

YOUTH OFFER CONSULTATION

Committee name	Children, Families and Education Select Committee
Officer reporting	Julie Kelly/ Kat Wyatt – Children’s Services Directorate
Papers with report	Appendix 1 – Cabinet Report Appendix 2 – Youth Offer Vision Appendix 3 – Youth Survey 2021 Appendix 4 – Youth Offer Consultation Questions 2023
Ward(s)	All

HEADLINES

To provide the Committee with an update on the Youth Offer public consultation and seek their feedback.

RECOMMENDATIONS

That the Committee:

1. Notes the information presented within the report.
2. Provides comments to inform the consultation.

SUPPORTING INFORMATION

The Select Committee were provided with an overview of the Youth Offer vision in January 2023 by Kat Wyatt, Head of Service for Youth Justice, AXIS, Adolescent Development and Youth Services and requested a further opportunity to provide feedback if a public consultation was approved.

On the 23 March 2023 Cabinet agreed the recommendation to conduct a public consultation on the proposed Youth Offer Vision for Hillingdon (see appendix 1).

A public consultation was launched on 03 April 2023 and ran until 05 June 2023. The consultation consisted of an online survey and facilitated consultation groups.

The online consultation survey included 33 multiple choice questions (see appendix 4). Questions covered key themed areas including respondents’ current use of services, services they would like to see delivered and how. 123 people responded to the online consultation with 75% (92) stating that the proposed youth offer demonstrated the vision to support and enable young people to achieve their potential through the delivery of a wide range of provisions across the Borough.

Respondents were also asked to provide demographic data to ensure representation across ages, ethnicity, and locality.

14 facilitated consultation groups were held with 154 children currently attending youth provisions in Hillingdon. These included current users of Universal Youth Services, Uniformed Groups, Health Watch Hillingdon, Children Looked After, Young Carers and Hillingdon Autistic Care and Support. Young people fed back that they wanted youth services that were close to where they lived with a range of programmes available.

In both the online consultation and consultation groups respondents said that they wanted more outdoor activities including sports and recreation.

Accessing information with regards to the youth activities in Hillingdon was noted in both the online and consultation groups with significant numbers of respondents stating they did not know what was on offer.

PERFORMANCE DATA

The public consultation concluded on 05 June 2023 and a full analysis will be undertaken and presented to Cabinet in September 2023.

The Youth Offer strategy had a dedicated consultation page and the consultation was actively promoted on the Council's social media platforms with a total of 11 different posts. The consultation was promoted across the partnership with schools and community groups in addition to its inclusion in the April Hillingdon People Extra Newsletter and the May/ June edition of Hillingdon People.

The online consultation received 123 responses, 90 of which were from Hillingdon residents. 14 facilitated consultation groups took place engaging 154 children and young people who live or attend school in Hillingdon.

RESIDENT BENEFIT

The public consultation enables the Council to consider residents feedback on moving towards a modern and responsive youth offer that delivers a sufficient level of borough wide youth services.

FINANCIAL IMPLICATIONS

None at this stage.

LEGAL IMPLICATIONS

None at this stage.

BACKGROUND PAPERS

Cabinet Report – Appendix 1

Youth Offer Vision – Appendix 2

Youth Survey – Appendix 3

Youth Offer Consultation Questions 2023 – Appendix 4

APPENDICES

Appendix 1 (see attached paper)

Appendix 2 (see attached paper)

Appendix 3 (see attached paper)

Appendix 4 (see attached paper)

CONSULTATION ON THE HILLINGDON YOUTH OFFER & DELIVERY MODEL

Cabinet Member(s)	Cllr Susan O'Brien
Cabinet Portfolio(s)	Cabinet Member for Children, Families & Education
Officer Contact(s)	Kathryn Wyatt – Children & Young People's Services
Papers with report	Appendix 1 – Survey of Young People Appendix 2 – Proposed Youth Vision

HEADLINES

Summary	<p>The current youth services offer in Hillingdon is mainly a static, largely single-use buildings-based model from which programmes and activities are delivered. Attendance rates are typically low. Young people have said they want a modern, relevant, dynamic offer which is delivered in places and in ways which would encourage them to participate. This includes a digital offer.</p> <p>This report to Cabinet proposes a new Youth Vision offer and delivery model for Hillingdon. The new vision is to have an integrated youth offer that aligns with wider early help and prevention arrangements to support all young people to reach their potential. The offer will be responsive to meet the ever-changing needs of children and young people.</p> <p>The report seeks Cabinet approval to consult on the Youth Offer Vision for Hillingdon and the delivery and resourcing model.</p>
Putting our Residents First Delivering on the Council Vision2022-2026.	<p>This report supports our ambition for residents / the Council of: Live active and healthy lives</p> <p>This report supports our commitments to residents of: Safe and Strong Communities. Thriving healthy Households</p>
Financial Cost	There are no direct financial costs attached to the recommendations
Relevant Select Committee	Children's, Families and Education Select Committee.
Relevant Ward(s)	Borough Wide

RECOMMENDATIONS

That the Cabinet:

- 1. Agrees to progress to public consultation with the proposed Youth Offer Vision and delivery model for Hillingdon.**
- 2. Authorises the Executive Director of Children and Young People, in consultation with the Cabinet Member for Children, Families & Education, to approve the approach to consultation.**
- 3. Agrees to receive a report back to consider the consultation responses and the final Youth Offer Vision and delivery model for approval, informed by the findings of the consultation exercise.**

Reasons for recommendations

The proposed Youth Offer aligns with the Council Strategy 2022-2026 commitments to residents namely: safe and strong communities and; thriving, healthy households. It seeks to deliver a modern youth offer that meets the needs of young residents by providing accessible, contextually and culturally aware services. It has a clear focus on community engagement and providing opportunities for young residents to engage in a distinct educational process adapted across a variety of settings to support a young person's personal, social and educational development, to;

- explore their values, beliefs, ideas and issues.
- enable them to develop their voice, influence and place in society.
- acquire a set of practical or technical skills and competencies, to realise their full potential.

The proposed Youth Offer will also ensure that the Council is able to meet the statutory requirement to provide sufficient youth services within the Borough (Education Act, 1996).

Approval of the recommendations will enable the Council to hear the voice of residents and supports the principle of co-production in service design and delivery, to put residents first.

Alternative options considered / risk management

Cabinet could consider approving implementation of the Vision and delivery model without consultation. This would enable the transformation of the service to move at a quicker pace. The risk in doing so is that the council will miss potential opportunities to incorporate the views of residents, to ensure the final Youth Offer and delivery model best meets local needs.

Democratic compliance / previous authority

Cabinet is the relevant body in the Council's Constitution to propose consultation on, and make any decision in relation to, such proposed changes to council services.

Consideration of the Youth Offer is to include a minimum 6-week consultation period. The following timetable is proposed:

1. Consultation draft agreed with Cabinet Member for Children, Families and Education
2. Minimum 6-week public consultation period
3. Cabinet consideration of consultation responses and to agree final youth offer

Select Committee comments

The proposed Youth Offer vision was presented to the Children, Families & Education Select Committee on 4th January 2023. The committee welcomed the update and opportunity for further scrutiny once the Cabinet for the public consultation had commenced.

