

# Integrated Youth Support Services



## Towards Integrated Youth Support Services in Cumbria

The right services ....

At the right time....

The best outcomes for young people....



Children's Services

# Towards Integrated Youth Support Services in Cumbria

## Contents

1. Introduction
  2. Cumbria's Vision for Integrated Youth Support Services
  3. Cumbria's Mission for Integrated Youth Support Services
  4. Background to Integrated Youth Support
  5. Strategic Priorities
    - Meeting the Challenges in Youth Matters
    - IYSS Strategic Indicators - the Pathway to Success
    - Age Range and Transitions
    - Universal services with targeted support - an integrated system
    - Positive Activities
  6. How Integrated Youth Support Services contribute to Every Child Matters
  7. Needs Analysis
  8. How will we achieve Cumbria Integrated Youth Support Services?
  9. Ensuring Excellent Provision in Cumbria
  10. Governance
  11. Commissioning
- Appendices
- Appendix 1 - Values and Youth Pledge
  - Appendix 2 - Timeline
  - Appendix 3 - Joint Planning and Commissioning Model
  - Appendix 4 - References
  - Appendix 5 - Glossary

# Towards Integrated Youth Support Services in Cumbria

## 1 Introduction

As they grow up, young people draw on a wide range of universal services including schools, colleges, health and housing. These form part of the framework that includes Integrated Youth Support Services (IYSS). IYSS actively help young people enjoy their adolescence and gain new life skills to make a successful transition to adulthood. Involving young people and their families, increasing participation in positive activities and developing young people's resilience are at the heart of IYSS. Targeted youth support (TYS) is an integral part of an IYSS, tackling negative outcomes through local, joined up approaches with partners.

### **Purpose of Cumbria Integrated Youth Support Services**

**IYSS provides services to all young people according to their needs. This includes universal access to positive activities and personal development opportunities and impartial information, advice and guidance, alongside targeted youth support with young people at risk of poor outcomes and the most vulnerable.**

### **A choice of gateways**

Young people's needs for activities, information and support are individual and change over time. It is therefore important that services are flexible enough to offer a personalised response without stigma and labelling, offering the right level of support, at the right time, from the extensive range of professional skills and technologies available. Good personal contact and effective assessment and review are tools help ensure that each young person gets the right individual response.

IYSS provides access to universal services with targeted support to increase the life chances of all young people. Cumbria IYSS recognises that not all young people can be reached in the same way and for this reason supports a multi agency and multi service approach. This may include multi-disciplinary centres along with key agencies offering single services working within a locality framework. For young people no door they approach should be the wrong door if we are truly to offer an integrated service.

We already have a range of high quality provision delivered by Cumbria County Council, strategic partners and providers. IYSS will allow us to re-align services, reduce duplication, obtain better value for money and secure the best outcomes for young people.

The values within the Children and Young Peoples Plan and the Youth Pledge – see Appendix 1 underpin the way the Integrated Youth Support Service works. The IYSS works with young people and does not treat young people as the problem. Cumbria has a long-standing positive commitment to inclusion. We value everyone as equals and work to secure equality for all young people in our communities.

## 2 Cumbria's Vision for Integrated Youth Support Services

To enable and empower every young person in Cumbria to meet their full potential during their transition to adulthood by providing access to high quality, effective leisure-time activities and support.

### Cumbria IYSS service aims to ensure that

- All young people will have access to a diverse and attractive local offer of purposeful, engaging and exciting positive activities and places to go. This will be responsive to their needs and support their personal education and social development, including providing routes into more dedicated support and guidance for those who need it
- Disadvantage will no longer be a barrier to accessing local opportunities. Activities will be popular with young people from a wide range of different backgrounds, faiths and ethnicities, actively bringing them together.
- Parents will be fully informed about the available opportunities and how to access these and be confident in their ability to support teenagers' personal education and social development.
- Communities will play their part in providing opportunities and support for young people, building stronger and more trusting relationships across generations.

