



Stonehouse Youth service - Supporting information

This document supports the Tender document for the provision of youth services in Stonehouse

Context

Youth services in Stonehouse have been provided over the past four years through a Service Level Agreement with Stonehouse Town Council who appointed a youth service provider to facilitate sessions from The Pod Youth Centre in Oldends Lane, Stonehouse. In addition to the organised sessions, the service provider facilitated several specialised opportunities/clubs and trips from various grant funding. The end of the current contract is now approaching and due to its success, we are aiming to secure a similar service level agreement with a local youth service provider.

The future

We will, through open tender, enter into a 3-year service level agreement (SLA) with one provider, to deliver a range of youth services in Stonehouse based on need.

We have a vision of a delivery model which provides flexible local delivery. This will be through youth sessions, outreach work and joint activities which may involve volunteers or the need to provide transport.

The service will be designed and developed with involvement from young people as accessibility is a key requirement for providing activities. It is envisaged that the service will continue to evolve over time (subject to regular feedback consultation and evaluation by users) to include formal training opportunities and holiday activities.

The Youth Working Group will hold formal SLA Performance Review meetings with the contractor which will be conducted quarterly to ensure agreed target outcomes and outputs are reached.

Applications

We welcome applications from providers which are eligible and able to interpret the brief to design, manage and deliver a service which both meets the needs of young people and the Council's expectations.

The Service Level Agreement (SLA)

The appointed provider will work under a 3-year SLA for youth service provision in Stonehouse.

Service delivery 'on the ground' will be in place by April 2025, focusing on delivering a range of core sessional activities and outreach work. In addition, the provider, through the appropriate channels, will support the work of the local youth forum and will liaise with other partners.

The provider will be required to monitor take-up of the service by geography, age and gender and provide feedback to Stonehouse Youth Working Group which will allow monitoring of the accessibility of the services. Monitoring against agreed outputs and outcomes will be conducted by the Youth Working Group which will ensure that the service continues to evolve to meet the needs of young people and determine the success of the initiative.

Appendices

The following appendices contain information to allow those organisations tendering for this SLA to make proposals which meet the requirements of young people and their communities:

- Appendix 1: The type of providers and people we are looking for
- Appendix 2: Supporting communities - current provision, facilities and future aspirations
- Appendix 3: A summary of consultation with young people

Appendix 1: What type of provider and people are we looking for?

| Provider | People |
|---|---|
| <p>The appointed provider needs to be able to demonstrate the fundamental values of collaboration, partnership working and equality of opportunity. It should have the capacity to be flexible in terms of year-round service provision and be able to adapt to the needs and aspirations of young people in Stonehouse</p> <p>The provider should be able to demonstrate experience of SLA/contract management, appropriate staff supervision and the range of policies and procedures required in order to ensure the safe-guarding of young people and effective service delivery.</p> <p>The provider should be prepared to demonstrate flexibility to be able to expand delivery and to take advantage of opportunities arising.</p> | <p>It is envisaged that the commissioned provider will employ or contract appropriately qualified Youth Workers who:</p> <ul style="list-style-type: none"> • Actively promote the views of young people • Have proven experience of youth work in a variety of settings • Be able to work effectively and positively with vulnerable young people • Have energy and enthusiasm • Be able to work with colleagues to develop innovative and challenging ways of engaging and working with young people • Have experience of working with youth work agencies and partners • Have experience of having been involved in the management of several youth work initiatives • Have experience of managing buildings used for youth work and assuring health and safety of users and other people in contact with the service • Show evidence of having worked with local communities in the delivery of youth work programmes and projects • Show evidence of developing, planning, delivery and evaluation of youth training courses |

Appendix 2: Supporting local communities

Current provision, facilities and future aspirations

Current Situation

Pod Youth Centre opened in

Current: Youth workers (2 or 3 depending on user numbers) carry out sessions each week, currently: Tuesday, Wednesday and Friday.

Facilities available

The Pod Youth Centre:

- Fully Equipped Kitchen Facilities.
- Open Space including pool table.
- Lounge area including an Xbox consoler.
- Internet access.
- Direct access to playing field and outdoor play facilities

Looking to the future

- Continued delivery of a min. sessions of youth work a week; 50 weeks a year
- Summer holiday activity programme
- Build relationships with local young people and other organisations providing services and activities in Stonehouse.
- Undertake regular reviews and evaluation with young people to ensure the service evolves and reflects the needs of the users and the wider community.
- Provide professional advice and support on issues of concern to young people e.g. employment, sexual health.

- Deliver a range of age-appropriate sessions
- Support Stonehouse Town Council in bringing together service providers and agencies who support young people with the aim of sharing information and coordinating service provision.
- Provision of an outreach/street based programme to engage hard to reach groups as appropriate
- Build on the relationships developed with Maidenhill School and other schools and community organisations.

Appendix 3: Summary of consultation with young people

| Value of youth workers | Important features of a youth centre | Preferred services for young people |
|--|---|--|
| <ul style="list-style-type: none"> • Provide advice • Provide support • Provide someone to talk to • Show respect • Improve skills/ knowledge • Can direct things if necessary | <ul style="list-style-type: none"> • To be FUN • A place for young people to meet up and not do damage to the community • Open for lots of ages • Friendly community • Activities offered • Have a break from stressful home / school life • To be homely • To be able to relax | <ul style="list-style-type: none"> • Youth centre • Information and advice • Dance and Drama • Arts and crafts • Music/ studio • Somewhere to meet friends • Internet access • Support for the youth forum |