

Targeted Youth Provision

Proposed Commissioning Model

Consultation

August 2018

Contents

1. Introduction and Purpose

2. Engagement Activities

2.1 Provider Engagement

2.2 Young People's Engagement

3. Proposed Contract Opportunities

3.1 Lots to be presented to the market

3.2 Contract value and duration

3.3 Levering in Additional Funding

4. Proposed Delivery Requirements

4.1 Essential Delivery Requirements for all Lots

4.2 Relationship management

5. How to respond and next steps

1. Introduction and Purpose

Newcastle City Council is seeking to put in place a new contract for the delivery of targeted youth provision.

The service will provide activities to promote personal and social development, improved health outcomes, reduce risk-taking behaviour, and reduce youth anti-social behaviour (ASB) for 13 to 19 year olds (and young people with learning difficulties and disabilities up to the age of 25). The service will be delivered flexibly on evenings, weekend and holiday periods and will also involve young people in the design and delivery of services and promote engagement in the community. The service must respond to new and emerging patterns of need including responding to the needs of young people congregating in areas of the City not traditionally covered by youth work services, and also cater for young people who have travelled there from other parts of the City.

The service will be for disadvantaged young people who live in Newcastle, who may also have a range of needs relating to (but not limited to):

- child poverty
- child protection
- homelessness
- leaving care
- being a looked after child or young person
- not in employment, education or training (NEET)
- obesity/emotional resilience
- social exclusion
- teenage conception
- youth anti-social behaviour (ASB)
- youth crime/offending

The contract will be established through a competitive procurement conducted in accordance with the Social and Other Specific Services route above EU thresholds Procedure under the Public Contract Regulations 2015.

This document is our final consultation with stakeholders prior to commencing the procurement process, and follows a market engagement event held on 1 March 2018 and an online survey and two engagement events with young people undertaken during April and May 2018.

Specifically, it sets out a proposed contract Lot structure and contract value for targeted youth provision.

In producing this proposal, we aim to create a more transparent and cooperative approach to service design, prior to making a final determination on the commissioning model and commencing the procurement process.

You can comment on this proposal by writing to:

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Alternatively you can email shamsun.choudhury@newcastle.gov.uk.

Responses to this proposal should be submitted no later than **4pm, Friday 17 August 2018.**

2. Engagement Activities

2.1 Provider Engagement

A provider engagement event was held on 1 March 2018 in relation to commissioning targeted youth provision.

The aim of the session was to:

- Share with providers information on the proposed tender opportunity
- Give providers an understanding of the current provision
- Give providers the opportunity to influence the development and requirements of the service specification
- Allow providers to consider Social Value opportunities
- Inform providers about the tender timescales and next steps

2.2 Young People's Engagement

An online survey was undertaken via Survey Monkey with young people as well as two engagement events which were held on two evenings at St James Park to offer young people the opportunity to give their views on the current service and to identify priorities for future provision.

The issues that were explored through the survey and engagement events were:

- Current and previous use of targeted youth provision
 - Why do young people use youth provision and how does it support them?
 - Types of targeted youth provision that young people like to access
- What should a targeted youth provision offer, what are the priorities for young people?
- How do young people find out about services?
- How do young people think we should let other young people know about youth services?
- How far would young people travel to access youth provision?
- What is missing?

3. Proposed Contract Opportunities

3.1 Contract Lots to be presented to the market

The Council proposes to present the new opportunity as three distinct contract Lots structured by geography – East, West and Central.

The proposed contract Lots are therefore as follows:

- **Lot 1 – Targeted Youth Provision in the East Area of the City**
- **Lot 2 – Targeted Youth Provision in the West Area of the City**
- **Lot 3 – Targeted Youth Provision in the Central Area of the City**

The geographical boundaries for these Lots will reflect the recent changes following the City's ward boundary review and will be published in the tender documentation.

By taking a geographical approach in the structure of the Lots, the Council aims to create opportunities:

- To respond to the needs of communities and young people at a **local** level;
- To involve **local** communities and young people in developing responses;
- To maximise **local** knowledge
- To engage **local**, community-based providers who are rooted in the **local** communities that they serve and respond to the needs of communities and young people
- To strengthen partnership working at a **local** level to meet the diverse needs of young people

In structuring the geographical Lots, consideration has also been given to strengthening partnership working with the Public Health 0-19 Healthy Child Programme and early help and family support services.