SUPPORTING INFORMATION

Introduction

1. All Local Authorities have a statutory duty to secure educational and recreational leisure time activities and sufficient facilities for such activities. As young people spend 85% of their waking hours outside of the school-day each year, they need somewhere safe to go in their community, with friends and for activities, supported by a trusted adult. This is comparable to local authorities securing sufficient school places, whether delivered directly, commissioned, funded or fulfilled by others, in that area. Youth work activities are purposeful, with outcomes to improve young people's well-being.
2. Over time, the interests of children and young people have evolved and their needs, social requirements and how they engage with the wider community has changed. These changing priorities, a reduction in the take up of drop-in style youth work sessions, engagement and feedback from children receiving services from our Adolescent Development Service and the outcomes of a survey of children and young people carried out in 2021 (Appendix 1) has informed the proposed vision and delivery model.
3. The survey of children and young people told us that they want services that are accessible, close to where they live and spend recreational time, and that are informed by local community diversity needs. In the survey, children and young people told us that they want services brought to them. Many of them reported that they had not been to a Youth Centre.
4. The 2021 census highlighted a rise in under 15 population in Hillingdon by 12.9%, with areas including Yeading and Hayes being the most densely populated. Similarly, data from the Holiday Activities Food Programme (HAF) demonstrates that the highest number of families in receipt of benefits related free school meals live predominantly in the South of the borough. The census also illuminated the increase in cultural diversity across Hillingdon with a rise of 8% in residents identifying as Asian and Asian British and decline of 12.4% of residents identifying as white. The data underpins the proposed new youth offer that seeks to deliver a locality based, contextually and culturally aware service to young residents' responsive to their needs.

5. The current service model cannot meet the needs and wishes outlined above without adopting an alternative delivery model.

Youth Offer Vision (Appendix 2)

6. The vision is to have an integrated Hillingdon youth offer that aligns with wider early help and prevention arrangements to support all our young people to reach their potential. The offer needs to be responsive and dynamic to meet the ever-changing needs of children and young people.
7. The proposed Vision will realign the Hillingdon Adolescent Development and Universal Youth Services. This provides opportunities to create a modern, responsive and dynamic Youth Offer. This will be driven by co-production and informed by data to deliver a locality-based provision that is in line with what our young residents tell us.
8. The Vision aims to reach as many young people as possible by changing the service delivery model of the Council's directly provided Youth Services. The current delivery model invites young people to come to a designated centre and join an activity in order to access support. Children, through direct engagement and via the aforementioned survey, have told us that they want to access services in a range of settings and formats.
9. For youth work directly provided by the Council, the Vision is to move away from just open access drop-in youth centres, to a hybrid model which will add a detached youth offer, outreach youth offer and comprehensive digital offer.
10. A detached and outreach service will continue to be complemented by a flexible buildings-based offer utilising assets in our communities including schools, sports facilities, community centres and community hubs. By maximising opportunities to engage with young people in their spaces and chosen locations rather than static building places, we support our young residents to have access to a wider range of services across the borough. The current model of delivery does not respond to what children and young people tell us they want and as such reduces accessibility and reach.
11. The Vision is in line with our commitment to relationship-based practice that is predicated on putting the young people at the centre of what we do and listening to them in co-producing services and solutions. Utilising delivery from the network of community resources provides a unique environment to deliver locality based, accessible, community led youth work.
12. This approach to youth work delivery enables more opportunities to engage and access a range of services including libraries, leisure centres, sports activities, arts etc. This is achieved in a way that is focussed on the young people, their needs and their community, supporting them to connect with organised activities that are meaningful to them.
13. Delivering a comprehensive Youth Offer in Hillingdon cannot and should not be done by one agency alone. The Vision aims to extend the principle of co-production to a wide range of partnership agencies, stakeholders and organisations that can work together to maximise funding opportunities, plan and co-deliver a coherent borough wide youth offer.

14. A comprehensive directory of opportunities will be created and made available to children, young people, families and partner agencies in the borough which will provide young people with greater awareness and access to positive opportunities delivered by a range of organisations.
15. The Vision will enable the Local Authority to evidence compliance with statutory guidance by ensuring a sufficient youth service by using the National Youth Association (NYA) National Youth Curriculum as a framework for good practice.

The Youth Offer will;

16. Be available to all young people in Hillingdon in places and ways of their choosing that are accessible, modern, and well resourced.
17. Value our young people's individual identities and promotes inclusivity for all.
18. Support effective work in partnership with others, including young people to provide and enhance the Youth Offer.
19. Promote early engagement with young people and provides opportunities for them to be the best version of themselves.

Youth Offer Delivery Model

20. The existing Universal Youth Service will move from a linear programme-based structure to a single service with a flexible workforce that enables the service delivery to adapt to current and emerging needs.
21. The delivery model will be made up from a range of flexible provisions across the borough. These will be delivered in a way that is flexible, adaptable and efficient. Some examples are:
 - Locality building based sessions delivered from libraries, sports venues, schools.
 - Detached and street-based youth work delivered in recreational areas, town centres, housing estates.
 - Outreach youth work - supporting children in the community to access building-based activities.
 - Outdoor learning - bushcraft, water sports, outdoor adventure, camping.
 - Digital youth work - accessing information, youth work and targeted sessions, online opportunities educational development.
 - Other activities such as residential, social action, volunteering.
22. The delivery model will support an increase in the number of weekly sessions from currently delivered 13 to up to 29 per week. 18 of those to be offered through the locality teams, these sessions will be in addition to the 11 specialist and accredited sessions available, for example, Duke of Edinburgh's awards.

23. A key element of this proposal is to recruit a diverse workforce that can deliver a resilient and responsive service through the development and delivery of programmes. Some core roles and staffing complement would be changed, and workers will be directed to deliver programmes in accordance with demand. The number of detached Youth Workers would be increased to be able to support young people within their community, building positive relationships with them over time to improve outcomes.
24. The proposed move to a locality based operating model is aligned with the Council's objectives and wider transformation of some frontline services. The service will be working in collaboration with other services across the Council to expand on this operating model to deliver more efficient services for residents. Robust data and analysis including the JSNA and the Index of Multiple Deprivation (IMD) will inform how resources are deployed to prioritise the delivery of services into neighbourhoods with the highest need.
25. Based on the analysis of footfall in the youth centres, three of the current buildings (Northwood, Charville and South Ruislip) are not situated in places that are accessible to young residents and the delivery model proposes to cease to deliver youth services from these bases.
26. The delivery of programmes from Fountains Mill has been temporarily relocated to a more suitable and accessible space in the Uxbridge family centre due to a building health and safety concern. This has given us the opportunity to test the use of service delivery from multi-functional spaces in the community.
27. The first table (Table 1) below shows the current delivery model across the Borough. The second table (Table 2) shows the proposed delivery model across the Borough ensuring sufficient geographical coverage to meet the needs of young people. This proposal tailors the coverage to places accessible by young people and links up services where suitable, to improve reach in the community.

