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Report for Community Wellbeing Committee

Re: KPI recommendations for Service Level Agreement 2021-2022

As discussed with the Youth Services Working Group during the meeting on 5th March 2021, please see below the proposed Key Performance Indicators to be included in the Youth Services SLA between YMCA Dulverton Group and Cullompton town Council for the financial year 2021-22. This report also contains a proposed contingency plan in case of further national lockdowns due to Covid-19, or similar events.

Proposed Key Performance Indicators:

- Total number of engagements with young people
- Number of connections through outreach
- Number of connections through open access sessions
- Number of community events engaged with (e.g. festivals)
- Number of young people signposted to other organisations or opportunities in the community
- Quarterly development assessment tools (evaluations and questionnaires)
- Means of increasing profile of youth Services (advertising, publicity, attending events etc)
- Quarterly submission of a case study to highlight qualitative impact of youth provision

Due to the 2020-21 financial year being dominated by Covid-19, we anticipate a phased rebuilding of provision and numbers. By the end of the 2021-22 financial year, we aim to have rebuilt to sustaining numbers of connections as seen in the 2019-20 financial year. As a guide figure, we hope to see a minimum regular attendance of 20 young people in the Junior open-access session and 16 in the Senior open-access session. Our aim is to exceed this number and to grow the number of young people engaged with to maximise the benefit of the youth services provision to the community and to the young people of Cullompton.

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION

In the event of disruption to the ability of YMCA Dulverton Group to perform the services outlined in the SLA due to situations outside of our control (e.g. a reinstatement of a national or local lockdown due to Covid-19), YMCA Dulverton Group will ensure the following:

- We will follow guidance from the National Youth Agency where relevant and applicable to our services.

- A meeting with the Youth Services Working Group to be held as a matter of urgency to discuss the situation at hand and our proposed response and combined efforts. We commit to ensuring ongoing, open communication with Cullompton Town Council to ensure any proposed alternatives to the agreed SLA are acceptable to the Town Council.

- Wherever outreach is permitted (as has been permitted previously during government lockdown), YMCA Dulverton Group will seek to pursue this as the main activity of youth services in lieu of open access youth sessions. YMCA will aim to match the number of other sessions with additional outreach sessions in order to fulfil our commitment as close as possible to the original SLA.

- Online challenges and activities to be provided where possible in lieu of face-to-face sessions