



**Review of The Authority's Perception
of Young People
September 2018 – January 2019
HEALTHY, SAFE, CLEAN & GREEN
COMMUNITIES SCRUTINY COMMITTEE**

Contents

Chair's Foreword	3
1. Introduction	4
1.1 The Young Voice – Stereotypes of young people 2017/18	4
1.2 Historical research by The Young Voice	5
2. Recommendations	7
3. Scope of the review	9
4. Method of Review	10
5. Analysis of evidence and key findings	11
5.1 Clarify existing protocols when working with young people to ensure a positive approach is taken which values their involvement/interaction.....	11
5.2 Clarify current satisfaction with council services by young people – specifically where the service is solely for them i.e. leisure programmes.	19
5.3 Ensure practices are in place which encourage young people to engage with the Council and that accessing services is a positive experience.....	21
5.4 How should the Council engage with Young People?	24
5.5 What is the experience of Young People accessing our services?	24
5.6 What is the problem of 'stereotyping' and what effect does it have?.....	27
5.7 What can we do to influence how we operate/communicate to improve how Young People access services?	28
5.8 Do we portray a positive image of Young People?.....	28
6. Conclusions	29
Appendix 1: Stakeholders	30
Appendix 2: Bibliography.....	31

Chair's Foreword

As is usual practice, our annual Scrutiny Conference was held to discuss scrutiny review options for the coming municipal year. Various review options were given for Committee to make a decision. The outcome of this was to review the Authority's Perception of Young People, who we are engaging in our services.

The main purpose of the review was to obtain evidence that showed the Authority took appropriate steps to ensure we were not stereotyping young people, or in any way discriminating against young people, as age is a protected characteristic as defined in the Equality Act 2010.

Members were hopeful that the review process would not raise any concerns, but felt it was important to carry out a thorough check and balance of all front-facing service areas. The wide range of evidence gathered shows there are no areas of concern. The recommendations agreed aim to keep a watching brief of how we operate and Members are mindful that any future work with the Youth Council would need to be via mutual agreement.

Cllr Sandra Peake
Chair of the Healthy, Safe, Clean & Green Communities Scrutiny Committee

1. Introduction

As part of the Scrutiny Conference 2018, Members sought suggestions for review topics from a range of sources, including the Bolsover District Youth Council.

This topic was chosen following discussion by all Members at Scrutiny Conference and further detailed consideration by the Scrutiny Committee as part of setting their Work Programme for 2018/19.

As a result of current work being carried out the Youth Council, discussed subsequently at section 1.1, Members concluded this was an area where Scrutiny could add additional momentum to their campaign work. This issue impacts on young people across the District but would also have an intergenerational and wider cultural impact around interaction and respect. Members acknowledged that this was considered a significant issue by the Youth Council.

Committee Members concluded that if the review was to focus specifically on how the Council interacts and perceives young people, this inward assessment should naturally lead to adding value to our current approach. They acknowledged however, that the Youth Council's focus was much wider than this and relates to how young people are viewed by both agencies and fellow residents alike.

The review was not related to value for money or efficiencies, but in fact focussed on our cultural values as an organisation and a District. The Council deliver a wide range of services in partnership which often requires a coordinated approach to working with young people, having a common approach is key.

1.1 The Young Voice – Stereotypes of young people 2017/18

During 2017/18, the Young Voice worked on tackling negative stereotypes of young people. The Youth Council worked in groups to look at what a stereotype is and what prejudice involves. They used the following definitions as part of their project:

Stereotype – Definition:

“A widely held but fixed and oversimplified image or idea of a particular type of person or thing”

Prejudice – Definition:

“A preconceived opinion that is not based on reason or actual experience”

Members of the Youth Council identified that people can be stereotyped in a variety of ways because of their “differences” e.g.:

- Age
- Ethnicity
- Religion

- Income
- Gender
- Sexuality
- Disability/learning disability/Special Needs
- Mental Health
- Labelling – Goth/Geek/Nerd/Hoodie

The Youth Council feel stereotyping is a big problem for young people.

Some of the activities they identified to assist in breaking down barriers were as follows:

- Opportunities to lead the debate through chairing meetings – including being a Lead Youth Councillor.
- Mental Health Ambassadors at Shirebrook Academy.
- Positive Activities Rewards Scheme – Schools can each nominate students to undertake fun Outdoor Activities at Pleasley Vale or Extreme wheels activities. Schools can nominate students for improved behaviour or for doing something good for the community.
- Visit to June Full Council being arranged.
- Talks on Mental Health, Stigma and Hate Crime delivered to Youth Council.
- Fundraising for Young Minds charity.