Table 1 - Breakdown of Current Universal Delivery

Delivery Type	Delivery From	Delivery Day Hours of delivery per week	Age	Programme title	Type of programme	No of children signed up
Locality offer Central	Uxbridge Family Hub	Mon [2.5 hrs per session]	School years 7 - 13	Youth Council	Youth Participation	25
		Tues [2.5 hrs per session]	14 - 25	Duke of Edinburgh's Award	Youth Awards Programme	29
		Tues [2.5 hrs per session]	13 - 19	Young Enterprise	Youth Awards Programme	Not currently recorded
Locality offer South	Harlington Young Peoples Centre	Tues [2.5 hrs per session]	14 - 25	Duke of Edinburgh's Award	Youth Awards Programme	16
		Wed [2.5 hrs per session]	14 - 25	SPARKS (SEND provision)	Centre based Youth Work	Not currently recorded
		Thurs [2.5 hrs per session]	School years 7 - 9	Inters	Centre based Youth Work	19
		Thurs [2.5 hrs per session]	School years 10 - 13	Seniors	Centre based Youth Work	Not currently recorded
		Fri [2.5 hrs per session]	School years 3 - 6	Juniors	Centre based Youth Work	3
		Fri [2.5 hrs per session]	School years 10 - 13	Seniors	Centre based Youth Work	34
		Sat [2.5 hrs per session]	School years 1 – 6 and 7 – 13 alternate weeks	Young Carers	Young Cares offer	Not currently recorded
Locality offer North	Ruislip Young Peoples Centre	Mon 2.5 hrs per session]	School years 7 - 13	Inters/Seniors	Centre based Youth Work	15
		Wed 2.5 hrs per session]	14 - 25	Duke of Edinburgh Award	Youth Awards Programme	12

Note: The number of children signed up is a representative figure of the overall number and is not indicative of session attendance figures. It is noted that attendance data to date has not been robustly recorded and is a gap that is being addressed.

Table 2 - Breakdown of Proposed universal element of the Youth Offer delivery

Delivery type	Delivery from <i>*Examples of delivery spaces</i>	Delivery Days	Hours of delivery per week	Type of Programme	Number of spaces offered
Locality offer Central	Uxbridge Family Hub Learn Hillingdon Brunel University Hillingdon Sports and Leisure complex Uxbridge College Primary Schools Detached Youth Work Bus Outreach Work	Monday - Saturday	6 sessions of delivery [2.5 hrs per session]	Generic youth work sessions for children and young people	Up to 150 spaces could be offered each week
Locality offer South	Harlington Young Peoples Centre Uxbridge College Hayes Campus Wakley Centre Botwell Complex Community Hub Primary Schools Detached Youth Work Bus Outreach Youth Work	Monday - Saturday	6 sessions of delivery [2.5 hrs per session]	Generic youth work sessions for children and young people	Up to 150 spaces could be offered each week
Locality offer North	Ruislip Young Peoples Centre Community Hub Detached Youth Work Bus Outreach Work Ruislip High School Primary Schools	Monday - Saturday	6 sessions of delivery [2.5 hrs per session]	Generic youth work sessions for children and young people	Up to 150 spaces could be offered each week
Accredited /Specialist offer	Various locations across the borough delivery informed by data and responsive to need	Monday - Saturday	6 sessions of delivery across the borough	Various youth awards programmes and accredited courses for children and young people	Up to 90 spaces could be offered dependent on accredited/specialist programme allowance
Detached / Outreach offer	Various locations across the borough delivery informed by data and responsive to need	Monday - Saturday	5 sessions of delivery across the borough	Detached youth work session in the community	Up to 75 children and young people seen weekly

This is an indicative offer. The model of delivery is made up from a range of flexible provisions across the borough. These will be delivered in a way that is flexible, adaptable and efficient and responds to the needs of children and young people across communities in Hillingdon.

28. In addition to the delivery benefits for young people within the Borough, moving away from a building-based delivery model would support the Council's climate change agenda with the reduction of energy consumption. This will help Hillingdon to reduce carbon emissions and reach their 2030 targets to become carbon neutral and achieve 100% clean energy across the Council's services.

Financial Implications

29. This report recommends that Cabinet agree to progress with public consultation on the proposed Youth Offer delivery model. The recommendations have no direct financial implications.

RESIDENT BENEFIT & CONSULTATION

The recommendation to consult, if agreed, will allow the Council to consider public feedback on moving towards a modern and responsive youth offer that delivers a sufficient level of borough wide youth services to Hillingdon residents.

In outline, the consultation approach will run for a minimum of six weeks and include an on-line survey published on the council's website, promoted through a range of communication channels, as well as direct, pro-active engagement with young people, to seek their views.

CORPORATE CONSIDERATIONS

Corporate Finance

Corporate Finance have reviewed this report and concur with the Financial Implications presented above, agreeing that there are no direct financial implications associated with the recommendations in this report.

Legal

Pursuant to s507b Education Act 1996 local authorities must, so far as it is reasonably practicable, secure for young persons between the ages of 13 - 24 sufficient educational and recreational leisure-time activities which are for the improvement of their well-being, and sufficient facilities for such activities. There are no legal implications arising from the recommendation set out within the report,

Property

Property Services will give further advice on property implications in relation to youth centre sites when a decision on services at such sites is received.

BACKGROUND PAPERS

Nil

The Hillingdon Youth Offer Vision

This document provides an overview of the proposed Hillingdon Youth Strategy. Once this approach is agreed, a comprehensive 5-year strategy will be developed to provide and encompass a youth offer that incorporates the voluntary and community sector, universal life skills and targeted services such as mental health. This strategy will focus on the way in which we will deliver our Youth Offer across the borough and it will have, at its centre the principle of co-production with children and young people. This will ensure that children and young people's voices are at the centre of what we do, will be informed of our commitment to relationship-based practice and will put our young residents first.

As part of the strategy, we will encourage engagement from across the youth sector in Hillingdon to ensure the breadth and scope of activities for young people in Hillingdon is promoted.

The Hillingdon Youth Offer will ensure the Local Authority's compliance with statutory guidance by ensuring sufficient youth service by using the National Youth Association (NYA) National Youth Work Curriculum as a framework for good practice.

Vision

The vision that drives the Youth Strategy for Hillingdon is ***to support and enable young people to achieve their full potential***. Establishing an integrated Hillingdon Youth Offer, as part of wider early help and prevention arrangements is an integral part of implementing the strategy and supporting young people to reach their potential.

The Youth Offer will consist of a wide range of provisions and support for young people across the borough. A comprehensive directory of opportunities will provide young people with access to positive opportunities delivered by a range of organisations. The Youth Offer will provide a model of open access youth work whilst also delivering targeted support for young people that need additional help, including those on the cusp of statutory services.

Over the last decade, and especially over the last few years when the country responded to the COVID pandemic, the focus and interests of children and young people have changed. Their needs, social requirements and engagement methods with one another, as well as with professionals and communities has evolved. These changes, alongside a reduction in engagement with the traditional "drop in" style of Young People's Centres, have led to the need to modernise the Youth Offer in Hillingdon and to adapt the engagement mechanisms to match what our young people are telling us. This allows young people to engage with their peers in the best format that works for them.

We know what our young people are telling us from our regular interaction with them and, a 2021 survey of children and young people in Hillingdon showed that our young people want services that are accessible, close to where they live and spend recreational time, and that are informed by local community diversity needs. The vast majority of young people surveyed had never been to a Young People's Centre, and this highlights the deficits in the reach and attraction of building-based services to our young people.

