or specific groups/themes e.g. health education	No. employed and locations and times e.g. summer holiday projects Variety of groups served and range of themes, including e.g. diversion from offending	Reports by LAs and organisations	youth work audit Research studies	15,16,20,21
Volunteering	To engage young people in a variety of forms of civic activism	No. of young people participating . % projects which are young people initiated	Reports by LAs and organisations (including charities using young volunteers)	youth work audit	18,21,22
Wales-wide participation in decision-making by young people	Youth participation arrangements in all LA areas and at national level, linked to participation standards.	No. of fora/ councils etc. in place. No. and % participation rates and other features of participation standards. Nature of decisions made with young people input.	Reports from yp.re experience	Self-assessment by young people regarding their input. External assessment of advocacy displayed etc.	17,19
Information, Guidance & Support – digital media	Access for all young people on matters which	Range of services and take up	Reports by Careers Wales , by LAs and youth organisations	'Secret shopper' tests ; Youth	19,24,22

service	concern them			Survey on knowledge and use of sources of help	
Skilled and trained workforce	Staffing levels in service / units / centres	No. employed, volunteers and their locations	Reports by LAs, organisations	youth work audit	08,09
Skilled and trained workforce	Qualifications	Identified by type/level	Reports by employers, ETS and EWFC	youth work audit	08,09
Skilled and trained workforce	Ongoing development opportunities	Availability and take up	Reports from employers and EWFC	youth work audit	08,09

Youth work organisations often have a distinctive approach to young people and can vary widely in their programmes and services. They should approach the Charter in two ways;

- Firstly, consider how their provision may fit better into the range of opportunities which could be made available across the country, and
- secondly, as a menu from which activities can be chosen which will engage the young people they work with.

Whatever their different approaches and activities, all share a common goal of promoting young people’s personal and social development. On occasion, this goal may be occluded by paying excessive attention to a particular activity, perhaps a sport and thus a lack of focus on assessing the personal and social needs of young people, the actions to be taken to meet them and the assessment and recording of the learning each has gained.

The Welsh Government also proposes to consider the need to work with the youth work sector to create an evaluation framework and tool kit for possible use in individual youth work settings, including school-based youth work, which acknowledges these different approaches and the varying needs of young people, but nevertheless will have sufficient commonality to be widely acceptable and thus used across the country.

The Wales Charter for Youth Work

All young people will be entitled to easy access through the medium of English or Welsh to:

- Safe, warm, well-equipped meeting places providing opportunities for sustained relationships, exciting leisure-time activities in arts and sport, and new experiences which widen their horizons.
- Opportunities to take part in outdoor adventure and in residential and international experiences.
- Opportunities to participate in decision-making via informal and formal structures for youth engagement locally and nationally (e.g. young mayors, youth councils and Senedd). Such arrangements to have clear references to participation standards, to be based on UNCRC principles and seek to engage young people in shaping and scrutinising the services which affect them.
- Information, guidance and support on matters which concern them including employment, housing and mental well-being. The service can be accessed both through digital media and via trusted and trained adults; professional youth workers.
- Encouragement to learn more about their own culture and the cultures of other people.
- Co-ordinated provision by youth workers in all secondary schools and colleges, extending the 'pupil offer' and thus enriching the formal curriculum and supporting personal and social development.
- Opportunities to be civic activists e.g. by volunteering.
- Recognition and /or accreditation for their achievements in personal and social development both in schools and colleges and in the community.

Proposed National Well-being Indicators:

01	Babies born at a healthy weight
02	Healthy life expectancy for all
03	People making healthy lifestyle choices
04	Young children developing the right skills
05	School leavers with skills and qualifications
06	Educated and skilled population
07	People not in education, employment or training
08	People in work
09	Productive workforce
10	Innovative businesses
11	Levels of household income
12	People living in poverty
13	People able to afford everyday goods and activities
14	People satisfied in their jobs
15	People satisfied with where they live
16	A sense of community
17	People feel involved in local decision making
18	People who volunteer
19	People satisfied with access to facilities and services
20	People feeling safe in their communities
21	People feeling lonely
22	Positive mental well-being for all
23	Quality of housing
24	Levels of homelessness
25	People engaged in arts, culture and heritage
26	People using Welsh Language in everyday life
27	People participate in sports

<http://gov.wales/docs/desh/consultation/151022-fg-act-consultation-document-en.pdf>