### Principles of the vision:

- To ensure young people are actively involved
- To provide high quality and accessible facilities
- To provide targeted services within the context of universal services (TYS)
- To respect and safeguard young people
- To promote and provide positive and challenging activities
- To provide independent and impartial Information, Advice and Guidance
- To value diversity and actively promote equality of opportunity
- To improve outcomes for young people
- To give young people and communities real influence
- To attract and engage with every young person
- To have effective services delivered by a skilled workforce

## 3 Cumbria's Mission for Integrated Youth Support Services

Through integrated working IYSS will achieve the mission of the Children's Trust and:

- Create opportunities for young people, their families and those working with them, to be actively involved in developing and participating in services
- Find new ways of working and sharing available resources to meet the needs of young people and their families
- Provide a high quality experience that inspires every young person to achieve their full potential in life, in work and as a member of their community
- Invest in a highly skilled and integrated workforce to deliver the expectations of young people and their families
- Commission services to secure improved outcomes, through evidence based practice, for all young people and their families. (Source: Children and Young People's Plan 2007-2010)

The Integrated Youth Support Service contributes to creating a society where all young people develop and progress, fulfilling their potential and making a positive contribution to their communities. To achieve this we need to advance consistently with the 'Youth Matters' strategy based on the five 'Every Child Matters' outcomes, building on existing good practice. This requires a step change in how we support young people, and help them to develop during their teenage years and into young adulthood, through comprehensive youth offer.

Adolescence is an exciting time of life, with new opportunities and significant change. During the transition to adulthood, Cumbria IYSS will ensure that every young person will be entitled to, and be able to shape:

- Positive leisure-time activities and facilities
- Personal, social and educational development opportunities;
- Impartial information, advice, guidance and counselling
- Help to take responsibility for their own health

With, where necessary, targeted support so young people achieve and progress.

## 4 Background to Integrated Youth Support

### National and Local Context

The Every Child Matters programme sets out the aspirations for what services to young people should achieve. Youth Matters the next steps and Aiming high for young people; a ten year strategy for Positive Activities and many of the developments within integrated youth support have built on existing successful work. There is however a step change needed in how we work with young people and their families to address key issues such as those linked to poverty and under achievement.

In Cumbria developing the Integrated Youth Support strategy is one of six service reviews (family support services, behaviour support, youth provision, looked after children and children with disabilities) supporting the implementation of the preventative strategy.

### Cumbria's Preventative Strategy

The aim of the Preventative Strategy is to provide early and earlier intervention ensuring we meet the needs of young people before these become more complex, leading to specialist services. As the strategy develops it will be possible to move resources to support early intervention provision. The preventative framework (to deliver this strategy) helps identify current activity and expenditure in relation to specialist and targeted services. This enables us to set targets at both county and local level that will result in a shift of both activity and resources towards prevention and early intervention.

- Preventing problems from arising in the first place
- Preventing problems from escalating by targeted interventions, which address issues before they become too entrenched
- Preventing dependence and the need for long-term input by empowering and supporting children and young people and their parents and carers.

This has particular importance for the 13-19 sector, where services are currently delivered by a range of organisations, each of which has previously been working to their own targets and organisational agendas. Development of IYSS brings together and aligns plans/targets for

key services provided by Cumbria County Council, Connexions services, Youth Work in Cumbria Partnership, the Youth Offending Service and School Health, as well as more specialised services, such as CAMHS, the Care Leavers – Pathway Services and Substance Misuse Services.

Current Cumbria priorities this contributes to are:

- Reducing the numbers of children looked after including children with a disability and children remanded into local authority care.
- Reducing the number of children and young people excluded from school, not attending school or not engaged with education, employment and training.
- Reducing the number of children admitted into hospital with preventable illnesses, injuries or as a result of self-harm.

## 5 Strategic Priorities

Delivering the prevention strategy and wider reform of services to support young people will depend on the commitment of Cumbria County Council and strategic partners, including the third sector and young people themselves.

### Meeting the challenges in Youth Matters

- How to engage young people in positive activities, empowering them to shape services
- How to engage more young people in volunteering and community involvement
- How to provide better and impartial information advice and guidance
- How to provide better, more personalised support to the most vulnerable young people

### IYSS Strategic Indicators - the Pathway to Success

When scoping IYSS, performance targets used by the existing youth offending, Connexions, Teenage Pregnancy, drug and alcohol and youth services are brought together.