Approach

Realigning the Hillingdon Adolescent Development and Universal Youth Services provides opportunities to create a modern, responsive and dynamic Youth Offer. This will be driven by co-production and informed by data to deliver a locality-based provision that is in line with what our young residents tell us. Young people told us they wanted services brought to them. This is achievable by utilising a detached and outreach delivery youth work model, building on the success of the Transporter bus, to engage with young people across the Borough where they live, learn and in their community to provide support to meet those young people's needs. This is complimented by a buildings-based offer utilising flexible assets in our communities including schools, sports facilities, community centres and community hubs.

By maximising opportunities to engage with young people in their spaces and chosen locations rather than static building places we support our young residents to have access to a wider range of services across the borough. At the same time this is in line with our approach of relationship-based practice that is predicated on putting the young people at the centre of what we do and listening to them in co-producing services and solutions.

Utilising delivery from the network of Community Hubs provides a unique environment to deliver locality based, accessible, community led youth work. This contemporaneous approach to youth work delivery enables more opportunities to engage and access a range of services including libraries, leisure centres, sports activities, arts etc. This is achieved in a way that is focussed on the young people, their needs and their community, supporting them to connect with organised activities that are meaningful to them.

The Covid-19 pandemic demonstrated the importance and power of the digital engagement with children and young people. Technology is a key communication tool for engaging with young people and has shown its potential in not only sharing information but also in the delivery of programmes, interventions and support. As part of the modernised Youth Offer in Hillingdon we are building on the learning of the last years, and we are ambitious in delivering a comprehensive digital option that will complement face-to-face youth work and reach young people wherever they are in the way they choose to engage. We believe this will make the Youth Service in Hillingdon more young people friendly and will provide both inclusivity and reach to this provision in the way young people want it and choose to access it and thus putting our young resident first.

The Youth Offer will have, as a delivery model an offer made up from a range of flexible provisions across the borough. These will be delivered in a way that is flexible, adaptable and efficient. Some examples are:

- Locality Facility based – community hubs, libraries, sports venues, schools
- Detached and street-based youth work - recreational areas, town centres, housing estates
- Outreach youth work - supporting children in centre activities
- Outdoor learning - bushcraft, water sports, outdoor adventure, camping
- Digital youth work - accessing information, youth work and targeted sessions, online opportunities educational development
- Other activities such as residential, social action, volunteering.

Delivering a comprehensive Youth Offer in Hillingdon cannot and should not be done by one agency alone. That is why we extend the principle of co-production to a wide range of partnership agencies, stakeholders and organisations that can work together to maximise funding opportunities, plan and co-deliver a coherent borough wide youth offer.

This engagement is underlined by our youth strategy that provides the framework for collaborative and coordinated work, including digital outreach.

Principles

Underpinning our strategy are the following principles that inform both the planning and the delivery of our new, inclusive and comprehensive Youth Offer. The Youth Offer:

- is available to all young people in Hillingdon in places and ways of their choosing that are accessible, modern, and well resourced.
- values our young people's individual identities and promotes inclusivity for all.
- supports effective work in partnership with others, including young people to provide and enhance the Youth Offer.
- promotes early engagement with young people and provides opportunities for them to be the best version of themselves.

Delivery Plan

The proposed move to a locality based operating model is aligned with the Council's objectives and wider transformation of some frontline services. The service will be working in collaboration with other services across the Council to expand on this operating model to deliver more efficient services for our young residents. Robust data and analysis including the Joint Strategic Needs Assessment (JSNA) and the Index of Multiple Deprivation (IMD) will inform how resources are deployed to prioritise the delivery of services into neighbourhoods with the highest need.

The Universal Youth Service will move away from a programme-based structure and have a flexible workforce that enables the service delivery to adapt to current and emerging needs. Some core roles and staffing compliment will change, and workers will be directed to deliver programmes in accordance with demand. Currently the universal service delivers 13 sessions a week for the young people in the borough, this will be increased to 18 sessions a week in the locality teams. These sessions be in addition to the 11 specialist and accredited sessions available, for example, Duke of Edinburgh awards enhancing the offer to 29 sessions a week (4 a day) available to young people every day of the week.

Delivery of the proposed operating model will require changes to the current staffing structure due to the realignment of posts from across the Adolescent Development Service and Universal Youth Service. The new operating model proposes 19.75FTE across 38 posts which will encompass full-time, part-time and fractional hour posts to support the dynamic nature of delivery. The recruitment of a skilled, qualified, experienced and stable workforce will ensure the delivery of high-quality youth work provisions supported by the local authority and align with NYA practice standards. The proposed staffing sufficiency levels represent the foundation for delivering quality youth work services, facilities and opportunities for volunteering across a range of providers necessary for community-based youth work to flourish. It aligns with the Stronger Families model working with a focus of early intervention and prevention whilst also providing a democratically accountable community base that reflects the needs of communities, ensuring access to quality youth work at a neighbourhood level.

Alongside a more efficient operating model and delivery of existing MTFF saving, the new operating model will improve access to youth work provision and the delivery model will ensure facilities used are within our communities, moving away from purpose built young people's centre in each area and to a model of co-location and use of community assets and facilities. The detail for each locality is shown in the Appendix .

Appendix

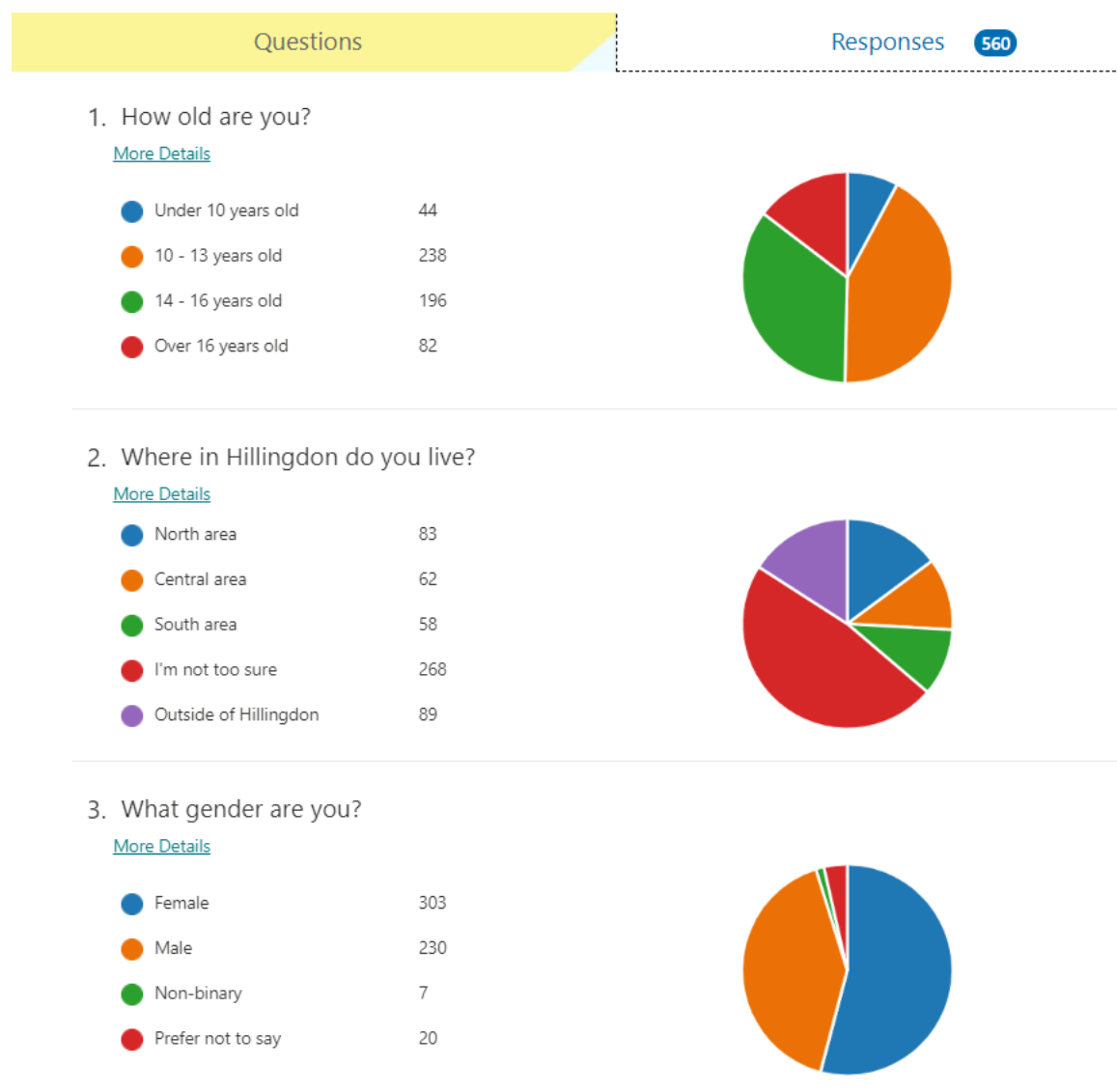
Based on the analysis of footfall in the youth centres, three centres (Northwood, Charville and South Ruislip) are not situated in places that are accessible to young residents. In addition, the delivery of programmes from Fountains Mills is already being relocated to a more suitable and accessible space in the Uxbridge family hub thus demonstrating the model of hybrid delivery from a multi-use space combined with outreach in localities and locations where young people choose to engage.