3.2 Contract value and duration

We are proposing that the length of this contract will be for a 3-year period, with an option to extend for a further 2 x 12 months. The total contract value (inclusive of the options to extend) will be £1,450,000. This equates to an annual contract value of

£290,000, which will be split equitably across the three contract Lots resulting in a financial allocation of £96,666 per Lot.

The contract will also allow for the Council to spot purchase additional support as required to respond to any arising community safety concerns in hotspot locations, up to a maximum of £20,000k per annum. This will allow for the provision of more intensive, time limited resources to be made available to respond to dynamic and changing needs across the city.

Providers can apply to be appointed to as many, or as few, of these Lots as they choose (where they can meet the relevant requirements) and they can also subcontract to any other organisations in the locality as long as they meet the requirements of the Selection Questionnaire. Bids can be submitted individually or collaboratively through consortia bids, for one or more Lots.

3.3 Levering in Additional Funding

We want to ensure that our targeted youth provision is sustainable and offers good value for money. Providers will be required to evidence this, including how they can enhance provision by leveraging in funds that may not be available to the Council. We propose to include a requirement in the contract for Providers to lever in additional funding of at least 20% of the total financial allocation per Lot per year.

Any additional funds levered into the contract must be used for the direct delivery of services to young people as required in the service specification. Successful Providers will have access to support (e.g. resources and information) from the Council subject to procurement regulations to assist in any funding applications. Any support required can be raised in the first instance with the Council's Senior Play and Youth Support Officer.

This will be monitored through the quarterly monitoring meetings and strategic meetings.

Providers may also have valuable links with external employers and partners that they can utilise and will show a commitment to improving the level and quality of existing provision and will have a strategy for adding value to the contract by drawing in additional resources and partnerships.

4. Proposed Delivery Requirements

We are seeking a rich and diverse offer of open access and targeted youth provision that attracts and engages a broad range of young people aged 13-19 (or young people with learning difficulties and disabilities up to the age of 25), with a particular focus on targeting those who are most at risk of not achieving good outcomes.

This section sets out some key elements relating the delivery requirements for the proposed Lots. It seeks to help stakeholders, including potential Providers, to understand the nature of the requirements that will be included in the proposed Lots. It is not intended as a full draft service specification but sets out some key elements that will inform the final service specification that will be published following consultation.

4.1 Essential Delivery Requirements for all Lots

4.1.1 Knowledge/Experience/Track record

- Knowledge, experience and good track record of delivering services in one or more Lot areas
- Good knowledge of existing support services for young people to enable effective signposting and making the best use of facilities and resources available to young people in the city (including Council services, voluntary and community services and other organisations and services delivering in the Lot Areas and across the city).

4.1.2 Delivery

- Delivery of local, area-based youth support services that represent local demographics, targeting areas in most in need, areas of increased youth ASB and NEET.
- Delivery of high quality youth work – personal and social development (including sex and relationships, reducing risk taking behaviours, child sexual exploitation, internet safety, alcohol and drugs, smoking cessation, support around emotional wellbeing, positive behaviour and citizenship through information, advice and guidance, informal education and recreational leisure activities).
- Improving the range and the quality of provision – every young person should be entitled to pursue their interests and try new activities.

- Developing a network of safe spaces for young people to go across the city.
- Delivery of detached youth work and mobile provision as a key element of the offer.
- Development of new initiatives/interventions in areas of greatest need and where young people have little access to youth support provision, avoiding duplication in any given location.
- Engaging and meeting the needs of diverse and vulnerable groups, such as looked after young people, young carers and young offenders, homeless young people, lesbian, gay, bisexual and transgender (LGBTQ) young people, black and minority ethnic young people, teenage parents.
- Delivery of accessible and flexible provision, including evenings, weekend and holiday periods – available where young people live, and at times when they want things to do.
- Delivering a mix of targeted and open access support based on need, this may include centre-based provision, detached and outreach, one to one support, youth support in schools, group work etc.
- Working collaboratively to ensure pathways to other services are clear and making appropriate referrals for young people, for example, Early Help.
- Delivery of provision that is young people centred and inclusive, with young people being involved in the design, delivery and monitoring of services.
- Overcoming barriers to young people's engagement.