The new Integrated Youth Support Service helps young people on their pathways to success. There are 5 Department of Children Schools and Families (DCSF) key indicators\* below that contribute to IYSS:

1. **Proportion of 16 to 18 year olds who are not in education, training or employment (NEET)**
2. **Participation in positive activities**
3. **Young people's substance misuse**
4. **Under 18 conception rate**
5. **Number of first time entrants to the Criminal Justice System aged 10-17**

Additionally:

Links to other indicators on truancy and educational attainment

\* These indicators are to be found in PSA Delivery Agreement 14.

## Positive Activities

There is a new duty on Local Authorities within the Education Act 2006 to ensure:

- The Youth Offer of 2 hours sport and 2 hours purposeful leisure time activity \* personal education and social development through youth work
- To publicise activities for young people
- The Youth Opportunities Fund and Youth Capital Fund

(Ref Publicising Positive Activities - DCFS Jan 2007)

\*Cumbria has been chosen as one of 9 trailblazer authorities nationally and will increase the sport offer to 5 hours.

## Age Range and Transitions

Cumbria IYSS will support young people through transitional stages as they move to and from adolescence. The core focus for IYSS is 13-19 years. IYSS forms part of the wider development of integrated children's services and a shift to prevention/early intervention. The need for early intervention is recognised and young people start moving towards services between ages 10 and 13 and begin to leave services as they move out of their teenage years. Some vulnerable young people will require support beyond this, possibly until they are 25.



## Provision for young people

Cumbria IYSS will ensure that young people have access to:

- impartial information, advice, guidance and counselling to make informed choices and decisions
- a range of positive activities such as sports, arts and youth work
- opportunities for youth work and other leisure time personal and social development
- intensive (targeted) work with groups and individuals to improve their life chances as they grow older and move to adulthood
- opportunities for voluntary action and engagement in democratic decision-making

## 6 How Integrated Youth Support Services contribute to Every Child Matters Outcomes

Some examples of work with young people that the IYSS will lead or contribute to are:

### Be Healthy

<b>Universal</b>	Programmes that support young people's physical and mental well being and develop their skills to make safe choices
<b>Prevention/Targeted</b>	Work to address issues on alcohol, drugs, pregnancy, self harm, smoking, obesity, sexual health and depression
<b>Intense/Specialised</b>	Specialist health support on drug, alcohol, mental health and for young people in hospital

## Be Safe

### Universal

Programmes that develop young peoples respect of themselves and others. Information to empower young people to manage their lives safely e.g. Car, home and fire safety

### Prevention/Targeted

Work to address the needs of young people at risk of anti social behaviour or criminal activity, exclusion from school or becoming NEET. The key delivery times are at weekends, evenings, holidays. Preventative work with young offenders

### Intense/Specialised

Access to specialist services e.g. for young offenders, young people excluded from school or homeless young people

## Enjoy and Achieve

### Universal

Fun and challenging activities e.g. arts, sports, volunteering, youth work projects, The Duke of Edinburgh's Award, voluntary clubs

### Prevention/Targeted

Support to develop young people with low self esteem, to raise aspirations through engagement in a broad range of opportunities with positive peer and adult role models, e.g. communities with few facilities, young people who learn in different ways, children looked after and young carers

### Intense/Specialised

Access to specialist services e.g. for young offenders

## Make a Positive Contribution

### Universal

Self respect and respect for others, empowered to confidently make informed decisions and to take responsibility for their lives.

### Prevention/Targeted

Young people with low self-esteem, those at risk of making negative life choices, children looked after

### Intense/Specialised

Access to specialist services e.g. Young people with disabilities, risk taking behaviour strategies

## Achieve Economic Well being

### Universal

IAG and activities to help young people manage money, gain employment and to support independent living skills

### Prevention/Targeted

Work with potential NEET including accreditation of learning, alternative curriculum and basic skills. Joined up work to support young people who are looked after and those leaving care, SEN & disability

### Intense/Specialised

Access to specialist services including for young people leaving care, NEET, young people in debt and young offenders

## Characteristics of Cumbria IYSS

Effective IYSS for young people have clear processes and features:

<p><b>Ready Access</b> for all young people to a range of opportunities and services for their support and development.</p> <p>Inclusive working</p>	<p><b>Involving young people themselves</b> in the design and review of programmes to tackle specific issues in their lives and take action</p>	<p><b>Early Intervention</b> with individuals and communities to prevent the onset of more deep-seated problems and to develop people's potential</p>	<p><b>Effective Co-ordination</b> of imaginative provision by linking local delivery to well directed national policies. Use of Contact Point and CAF</p>	<p><b>Accountability</b> to young people and the wider public for better outcomes, leading to continuous improvement of performance that aims for excellence</p>
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## 7 Needs Analysis