Location	Current Delivery Space	Proposed Delivery Space
Northwood	Northwood Young Peoples Centre <i>has been closed since 2017 due to extensive internal damage from rising damp.</i>	Detached Youth Work Bus Outreach Youth Work Northwood School Haydon School Primary Schools
Ruislip	Ruislip Young Peoples Centre	Community Hub Detached Youth Work Bus Outreach Youth Work Ruislip High School Primary Schools
Uxbridge	Fountains Mill Young Peoples Centre <i>services are gradually being relocated due to health and safety concerns regarding the building.</i>	Uxbridge Family Hub Learn Hillingdon Brunel University Hillingdon Sports and Leisure Complex Uxbridge College Campus Primary Schools Detached Youth Work Bus Outreach Youth Work
South Ruislip	South Ruislip Young Peoples Centre <i>location not accessible to young residents – low footfall</i>	Community Hub Goals Football Primary Schools Detached Youth Work Bus Outreach Youth Work
Charville	*Charville Young Peoples Centre <i>location not accessible to young residents – low footfall</i>	Charville Community Centre Primary Schools Outreach Youth Work Detached Youth Work Bus
West Drayton	Detached Youth Work Bus	West Drayton Leisure Centre - Community Hub Yiewsley Library P3 Navigator Community Hub Com Cafe Primary Schools Detached Youth Work Bus Outreach Youth Work

Hayes	Harlington Young Peoples Centre	Harlington Young Peoples Centre Uxbridge College Hayes Campus Wakely Centre Botwell Complex Community Hub Primary Schools Detached Youth Work Bus Outreach Youth Work
Harefield	Detached Youth Work Bus	Detached Youth Work Bus Community Hub Primary Schools Outreach Youth Work
Detached Mobile Bus provision	The Transporter Bus 1	The Transporter 1 The Transporter 2 Outreach Youth Work

HILLINGDON YOUTH SURVEY: July 2021

There are 35 questions. The average time taken to answer the survey is 24 minutes which would suggest the young people are putting a lot of thought into their answers.

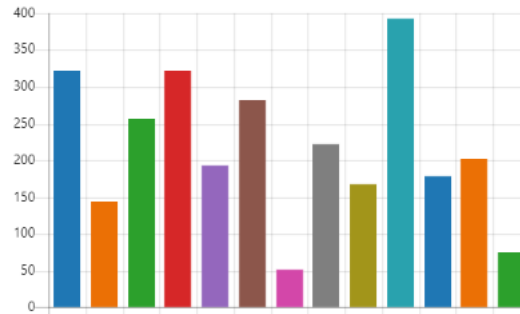


- a range of ages
- a range of locations with a sizeable proportion from outside the borough
- the majority being female

4. What are your personal interests?

[More Details](#)

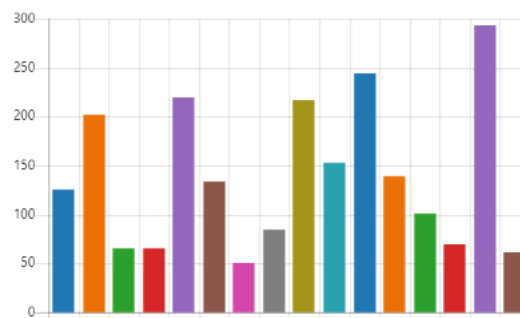
Music	322
Watching sport	144
Playing sport	257
Watching TV / films	322
Creative arts	192
Gaming	282
Programming	51
Social media	222
Technology	167
Spending time with friends	393
School / education	178
Socialising	202
Other	75



5. What type of activities do you enjoy?

[More Details](#)

Dance	125
Artwork	202
Mechanics	65
Politics	66
Fitness	219
Health	133
Hardware	51
Software	85
Travel	217
Meeting new people	153
Animals / pets	244
Outdoor pursuits	139
Volunteering	101
Community-based activities	69
Sleeping	293
Other	61

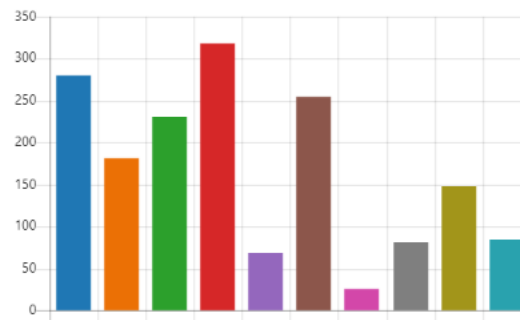


- a valuable indication of activities they enjoy and likely want more of in the future

6. What do you spend the majority of your time doing?

[More Details](#)

Family time	280
Playing or watching sports	182
Learning / education	230
Playing / listening to music	318
Clubs	69
Seeing friends	254
Community-based activities	25
Organising your potential futu...	81
More sleeping	148
Other	85



7. Are many of your activities school based?

[More Details](#)

Yes	66
No	246
Some	216
I would do more if I could	62
I feel pressured to take part	16



8. Do you know what your school offers?

[More Details](#)

Yes	398
No	85
No one has told me	40
I keep being told	35
Not applicable	33



9. Are the activities you take part in based in Hillingdon?

[More Details](#)

[Insights](#)