1.2 Historical research by The Young Voice

Two previous pieces of work by the Youth Council, supported by the Performance team, both found that stereotypes were an issue for young people.

1.2.1 The Young Voice: Schools Summer Survey 2012

Between 3rd and 13th of July 2012 Bolsover District Council conducted a survey amongst secondary schools in the District, in conjunction with The Young Voice (the Bolsover District Youth Council). The survey had four aims:

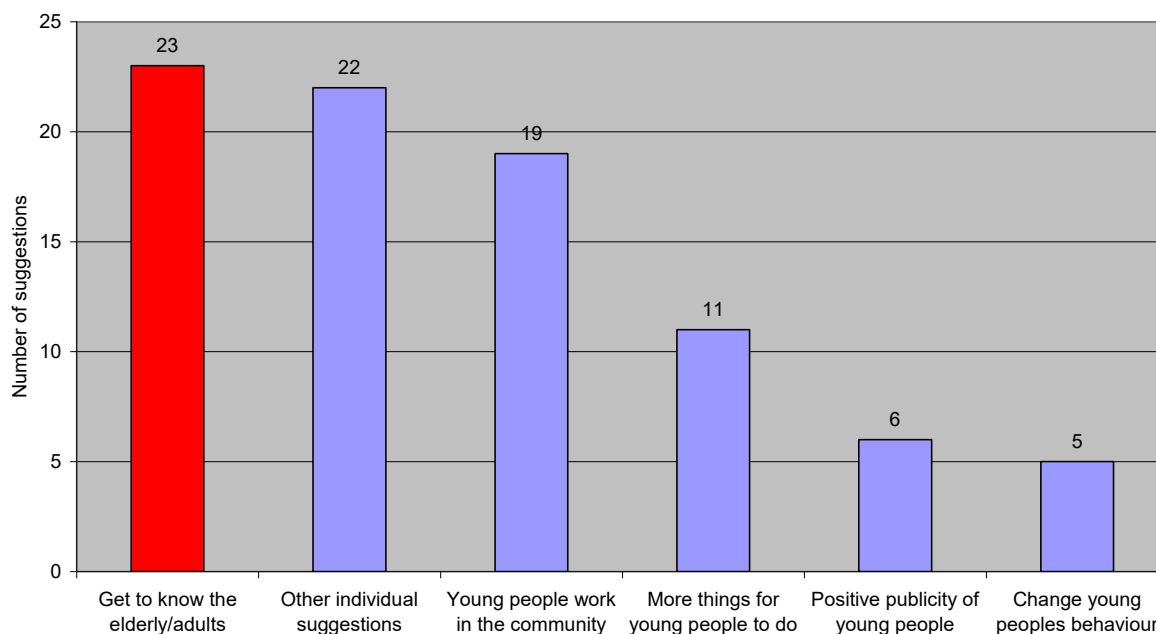
1. To measure awareness of and interest in the 'Active Bolsover' brand.
2. To see how young people's use of social media compared with the use made by Citizen Panel members (all aged 18+ years).
3. To identify the best way of engaging with young people in the District both in terms of providing information and seeking views via The Young Voice.
4. To identify a theme for the Young Voice to focus project work on in the 2012/13 school year.

The survey was distributed by each school and was completed during the school day, two schools conducted the survey on line and the remainder completed paper surveys.

362 responses were returned, unfortunately Bolsover School was unable to take part. Responses were split fairly equally between the five participating schools, Stubbin Wood had a smaller proportion of respondents as there are fewer students in the school, and Tibshelf School had the highest response rate.

One of the lines of questioning, related to how The Young Voice could meet its aim of improving the image that some adults have of young people. 82 young people made suggestions, the most suggestions – 23, were around the idea that young and older people should get to know each other better.