From research with young people, their families and wider communities we know that they want and need:

- someone to talk to about their lives and aspirations;
- skilled adults who can both support groups and listen to individuals;
- to be able to make decisions about things that matter to them;
- low- or no-cost safe places to go, where they can belong;
- opportunities to improve their skills and confidence, have fun and make new friends;
- activities provided in their neighbourhood, available after 6pm, at weekends and in holiday times;
- better and more affordable public transport, particularly in rural areas;
- sound and informed advice about their options and choices;
- access to public spaces – adult-style settings such as cafes, cinemas and education spaces; and
- Facilities that welcome young parents and their children. (National Youth Agency 2006)

### Local needs, local ways of working

Along side the views of young people and their families is a range of needs analysis focused on identifying the individual and collective factors that affect the life chances of children and young people. Together this information forms the foundation for the development of services. Locally Cumbria IYSS is part of Children's Services locality working arrangements and contributes to the performance management requirements for the Children's Trust. The common assessment framework provides the focus across all services including IYSS to determine specific needs of the most vulnerable young people and help those young people where possible to remain in or to re-engage with universal services. An example of this is multi agency working to ensure young people engage in education, employment or training at 16.

### Further information

Youth Work in Cumbria Partnership conducted a survey with young people in May 2007. The results are available from <http://www.cumbria.gov.uk/childrenservices/youthwork/ypviews.asp>. Other surveys have been carried out by Children's Services departments and stakeholders.

## 8 How will we achieve Cumbria Integrated Youth Support Services?

IYSS locally integrated will be underpinned by:

- the delivery of all the five Every Child Matters outcomes;
- fulfilment of statutory objectives – e.g. careers education guidance and positive activities
- the inclusion of the work of the Risk Taking Behaviour Strategy into IYSS
- reconfiguration of the youth service as a priority
- the participation of young people in identifying needs, planning, providing and evaluating services
- Investment to develop a highly skilled and integrated workforce across partners, including relevant management expertise

Cumbria faces some challenges in developing IYSS. E.G. workforce development; integrating core IYSS resources and linking these with other services within localities and ensuring the capacity for excellent service delivery. Working together and engaging with stakeholders is essential to address this. As part of the development of IYSS, a pilot to establish effective ways of work will happen.

## 9 Ensuring excellent provision in Cumbria

Cumbria County Council and Partners have created Children's Trust, providing community leadership and promoting the quality of life for all of its citizens, including young people. The Children and Young People's Plan set out the arrangements that include:

- secure inclusive strategic leadership for local services for young people across its own departments, public bodies and organisations, ensuring the active participation of young people in the specification, commissioning, governance, delivery and scrutiny of services;
- plan to meet its ambitions for young people by commissioning appropriate and coherent youth support based on evidence and robust partnership arrangements that ensure best value;
- take a leading role in representing the interests of its young citizens at local, regional, national and European government levels;
- directly provide high quality work with young people in settings where it is uniquely placed to make direct provision, particularly for more disadvantaged and vulnerable youngsters; and
- give and exert accountability to and for young people

This will lead to successful provision in Cumbria that will structure activities that:

- are attractive to young people and inclusive
- do not treat young people as a problem
- offer young people impartial information, advice and guidance
- involve the young people in the design and delivery
- give appropriate supervision in a safe environment
- are easy to access and are creative
- create holistic tailored packages of help and support
- encourage long term participation of young people as they mature
- have adequate financial and human resources
- give clear leadership to people working with young people

(Ref Aiming high for young people: a ten year strategy for positive activities – HM Treasury July 2007)

## 10 Governance

The service reports to the Children's Trust via Cumbria County Council's Children's Services who are the lead body for the development of IYSS. To achieve the outcomes for young people several strategic partners are working together including Cumbria County Council, Cumbria Primary Care Trust, Learning and Skills Council, Schools, Connexions, Third Sector and the Youth Justice Board. The Children and Young Peoples Forum (the Forum) provides a wider stakeholders group with the responsibility to inform, influence and challenge the work of the CYPSP Board. Members of the Forum are involving the Children's Trust and service

review projects including IYSS. Young people will be involved in the governance, design and delivery of services. The diagram below indicates the lines of accountability:

### Reporting lines and accountability

Children's Trust



Cumbria County Council via Director of Children's Services (including reporting to ScrutinyPanel)



Head of Partnership & Prevention (IYSS Champion)



Commissioning Manager for IYSS

## 11 Commissioning

Youth Matters published by the DfES in 2005 requires local authorities working through Children's Trusts to play a key role in commissioning and providing activities and facilities for young people, especially those at most risk of poor outcomes. The Preventative Framework that includes IYSS and this means IYSS is a key driver in the delivery of the Children and Young People's Plan 2007-2010 and services commissioned to deliver on this.

Cumbria County Council values the contribution partners bring to IYSS and, as an enabling authority, seeks to be the catalyst that ensures services are delivered by a range of providers. Cumbria County Council at this stage envisages the delivery will be undertaken by both statutory and non-statutory organisations, providing a mixed economy of service providers. This will allow for greater flexibility to meet the needs of young people as we move into the delivery of services to achieve the best outcomes for young people.

Commissioning takes place within the frameworks agreed by the Children's Trust and is based on the DfES/DOH Model for Joint Planning and Commissioning. Cumbria County Council corporate procurement procedures are used when outsourcing services with potential providers in the third sector and private sector.

Within this process, long term strategic planning and commitment for IYSS is vital.

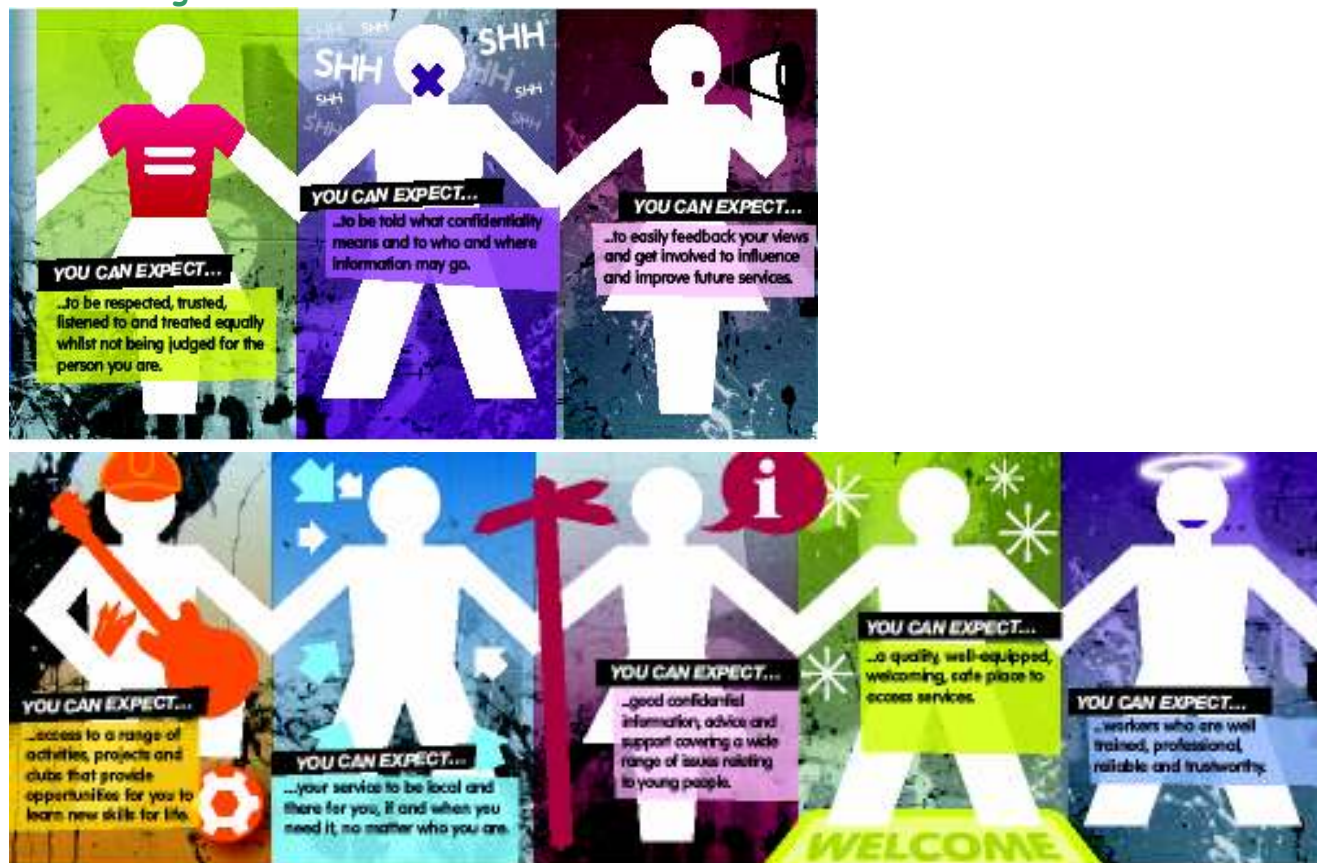
A challenging change programme for the development of IYSS has been agreed by the IYSS Project Board and presented to Government Office North West. See appendix 1