Yes	226
No	163
A mixture	171

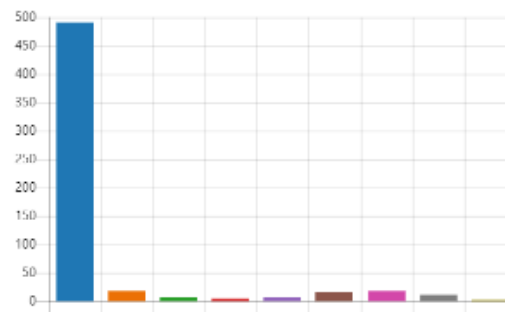


- even although schools offer many activities, the majority of activities undertaken are not schools based
- a proportion of these activities are outside the borough, as would be expected

10. Have you ever attended a Young People's Centre in Hillingdon?

[More Details](#)

I have never attended one	492
I have attended one but I can...	18
I have attended Harlington Yo...	6
I have attended Charville Youn...	4
I have attended West Drayton ...	6
I have attended South Ruislip ...	17
I have attended Ruislip Young ...	19
I have attended Fountains Mill...	11
I have attended Northwood Y...	3



11. How often did you attend?

[More Details](#)

[Insights](#)

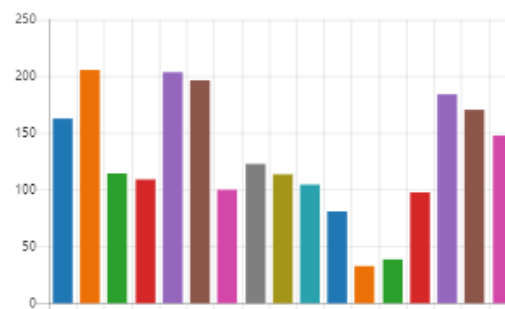
Once a week	34
More than once a week	9
Only every now and again	27
Never	490



12. What are the things you would want most from a Young People's Centre?

[More Details](#)

Somewhere to go	162
Something to do	206
Someone to speak to	115
Food	109
To learn new skills	203
To socialise	197
Music nights	100
Organised activities	123
Arts	114
Comedy	105
Discussions	81
Presentations	33
Homework Club	39
Advice	98
Games	184
To get out of the house	170
I don't want anything	148



- even although there are clear views of what should be in a YPC, the vast majority have never been to one. This must therefore raise questions about the reach and draw of the centres and how effective they are

13. When you have attended a Young People's Centre, have you always felt safe there?

[More Details](#)

Yes	67
No	15
Sometimes	6
I have never attended so cann...	473



14. Are you currently involved in the Duke of Edinburgh Award scheme?

[More Details](#)

[Insights](#)

Yes	54
No, but I would like to be	170
No and I am not interested in ...	149
I do not know what this is	188



15. Are you involved in a uniformed group?

[More Details](#)

[Insights](#)

Yes	127
No	434



16. Are you currently involved in the Youth Council?

[More Details](#)

[Insights](#)


Yes	15
No, but I would like to be	68
No and I am not interested in ...	182
I do not know what this is	296



- a small but important number did not feel safe when they visited a YPC
- a surprisingly large proportion is involved with uniformed groups
- there is interest in both the DoE and Youth Council

17. Are you currently involved in the National Citizens Service?

[More Details](#)


 Insights

Yes	8
No	249
What is it?	304



18. Are you a member of the Youth Parliament?

[More Details](#)

 Insights

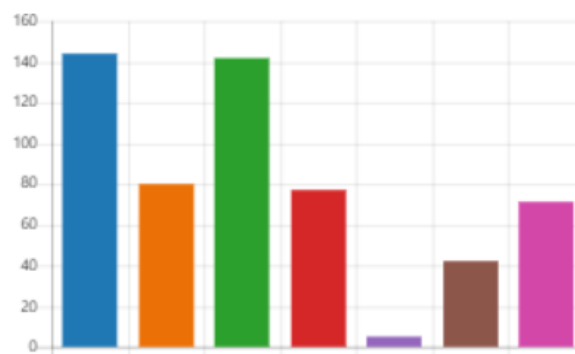
Yes	2
No	337
What is it?	222



19. What type of career's advice would you like?

[More Details](#)

Detailed	144
General	80
Step-by-step guides	142
More than what I am currently...	77
Less than I am currently getting	5
I don't need career advice at all	42
Not applicable	71

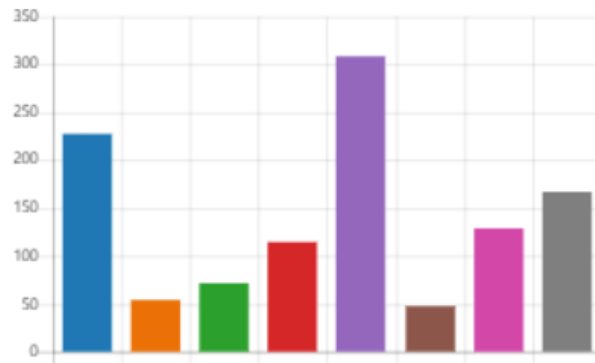


- can it be assumed that most young people have either not heard of the National Citizens Service and the Youth Parliament – or see no value?
- there is a clear requirement for careers advice

20. When you think about your future, what do you see?

[More Details](#)

Freedom	227
Restriction	54
Limitations	71
No limits	115
It is positive	309
It is negative	47
I am not sure	129
Thinking about the future is c...	167



21. Do you feel you have options for your future?

[More Details](#)

Yes	382
No	42
I am being held back	43
I am not sure	137



22. What would you like to achieve in the future?

[More Details](#)

[Insights](#)

554
Responses

Latest Responses

"Having a nice family"

"A long positive life with family, money, health and friends."

" "

- there seems to be a positive outlook for the future, which would suggest media hype is unfounded
- the overwhelming majority believe they have options for the future
- Q22 is free text

23. Would you like to develop skills which help you to communicate better?

[More Details](#)

Yes	344
No	85
Maybe	132



24. Would having a mentor interest you?

[More Details](#)

Yes	153
No	152
Not sure	160
I don't know what they do	96



25. Who is your role model?

[More Details](#)

[Insights](#)

554

Responses

Latest Responses

"My dad"

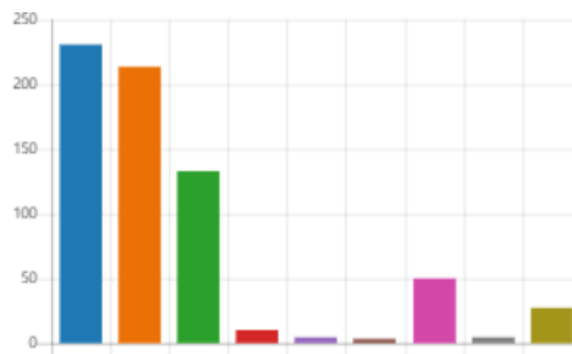
"My grandparents."