Q13 Suggestions for how The Young Voice can improve the image some adults have of young people



Some specific ideas were:

- “Invite adults from the local area to school-hosted events”
- “Let an adult have an insight of what it’s like for a young person in our time and let them see what it’s like rather than jumping to conclusions”
- “Have days where we put on a fun day for adults”
- “Get adults to be a young person and young people an adult for a day”
- “Let the younger people do fundraising for something important to the community”
- “Improve community by using adult and young volunteers together i.e. picking up litter, building new community projects”

1.2.2 The Young Voice: Young People’s Issues Survey 2015

Between April and May 2015, The Young Voice ran a survey which was completed by 1,954 young people aged 11-16 across six secondary schools, this is equivalent to almost 50% of the total number of secondary school children in Bolsover District. The survey asked which one of a range of 16 issues identified by the Youth Councillors, was of most interest to each person. 5% of respondents (99 out of 1954), selected ‘Negative stereotypes of young people’. This was particularly an issue within Bolsover and Tibshelf secondary schools.

2. Recommendations

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
HSCGC18/19 1.1	That the coverage of community leisure provision is monitored for a twelve month period to assess equality of access across the District.	Further clarity as to gaps in delivery and how the Council could adapt current marketing/communications to encourage buy-in from areas with low/no delivery. This could then result in further improvements to how young people access our services.	March 2020	Physical Activity & Sports Development Manager	Officer time (for monitoring) Any potential future provision identified from the monitoring would be covered by existing budget/external funding.	We are in support of the recommendation which has been put forward for community leisure provision to be monitored for a twelve month period to assess equality of access across the District. As detailed in the report, the Physical Activity & Sports Development team deliver a wide variety of programmes and we are keen for these to be accessed by as many residents as possible from across the Bolsover District. However, in order for us to provide such activities we do rely on accessing external funding from organisations such as schools, community groups and Parish

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
						Councils. With that in mind we are happy to explore different opportunities to market our services to encourage buy-in from across the District.
HSCGC18/19 1.2	That the Healthy, Safe, Clean & Green Communities Scrutiny Committee approach Bolsover Youth Council with the proposal to consult in a partnership arrangement with local 'secondary age' young people, via their link to Secondary School Councils, as part of their usual schools engagement work.	Further clarity as to how the Council could adapt current practices/ communications to improve how young people access our services.	July 2019	Improvement Officer	Officer time/support to Youth Council	Pending agreement by the Youth Council on the proposal, the consultation can be accommodated as part of the Council support role to the Young Voice. Initial discussions with Young Voice at their meeting on 28 th January, show that there is full support for the idea. The final survey and method of completion is currently being agreed.

3. Scope of the review

The Healthy, Safe, Clean & Green Communities Scrutiny Committee agreed to undertake a Review of The Authority's Perception of Young People, as part of the 2018/19 Work Programme.

The issue was initially raised by Bolsover District Youth Council (The Young Voice) and suggested as an area for review by scrutiny. When considering possible review topics during the Scrutiny Conference 2018 and subsequently as part of setting the Committee Work Programme, it was felt that Scrutiny could add further momentum/support to the existing work of Youth Council on stereotypes.

The review supports the Corporate Plan Aim of 'Supporting Our Communities to be Healthier, Safer, Cleaner and Greener'. While it does not directly support a specific Priority of the Corporate Plan, it does link to the area of Social Inclusion as per the Committee Terms of Reference in the Constitution.

The aim of the review was:

- To establish the current approach across frontline services when interacting with young people and to ensure the Council portrays a positive image.

The key issues identified for investigation were as follows:

- Clarify existing protocols when working with young people to ensure a positive approach is taken which values their involvement/interaction.
- Clarify current satisfaction with council services by young people – specifically where the service is solely for them i.e. leisure programmes.
- Ensure practices are in place which encourage young people to engage with the Council and that accessing services is a positive experience.
- How should the Council engage with Young People?
- What is the experience of Young People accessing our services?
- What is the problem of 'stereotyping' and what effect does it have?
- What can we do to influence how we operate/communicate to improve how Young People access services?
- Do we portray a positive image of Young People?

The Committee comprised the following Members:

Councillor S. Peake (Chair)
Councillor P. Cooper
Councillor P. Smith
Councillor T. Cannon
Councillor D. Bullock

Councillor C. Moesby (Vice Chair)
Councillor T. Munro
Councillor K. Walker
Councillor J. Bennett
Councillor J. Clifton

Support to the Committee was provided by the Scrutiny & Elections Officer.

4. Method of Review

The Committee met on four occasions to consider the scope of the review, key issues they wanted to discuss and to carry out interviews and evidence gathering.