4.1.3 Partnership Working

Multi-agency and local partnership working

The successful delivery of targeted youth support provision will require excellent multi-agency working relationships, information sharing between Providers, and effective signposting and 'handholding' to facilitate access to services.

Providers must adopt a multi-agency approach in its service delivery to ensure appropriate communication and transitions for the benefit of young people. To ensure an effective service there will be a need for Providers to develop good working relationships with partner agencies and young people, and attend relevant meetings for example multi-disciplinary meetings, and strategic meetings.

Providers will need to demonstrate a commitment to working in partnership with a range of agencies, including Council services, VCS organisations and other stakeholders to develop greater support and flexibility, increase capacity and sharing

best practice and maximising resources and opportunities for young people in the city.

It will be vital for Providers to ensure that this approach is replicated in their Lot areas and that local partnership working is a fundamental element of their working practice. Providers will have responsibility to publicise the targeted youth provision and engage with all providers in their area (specifically providers not included in their bid), and they must utilise local knowledge and commit to working in partnership with local providers. Providers must also evidence how they will build on local knowledge and relationships to engage young people, making good use of the local workforce and developing local volunteers and young volunteers.

This will allow for the skills, knowledge and experience to be shared and the resources in the area to be maximised and be more cost effective. This will encourage a cohesive approach to service delivery and will avoid duplication.

With regard to information and advice services, Providers will need to provide clear, accessible, up to date information about services in the area, particularly taking into account the needs of those young people who may find this information difficult to access. Providers will support young people by identifying additional needs using the Early Help process, acting as lead professionals and helping young people to access local services that meet these needs. Providers should also offer information and advice about services in other areas of the City.

To support Providers with partnership working, both multi-agency partnerships and local partnerships, the Council's Senior Play and Youth Support Officer will facilitate the development of relationships between local groups and other mainstream organisations to make the best use of resources in an area, avoid duplication of provision and maximise impact of provision.

4.1.4 Promotion/Signposting

Any publicity and promotion activity/products must be highlighted to the Council's Senior Play and Youth Support Worker in advance and will be subject to approval from the Council's Communication Team prior to being published and distributed. This includes promotion of activities/initiatives, good news stories etc, and includes all forms of media.

Providers will be required to enhance the promotion of services (and where practicable involving young people) by developing a dedicated website and/or other forms of social media to promote the targeted youth provision offer and help signpost young people to other support services on offer to them.

Providers will also ensure effective promotion of the targeted youth provision to all professionals working with young people across the City, for example through networks such as CHYP IN, Newcastle Support Directory, NCVS bulletins, etc.

4.1.5 Involvement of Young People

It is proven that services that make young people's voice and influence a priority perform well in evaluation and can evidence high take up. Providers must show how young people's views have informed their proposals and how they will be involved in shaping and evaluating services.

Young people have a right to shape the services on offer to them. There are two aspects to this:

- young people being involved in the planning, designing, delivering and evaluating services, and
- young people choosing how they spend their time in their youth provision

Providers must ensure both of these aspects are part of their delivery approach. They should involve young people in agreeing the content and the pattern of the services they offer. They should also give individual young people the degree of autonomy and choice about the activities that they undertake. This also means taking an asset-based approach; considering young people's strengths, preferences and goals in order to unlock their potential. Young people should be encouraged and supported to assess their own needs and think about what will improve their lives. Young people who may require additional support with both aspects, for example if a young person has a learning disability or communication needs, should have the same rights to participate in decisions and issues that affect them and exercise control over services and what they do with their time for their enjoyment and personal fulfilment.

4.1.6 Staff Experience, Qualifications and Training

It is essential that Providers employ appropriately qualified staff for the delivery of this Service. This includes experience, skills and knowledge in youth and community work.