" "

26. What is home life like for you?

[More Details](#)

Brilliant	231
Good	214
It's ok	133
Not so good	10
Bad	5
Dangerous	3
I would like it to be better	50
I don't feel I have one but wo...	4
Prefer not to say	27



- young people want to communicate more
- the role model text would suggest strong family links
- homelife for many is good to reasonable but with a small minority saying it isn't – a prime reason to create a more suitable service offer

27. Do you ever feel alone?

[More Details](#)

Yes, and I want to talk about it	22
Yes, but I don't want to talk ab...	101
No	236
Sometimes	173
Prefer not to say	29



28. Have you ever experienced bullying?

[More Details](#)

Yes, I am currently experiencin...	25
Yes, but it was in the past	256
No	253
I know other people who have...	124



29. Do you know where to go to get advice or to talk about things which are affecting you?

[More Details](#)

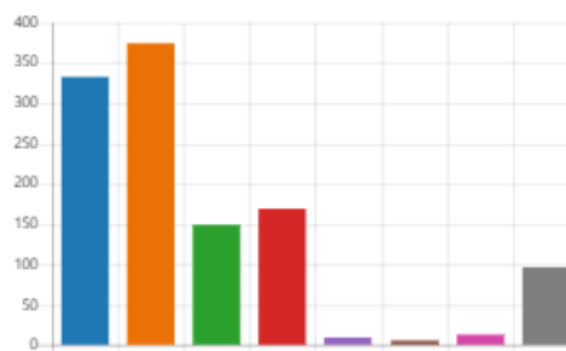
Yes, and I have been there	296
Yes, but I cannot use them	100
No, there is nowhere to go	71
No, but I would like to know a...	94



30. Who do you currently go to when you need advice?

[More Details](#)

Friends	333
Parent / carer	375
Other family members	150
Teacher or school staff	170
Youth worker	10
Social Worker	6
An outside organisation	12
No one	96

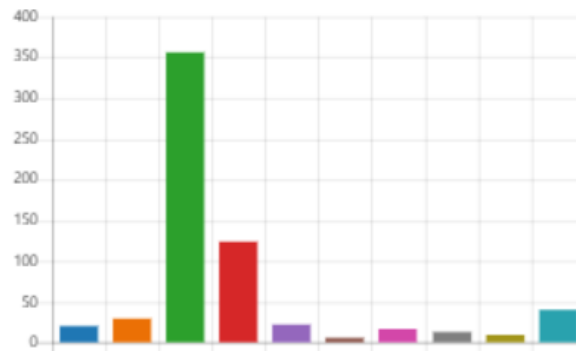


- the majority experience some form of loneliness
- the majority have either direct or indirect experience of bullying
- the majority know where to find advice ... but some do not. This is a clear area for targeted advice / communication

31. Is there anything preventing you accessing important services?

[More Details](#)

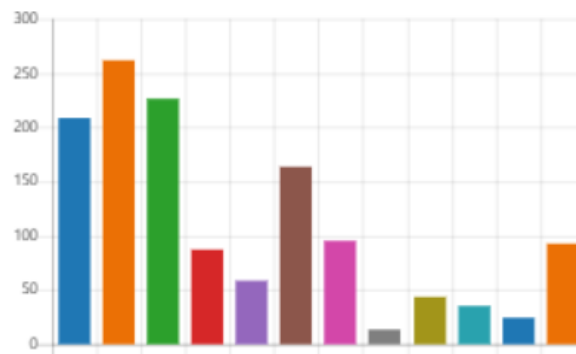
Yes, and I have selected the o...	20
Yes, but I would prefer not to ...	30
No, I have everything I need	357
I am not sure what you mean	124
I feel like I need help but I do...	21
Friends	6
Family	16
Cultural expectations	13
Language barriers	9
I am afraid	40



32. What does the future look like to you?

[More Details](#)

Bright	208
Full of opportunity	262
Full of hope	226
I've got it sorted	87
I'm going to fix it	58
Good	164
Difficult	96
Grim	14
Frustrating	44
A zombie apocalypse	36
I don't care	25
I can't imagine the future	93

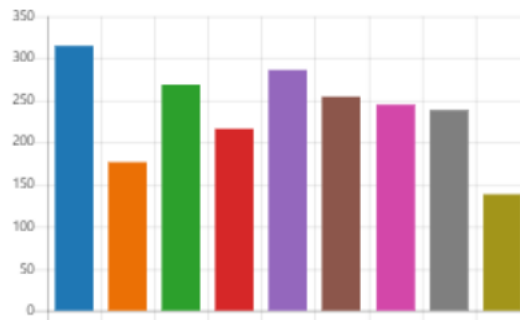


- the majority can be seen to be content with the current and potential future, but there is a troubling minority who feel they are prevented from accessing services, and some being afraid

33. If you had the opportunity to, would you be interested in learning more about any of the following:

[More Details](#)

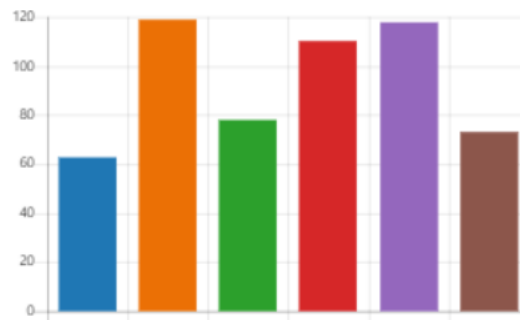
Financial skills (how to manag...	315
Digital skills (this goes beyond...	177
Communication skills (how to ...	269
Healthy living (diet, nutrition, f...	216
Confidence (being able to trus...	287
Social skills (how to make and...	254
Interview skills (CV writing, int...	245
Business skills (starting up you...	239
Government (local, national ...	139



34. Do you feel like social media has taken over your life?

[More Details](#)

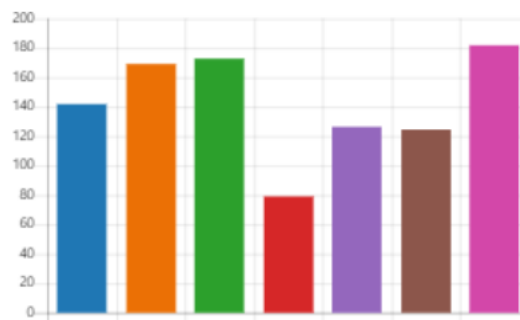
Yes, I can't do without it	63
Yes, but only a little bit	119
Yes, but it's nothing I can't ha...	78
I have found a balance	110
No, I have a life outside of soc...	118
No, I do not use social media	73



35. What is the best way to get in touch with you?

[More Details](#)

Phone	142
Email	169
Text	173
Social media	79
In person	126
Communication app, such as ...	125
I do not want to be contacted	182



- there is a clear need for real life skills
- as expected, social media is a major role in the lives of young people



Youth Offer Strategy Consultation 2023

Your views are important to us.

Please complete the survey to have your say on the Council's Draft Youth Offer Strategy.

The survey will take about 10 minutes to complete and is anonymous.

The consultation will close on 5 June 2023.

1. In what capacity are you responding to this consultation?

- ☐ As a Hillingdon resident
- ☐ On behalf of a Hillingdon resident
- ☐ As some who attends school or college in Hillingdon
- ☐ On behalf of a local business (please specify below)
- ☐ On behalf of a community or voluntary group (please specify below)

2. If responding on behalf of a local business, community group or organisation and are happy to be identified please provide full details below.

3. Are you currently a member of any Hillingdon Youth Services programme?

For example, a drop in session at a Young Peoples Centre, Duke of Edinburgh or Youth Council.

- ☐ Yes
- ☐ No

4. If yes, please tell us which programme?

5. If no, please tell us why?

The visits

Please tell us about your visits and attendance to the youth service programmes.

6. How often do you attend a Hillingdon Youth Services programme?

- ☐ Once a week
- ☐ More than once a week
- ☐ Monthly
- ☐ Never

7. In the last 12 months have you visited any of Hillingdon Young Peoples Centres to engage with a youth services programme?