## Appendix 1 Values and Youth Pledge

<b>Respect</b>	We want to have a say in things, because we have an opinion and we want to know what is happening with the things we say.
<b>Trust</b>	We need to know that people we work with are trustworthy, and that they trust us.
<b>Connected</b>	If we want to use a service but they can't help us, they should know who we can go to. Also, if we visit more than one service, we need to know that they are connected so they can pass on important information.
<b>Confidential</b>	We think we should be told if what we discuss is going to be passed onto someone else, and this should only happen if we agree it.
<b>Reliable</b>	We want to know that action has been taken concerning our queries or requests, as we need a reliable service.
<b>Easy to use</b>	It should be easy to understand how to use the services; they should be easily accessible and cheap.
<b>Fair</b>	We don't want to be judged on the way we look, how we speak, or where we come from
<b>Professional</b>	We should be able to rely on people to do their jobs properly. If it's not a professional standard, it feels like we don't matter.
<b>Comfortable</b>	We want to be welcomed. Not intimidated
<b>Individual</b>	We are all different, individuals in our own way, services should meet our individual needs

(Source: Children and Young People's Plan 2007-2010)

### Youth Pledge

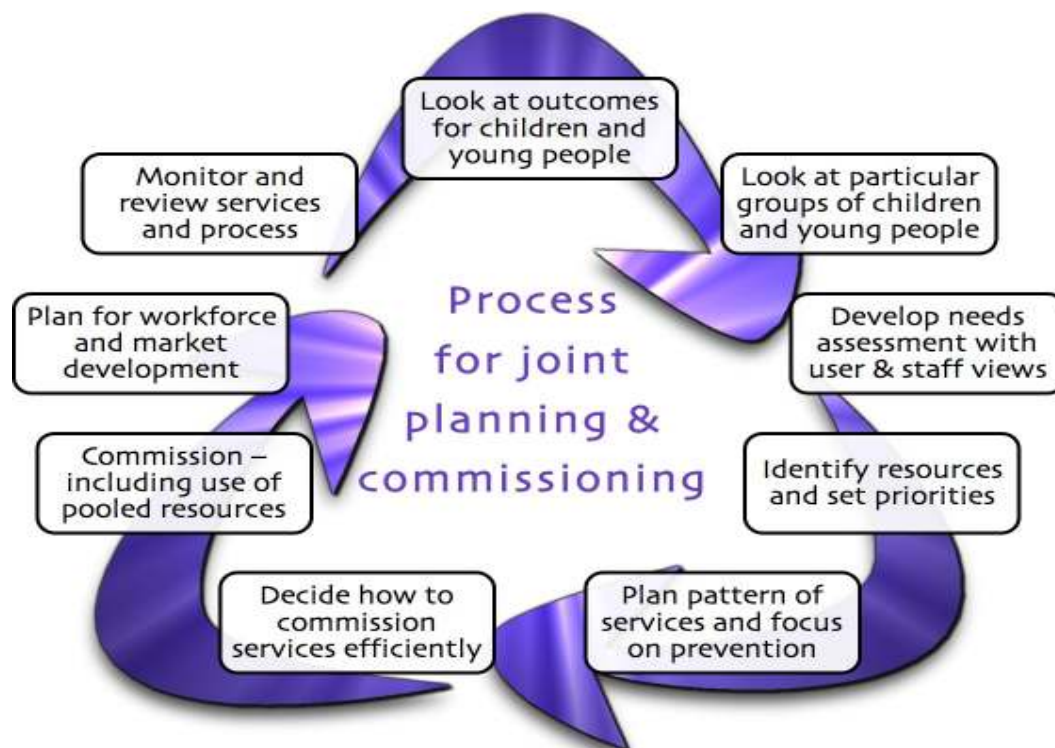


## Appendix 2 Timeline

<b>IYSS TIMELINE</b>								
<b>IYSS Transition Plan</b>							<b>Delivery Plan</b>	
<b>April 07- May 07</b>	<b>June - Aug 07</b>	<b>Sept - Nov 07</b>	<b>Dec 07</b>	<b>Jan - Mar 08</b>	<b>April - Sept 08</b>	<b>Oct 08</b>	<b>Nov 08 - Mar 09</b>	<b>April 09</b>
Service planning					Youth Offer - Phased start up of IYSS service April 08 delivery		Full IYSS Service Delivery	
Outcomes, Needs and Gap Analysis			Develop Service Specifications		Securing Service Delivery			
Project Board agreed Project plan Project team Project groups	Models document outlining main outcomes / function of IYSS service  Identify pi's  Identify future service contribution from current partners	Continue needs analysis  Consultation with partners  Seek budget confirmation for 08 onwards  Begin draft service specifications	Approval for service model and proposed implementation	Begin change process.  Sections that are re-shaping prepare for phased 07 08 start up  Market testing  Assess service spec against OJE if tenders	Continue process reshaping of services  Moving to new services  Begin procurement process where needed;	Award Contracts if applicable	Moving to new contracts  lead in/ hand over time  exit from services	