The Committee sought evidence by way of:

- Internal enquiries to frontline service areas to establish existing protocols for dealing with service users under 18 and 18-24.
- Internal enquiry to establish level of complaints received in relation to service access via young people.
- Questions to Youth Council at 20th June meeting.
- Analysis of Citizen Panel Surveys/Customer Satisfaction results to gauge satisfaction in young people with front line services.

Members considered examining the approach taken beyond the local level, but due to the focus of the review being around local perception, it was felt more pertinent to keep an internal focus on this occasion. The main focus for Members was to establish that as a core local service provider, our staff operate to an expected standard reinforcing positive behaviour and valuing the involvement of young people within the community.

Members were also hopeful of attending a Youth Council meeting during November, to further explore their responses of the 20th June Council meeting. However, due to circumstances beyond our control this was not possible. Nevertheless, Members were reassured, by one of the Councillors working with the Youth Council and schools, that the original research undertaken by the Youth Council for their own project around 'stereotypes' was wide ranging, involving all secondary schools.

A document review was completed of the following policies as part of the evidence gathering process:

- BDC Customer Service Code of Practice & Standards
- BDC Work Experience Placements Policy January 2011
- BDC Child Protection Policy 2016-19
- BDC Safeguarding Adults Policy 2016-19 (this would cover young vulnerable adults)
- Joint Apprenticeship Strategy 2017
- Derbyshire Safeguarding Children Board – Neglect Strategy
- Derbyshire Safeguarding Children Board – On Line Strategy

Equality and Diversity

Within the process of the review, the Committee has taken into account the impact of equalities. As part of the document review, the Equality Impact Assessments for both our Customer Service Code of Practice & Standards and the Compliments, Comments and Complaints procedure have been examined. Members are satisfied that our current approach complies with the requirements of current equalities legislation.

5. Analysis of evidence and key findings

5.1 Clarify existing protocols when working with young people to ensure a positive approach is taken which values their involvement/interaction.

Following discussions with a number of front-facing services, the following policies/protocols have been identified as governing how we currently operate.

Customer Standards/Complaints

The Council has Equality Impact Assessments (EIAs) in place for the Customer Service Code of Practice & Standards and the Compliments, Comments and Complaints procedure (not the policy as this is legislation led).

The assessments show that no equality impact has been identified on anyone because of their age. This is because anyone requiring support, to make a complaint or access Council services, would be given it. This message is also strengthened in the Customer Service training delivered.

HR – Work Experience

To ensure our approach to work placements meets nationally expected standards, the service operates to the BDC Work Experience Placements Policy 2011.

Bolsover District Council as a local employer sees work experience placements as an extremely important link between us as an employer and secondary schools, colleges and other establishments who may wish to give young people a taste of the 'World of Work'. The exposure to work is a significant step in preparing the way for young people to move into adult and working life. Work experience placements are an opportunity to develop and understanding of the world of work and an insight into a specific area/occupation.

Work experience placement requests vary from the traditional one/two week placement requested by schools, to requests for one day per week over a set number of weeks. They typically involve work shadowing and the completion of small tasks that do not form a core part of the Council's work.

The Council is committed to ensuring equality of opportunity for work experience placements. To monitor its success in delivering work experience placements to all sections of the community, monitoring data will be gathered from all students. This will be analysed to identify trends and reported to Equalities Working Group on an annual basis, to help inform the review of this Policy.

HR – Apprenticeships Programme

The Joint Apprenticeship Strategy 2017 acknowledges that across both Authorities within the Strategic Alliance, apprentices are afforded opportunities which develop their skills, knowledge and experience in a supported environment whilst being paid the National Living Wage and accessing the same terms and conditions as other Council employees. The Apprenticeship Strategy is intended to provide direction in the area of apprenticeships. It is the responsibility of employees, managers, members and key stakeholders to champion and influence support for apprentices.