- ☐ Yes
- ☐ No

8. If yes, please tell us which of the following you have visited (tick all that apply).

- ☐ South Ruislip
- ☐ Ruislip
- ☐ Charville
- ☐ Harlington
- ☐ Fountains Mill

9. If you do not use youth centres, what are the reasons? (tick all that apply)

- ☐ There isn't one near where I live
- ☐ There isn't anything going on that interests me
- ☐ I don't want to go to a youth centre
- ☐ I'm frightened of going
- ☐ None of my friends go
- ☐ I access the services and activities I need elsewhere
- ☐ Other

10. What kind of activities, events or support did you access through the youth centres you have visited in the last 12 months?

- ☐ None
- ☐ Arts and crafts
- ☐ Duke of Edinburgh Awards
- ☐ General advice and guidance
- ☐ Music activities
- ☐ Outdoor activities
- ☐ Somewhere to hang out with friends
- ☐ Sport activities
- ☐ Trips/excursions/holidays
- ☐ Youth worker to talk to
- ☐ Other

11. Is there anything NOT currently on offer through the youth centres that you would like to be available? (tick all that apply)

- ☐ Everything I need is available
- ☐ I am not sure of what else I would like to be available
- ☐ Duke of Edinburgh Award
- ☐ Emotional and mental health support
- ☐ General advice and guidance
- ☐ Music activities
- ☐ Outdoor education
- ☐ Specific issue groups (e.g. LGBT, Young Carers)
- ☐ Somewhere to hang out with friends
- ☐ Sport activities
- ☐ Trips/excursions/holidays
- ☐ Youth worker to talk to
- ☐ Other

12. Do you think young people would be more likely to engage if youth programmes are delivered in a range of spaces like parks, libraries, leisure centres, and from a purpose built mobile bus?

- ☐ Yes
- ☐ No
- ☐ Maybe

13. If you answered no or maybe to the above question, please tell us why?

The Vision

The Youth Offer vision proposes a number of provisions to support and enable young people to achieve their full potential.

14. Please select which you feel is the most important to you. (1 = most and 5 = least)

	1	2	3	4	5
Locality Facility based – community hubs, libraries, sports venues, schools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Detached and street-based youth work - recreational areas, town centres, housing estates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outreach youth work - supporting children in centre activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor learning - bushcraft, water sports, outdoor adventure, camping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital youth work - accessing information, youth work and targeted sessions, online opportunities educational development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other activities such as residentials, social action, volunteering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Do you think that the proposed youth offer demonstrates this vision?

- ☐ Yes
- ☐ No
- ☐ Partly

16. If you answered no or partly to the above question, please tell us why?

17. As part of the vision, we are looking to increase the amount of access young people have to youth programmes and information online in a safe and secure way.

Do you think that this is a good idea?

- ☐ Yes
- ☐ No

18. If you answered no to the above question, please tell us why?

19. As part of the youth offer we want to ensure young people know about all the programmes available and make sure that there are programmes for everyone to enjoy in Hillingdon.

Which of the following are most important to you (1 = most and 5 = least)

	1	2	3	4	5
Uniformed groups (Scouts, Girl Guides, Air Cadets etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organised sports activities (Football, Cricket, Swimming clubs etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organised Music and Drama (Com pass Theatre etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drop-in sessions where anyone can attend	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Book on youth sessions such as sports, arts and crafts, personal development, healthy living, music	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific sessions on skills development such as cooking, managing money, study skills.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trips and residential	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School holiday programmes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Groups that provide volunteering opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. The youth offer in Hillingdon is to be inclusive to all young people who live or learn in Hillingdon. Do you feel that the proposed vision and delivery plan will help to achieve this?

- ☐ Yes
- ☐ No
- ☐ partly

21. If you answered no or partly to the above question, please tell us why?

22. Where would you go to find out about what youth programmes are currently operating in Hillingdon?

- ☐ Council website
- ☐ Internet search
- ☐ Downloaded app
- ☐ I would not know where to look
- ☐ Other

23. Ensuring that young people are at the centre of the youth offer is extremely important.

How do you feel we could best do this? Please tick all that apply.

- ☐ Surveys via social media
- ☐ Participation groups for young people to share their views
- ☐ Young people being part of local youth work planning teams
- ☐ Other

The Principles

Underpinning our strategy are the following four principles listed below, that inform both the planning and the delivery of our new, inclusive and comprehensive Youth Offer.

24. Do you feel that these principles reflect what young people accessing youth services in Hillingdon want?

	Yes	No	Partly
The offer is available to all young people in Hillingdon in places and ways of their choosing that are accessible, modern, and well resourced.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The offer values our young people's individual identities and promotes inclusivity for all.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The offer supports effective work in partnership with others, including young people to provide and enhance the Youth Offer.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The offer promotes early engagement with young people and provides opportunities for them to be the best version of themselves.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. If you answered no or partly to the above question, please tell us why?

About you

We want to make sure that the views from a wide range of people have been considered as part of this consultation. The responses you provide are anonymous and confidential.
The information you provide will only be used for monitoring purposes.

26. Are you?

- ☐ Male
- ☐ Female
- ☐ Prefer not to say
- ☐ Other

27. Which age range do you belong to?

- ☐ Under 10
- ☐ 10-15
- ☐ 16-19
- ☐ 20-25
- ☐ 26-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65+

28. To help us ensure we understand your experience based on where you live, please provide your postcode.

- ☐ HA4
- ☐ HA5
- ☐ HA6
- ☐ UB3
- ☐ UB4
- ☐ UB5
- ☐ UB6
- ☐ UB7
- ☐ UB8
- ☐ UB9
- ☐ UB10
- ☐ TW6
- ☐ TW19
- ☐ WD3
- ☐ Other

29. To help us ensure we understand your experience based on where you live, please provide your postcode.

- ☐ HA4
- ☐ HA5
- ☐ HA6
- ☐ UB3
- ☐ UB4
- ☐ UB5
- ☐ UB6
- ☐ UB7
- ☐ UB8
- ☐ UB9
- ☐ UB10
- ☐ TW6
- ☐ TW19
- ☐ WD3
- ☐ Other

30. Which of the following best describes your sexual orientation?

- ☐ Bisexual
- ☐ Gay
- ☐ Lesbian
- ☐ Straight/heterosexual
- ☐ Prefer not to say
- ☐ Other

31. Which group best describes your ethnicity?

- ☐ **Asian or Asian British ethnic group or background** (Indian, Pakistani, Bangladeshi, Chinese or any other Asian Background)
- ☐ **Black, Black British, Caribbean, or African ethnic group or background** (Caribbean, African, any other Black, Black British, Caribbean or African)
- ☐ **Mixed or multiple ethnic group or background** (White and Black Caribbean, White and Black African, White and Asian, any other mixed or multiple background)
- ☐ **White group or background** (English, Welsh, Scottish, Northern Irish or British Irish, Gypsy, Irish Traveller, Roma, any other Traveller background, any other White)
- ☐ **Other ethnic group or background** (Arab, any other ethnic group)
- ☐ Prefer not to say

32. Do you have a disability? A physical or mental illness or condition that has a substantial and long-term effect on your ability to carry out normal day to day activities.

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

33. Do you have any **special educational needs**?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say