	Identify process for consultation - 'flagging up' timescales and tasks for partners in advance  Begin needs analysis			Notification to services where decommissioning is likely / possible					
<b>Existing Contracts / Arrangements</b>		<b>Amended Contracts / Arrangements</b>			<b>New Contracts arrangements</b>				
		<b>Locality Based IYSS Pilots</b>							
<b>Current evidence base</b>	<b>Young People's and Wider Stakeholder Events/Consultation</b>			<b>Stakeholder briefings</b>					
<b>Develop integrated systems and processes</b>									
<b>Communication Plan</b>									

## Appendix 3 Joint Planning and Commissioning Model



DfES/DOH model for Joint Planning and Commissioning

## Appendix 4 References

Children and Young people's Plan 2007-2010

<http://www.cumbria.gov.uk/elibrary/Content/Internet/537/955/1047/1055/39175141211.pdf>

Aiming High for young people: a ten year strategy for positive activities

[http://www.hm-treasury.gov.uk/media/2/6/cyp\\_tenyearstrategy\\_260707.pdf](http://www.hm-treasury.gov.uk/media/2/6/cyp_tenyearstrategy_260707.pdf)

Youth Matters the next steps

<http://www.everychildmatters.gov.uk/files/3804D7C4B4D206C8325EA1371B3C5F81.pdf>

Targeted Youth Support – a guide

[Resources and practice - Every Child Matters](#)

Bulletin on Positive Activities

<http://www.everychildmatters.gov.uk/files/10.06%20Bulletin%20on%20Positive%20Activities.doc>

Publicising positive Activities

<http://www.everychildmatters.gov.uk/files/Publicising%20Positive%20Activities.doc>

## Appendix 5 Glossary

### **CAMHS Partnership – Children & Adolescent Mental Health Services**

**CEG** Careers Education Guidance

### **CLA – Children Looked After (formerly known as LAC – Looked After Children)**

Children who are in the care of Cumbria County Council.

### **Commissioning Trust**

Children's trusts bring together all services for children and young people in an area, underpinned by the Children Act 2004 duty to cooperate, to focus on improving outcomes for all children and young people. They will support those who work every day with children, young people and their families to deliver better outcomes - with children and young people experiencing more integrated and responsive services, and specialist support embedded in and accessed through universal services.

The key elements to delivering this are –

- Integrated working (with people working in multi-disciplinary teams, trained jointly, using a lead

professional model and co-located, wherever possible).