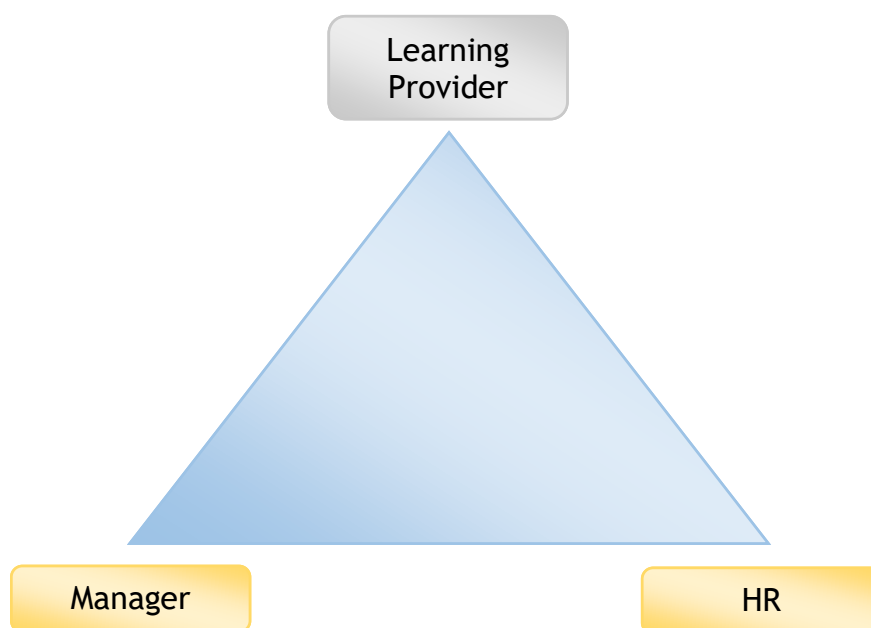
The BDC Apprenticeship Charter outlines the following commitment by the Authority:

“We will support apprentices by creating opportunities for their skills, knowledge and experience to be developed in a supportive environment whilst also ensuring that they are paid fairly and have access to the same terms and conditions as other employees.”

Fairness – Apprentices will be paid a fair rate. The Council has committed to pay employees recruited specifically to an apprenticeship vacancy the National Living Wage, which is higher than the Apprentice Rate. Existing staff undertaking apprenticeship training will continue to be paid their current salary. All recruitment will be undertaken in line with Council policy and procedures. Our apprentices receive the same terms and conditions as other employees.

Quality – Apprentices will have access to high quality training and induction which has gone through a competitive process offering the best opportunities to them.

Support – Apprentices will have access to support from the learning provider, their manager and the HR section. All apprentices will have access to appropriate time off to support them in their development.



Leisure – Go Active

The service operates to corporate policies in respect of customer standards, safeguarding and equalities. As such there would be nothing within their approach to customer service that would involve young people, as service users, being treated differently.

Young people are actively encouraged to engage in healthy, active lifestyles with access to services such as Junior Gym sessions for 11-14 year olds; Junior RPM for 11-14 year olds; Netball (8-15 and 16+); Football Stars (5-13 yrs); Super Tots (18mths-6yrs); and Sports Splash Holiday Scheme (6-13).

All sessions involving young people, particularly school age upwards, operate on a set of “ground rules”. These acceptable standards of behaviour are set jointly with the young people involved in the session to encourage positive engagement in the activity, but also showing that we value their input and ability to take responsibility and contribute equally alongside all those attending the session. Where unacceptable behaviour occurs this is challenged by both staff and the other young people in the session.

Leisure – Extreme Wheels

The service operates to corporate policies in respect of customer standards, safeguarding and equalities. As such there would be nothing within their approach to customer service that would involve young people, as service users, being treated differently.

The Extreme Wheels Service operates nationwide and can be commissioned directly by outside agencies such as Parish/Town Councils and those involved in youth engagement/diversionary activities.

In addition, the service is also deployed within the local community based on calls for service to Derbyshire Police, as part of diversionary activity alongside officers from the Community Safety Partnership.

Our extreme sports programme offers high impact bespoke extreme and action sport activities that can be provided anywhere in the country for a wide range of clients. Whether this is in the local park or a major international event, BDC provide tailor made programmes of exciting and dynamic activities to meet client’s needs. Regardless of the type of organisation, we provide specialist advice and assistance in deciding the most appropriate activities, advice on health and safety matters, risk assessments information and even guidance on event management in relation to our activities.

Our Extreme Wheel’s team all have a personal interest in these activities from undertaking or competing in their own time to instructing in these extreme/action sports. While initial coaching qualifications are a requirement for staff, there is a significant amount of CPD and ‘on-the-job’ training that takes place. Operationally the team ensures a mix of experienced and new staff where possible and always ensures

continuity in staffing to enable relationships built with the young people attending to be maintained.