The following are minimum requirements for staff qualifications:

Project Lead

The Project Lead for each Lot must have a professional qualification for Youth Work recognised by the Joint Negotiating Committee (JNC). The routes for professional qualification include:

- Degree (Level 6)
- Graduate Certificate/Diploma (Level 6)
- Postgraduate Diploma (Level 7)
- Masters Degree (Level 7)

(The National Youth Agency provides a list of current courses.)

In addition to the Project Lead being qualified as above, at least 50% of the delivery staff in each Lot must be qualified as a JNC Professional Youth Worker as stated above for the Project Lead or must be working towards it.

Youth Workers

Youth Workers must have a professional qualification for Youth Work recognised by the JNC. The routes for professional qualification include:

- Degree (Level 6)
- Graduate Certificate/Diploma (Level 6)
- Postgraduate Diploma (Level 7)
- Masters Degree (Level 7)

Youth Support Workers

Youth Support Workers must have or be working towards a Level 2 or 3 Diploma in Youthwork Practice

Volunteers/apprenticeships

It is desirable that Providers offer opportunities for volunteering for adults and young people to enable them to gain Level 2/3 qualifications or apprenticeship in youth work practice.

Other Roles

In addition to the roles identified above, other roles may also be required in order to deliver the service e.g. driver for vehicle based delivery, and although they would not need to have specific youth work qualifications they must as a minimum requirement have DBS enhanced disclosure, appropriate safeguarding training and any other relevant training in order to fulfil their job requirement.

4.2 Relationship management

4.2.1 The role of the Council's Senior Play and Youth Support Officer

The Council is committed to collaborative practice and integrated working at a local level. For this reason, the Council's Senior Play and Youth Support Officer will work collaboratively with Providers to support the delivery of services arising from this contract.

The Council's Senior Play and Youth Support Officer will be the key link officer at the council in relation to the delivery of this contract and will help to bring partners together, avoid duplication of provision and maximise the use of available resources.

The Council's Senior Play and Youth Support Officer will support links between Providers and other existing delivery partners, including voluntary and community youth providers, Council funded services and other relevant partners and organisations. The bringing together of these services is key to effective collaborative working to develop a wide range of quality services to young people who need it most.

The Council's Senior Play and Youth Support Officer will provide support to Providers around training opportunities, funding, and provide information about services available to young people to assist Providers with signposting and referral.

The Council's Senior Play and Youth Support Officer will support the strategic meetings for the contract, oversee the evaluation and monitoring and provide the link to the Local Authority Commissioner.

The Council's Senior Play and Youth Support Officer will help Providers access any support that can be provided from the Council to lever in additional funding to the contract. This could include for example new funding opportunities, existing Council funding initiatives, as well as access to resources and information subject to procurement regulations.

4.2.2 Contract Management Responsibilities

Providers will be awarded overall responsibility for the contract; which will include the identification of a designated Lead Manager where there are consortia contracts awarded for each Lot. Organisations will determine the process for securing the quality assurance of any delivery partners they subsequently subcontract, and the Council will also require these delivery partners to have submitted a satisfactory response to the Council's Selection Questionnaire (SQ) before they can be accepted as partners to these contracts. If at any stage following the award of the contract delivery partners should change, the lead organisation will be responsible for ensuring that new partners have submitted a satisfactory SQ to the Council.

5. How to respond and next steps

We would like to hear your views on our proposal. You can comment by writing to:

Shamsun Choudhury
Commissioning and Procurement Officer
Newcastle City Council
4th Floor, Civic Centre
Newcastle upon Tyne
NE1 8QH

Alternatively, you can email shamsun.choudhury@newcastle.gov.uk.

Responses to this proposal should be submitted no later than **4pm, Friday 17 August 2018.**

We will consider the feedback received prior to determining the final Lot structure.

All Tender documentation will be published on the NEPO Electronic Tendering portal at website - www.nepoportal.org.

In order to be considered for the opportunity, please register your details free of charge on the above NEPO Electronic Tendering Portal. Once registered you will be able to express an interest and download the tender documentation. You can register your details on the NEPO Electronic Tendering Portal by entering the 'Suppliers Area' and following the registration instructions. If you are experiencing a problem please read the reference guides by clicking the  icon. If you still have no solution to your problem then please contact: NEPO Support Team, By Tel: 0191 261 3940 or By Email: info@nepoportal.org