- Integrated processes like the Common Assessment Framework.
- There is also a need for effective integrated strategies and plans to underpin them.
- Arrangements for governance that ensure everyone shares the vision and give each the confidence to relinquish day-to-day control of decisions and resources, while maintaining the necessary high-level

accountability for meeting their statutory duties in a new way. In Cumbria this is expressed in a new partnership Protocol.

Across the whole system there are some unifying features which help to link the various elements:

- Leadership at every level, not just the director of children's services, but at the front line
- Performance management driving an outcomes focus at every level
- Listening to the views of children and young people - on the priorities at a strategic level, and on how

day-to-day practice is affecting them personally

### **Cumbria CC or CCC – Cumbria County Council**

The tier of local government that covers all of Cumbria and which has lead responsibility for delivering 'Every Child Matters'.

The Government argues that this will provide a "more sophisticated" measure of performance by recognizing the impact of influences beyond schools' control. But critics fear that it will be used to explain away low standards in schools serving poorer children, who most need a good education.

### **CYPBSP – Children & Young Strategic Partnership Board**

The Children's Trust is a forum of senior representatives from all partners with a 'duty to cooperate' and other key stakeholders, including a representative of the voluntary sector. The Trust provides effective strategic leadership, direction and accountability, and enables executive decisions to be made collectively.

The Children's Trust will also act as the CSP's thematic partnership board on matters affecting children and young people. It will provide a Cumbria-wide focus for issues relating to children and young people within the context of a developing Local Area Agreement, advise

the Cumbria Strategic Partnership on key priorities and issues for action, and champion the interests of Cumbrian children and young people at local, regional and national levels.

**DAAT Partnership – Drug & Alcohol Action Team Partnership**

This partnership combines representatives from local authorities (county and district council), health,

probation, voluntary sector, etc. The DAAT ensures that the work of these local agencies is brought together effectively and that cross-agency projects are coordinated successfully. Their work involves commissioning services; monitoring & reporting on performance; and communicating plans, activities and performance to stakeholders.

**DCS – Director of Children’s Services**

Based within Cumbria County Council, the DCS is Moira Swann. She is professionally accountable for the delivery of the local authority’s education and social care functions for children and any health functions for children delegated to the authority by the NHS.

**DfES/DCSF – Department of Education & Skills now DCFS**

The Government Department that oversees the delivery of the ‘Every Child Matters agenda’.

**DoH – Department of Health**

The Government Department which aims to improve the health and wellbeing of people in England.

**ECM – Every Child Matters**

The Government’s framework for change in the quality, accessibility and coherence of services so that every child and young person is able to fulfill their full potential. At its heart are the 5 outcomes in the Children’s Act 2004.

**EET Employment, Education or Training**

**IAG – Advice Guidance and Information**

**LA – Local Authority**

See Cumbria County Council

**LAA – Local Area Agreement**

Local Area Agreements are a new way of working, aimed at improving the effectiveness and efficiency of the way government works with local authorities and their partners to improve public services. A statement will be drawn up between partners on the outcomes they feel need to be achieved for the local area, in our case Cumbria, and agreed with government in April 2007.

Outcomes are measurable targets for improvement in key services affecting quality of life. The agreement will cover a range of outcomes each falling within one of four blocks, one of which is Children and Young People.

with a reduced ability to cope independently this started before adulthood with a lasting effect

**NEET – Not in Education, Employment and/or Training**

A standard indicator used for young people aged 16 and over.

**OFSTED / CSCI – Government Inspectors**

These are the two Government inspection agencies for Children’s Services. OfSTED is the inspectorate for children and learners in England. Its job is to contribute to the provision of better education and care through effective inspection and regulation. Launched in April 2004, The Commission for Social Care Inspection is the single, independent inspectorate for all social care services in England.

**PAYP** Positive Activities for Young People summer programmes **not** Positive Activities

**STI’s** – sexually transmitted infections

**YOS** – Youth Offending Service – The Crime and Disorder Act 1998 requires each Local Authority with education or social services responsibility to establish a Youth Offending Team.

These are multi-agency bodies, and are resourced by five statutory partners – defined by the Act as education, social services, health, police and probation – who are required to commit resources to each Young Offending Team and participate in governance through its Management Board arrangements.