All sessions involving young people operate on a set of “ground rules”. These acceptable standards of behaviour are set jointly with the young people involved in the session to encourage positive engagement in the activity, but also showing that we value their input and ability to take responsibility and contribute equally alongside all those attending the session. Where unacceptable behaviour occurs this is challenged by both staff and the other young people in the session.

Leisure – Community/Schools Provision

The service operates to corporate policies in respect of customer standards, safeguarding and equalities. As such there would be nothing within their approach to customer service that would involve young people, as service users, being treated differently.

A wide variety of programmes are delivered via BDC’s Physical Activity & Sports Development team, as a result of external funding secured. Often the service is bought in by schools, community groups or Parish Councils with delivery of a specified programme over a set time period. Operationally the team ensures a mix of experienced and new staff where possible and always ensures continuity in staffing to enable relationships built with the young people attending to be maintained.

All sessions involving young people, whether in a school or community setting, operate on a set of “ground rules”. These acceptable standards of behaviour are set jointly with the young people involved in the session to encourage positive engagement in the activity, but also showing that we value their input and ability to take responsibility and contribute equally alongside all those attending the session. Where unacceptable behaviour occurs this is challenged by both staff and the other young people in the session.

Bolsover STEP

Our Sports Training and Education Programme, more commonly known as STEP includes a wide variety of coaching courses essential for anyone involved in sport. The programme includes a number of workshops which are hosted at our Offices in Clowne, or other sites within the District such as PASS Centre in Pinxton and Tibshelf Sports Pavilion. All courses are delivered by qualified tutors and are all three-hours in duration.

The courses are aimed at anyone involved in sport and provide opportunities for individuals to develop their knowledge, keep up to date with any changes and share good practice. Workshop attendees receive a certificate of attendance as well as a resource pack or handouts, containing further information and useful contacts. The ethos is to encourage and support as many individuals as possible to become volunteers, sports leaders and coaches, with the aim of sustaining and creating additional sporting opportunities within the District.

The courses are aimed at residents 16 years and over and generally attract those 16 plus and those 30 plus who are returning to sport/improving coaching skills, although as personal data on 'age' is not captured it is not possible to ascertain the numbers who have benefitted. The team not only deliver workshops for those that are over 16, but as part of developing the next generation of coaches work with Bolsover District School Sport Partnership to support young people who attend secondary schools within the District to develop their sports leadership skills and gain qualifications. Young people are able to develop their knowledge and experience, linking into volunteering opportunities and increasing their chances of gaining employment in the leisure industry. The team have recently created a Casual Activity Assistant post whose main role is to assist qualified sports coaches to deliver various sport and physical activities, which is open to anyone aged 16 and above.

Pleasley Vale Outdoor Activity Centre

Pleasley Vale Outdoor Activity Centre is registered with the Adventurous Activity Licensing Service to provide a wide range of activities such as:

- Kayaking;
- Open Canoeing;
- Bellboating;
- Abseiling;
- Mountain biking;
- and Climbing, amongst others.

They also offer non-licensable activities such as:

- Forest Schools/Skills
- Bushcraft
- Outdoor Cooking
- Archery
- Weaselling
- KMX Karting

Programmes are designed bespoke to the customer needs and allow the Officers to cater for Schools, Youth Groups, Diversionary/Inclusions initiatives, corporate programmes, birthday parties and health initiatives.

While all staff come to the post with relevant coaching qualifications, there is also an element on 'on-the-job learning', to enable staff to adapt sessions to different client groups where additional/specialist support may be required i.e. diversionary/inclusion initiatives.

All sessions involving young people operate on a set of "ground rules". These acceptable standards of behaviour are set jointly with the young people involved in the session to encourage positive engagement in the activity, but also showing that we value their input and ability to take responsibility and contribute equally alongside all those attending the session. Where unacceptable behaviour occurs this is challenged by both staff and the other young people in the session.

Bolsover School Sports Partnership

A specific area of delivery by the Schools Sports Partnership, is the provision of sports leader training to both pupils and designated midday supervisors (Play Leaders). This is delivered via a combination of external funding (supported by Bolsover Partnership) and subscription by local schools to the Schools Sports Partnership. The training is delivered in conjunction with school staff with a responsibility for physical education and supports the Government's 'Active lunchtimes' Policy.

The PlayMaker Award is a great introduction into leadership giving learners knowledge of how to organise small games and activities that can be used during curricular and extra-curricular time, lunchtimes, breaks, as well as in sports clubs outside school hours.

The PlayMaker Award aims to help learners develop leadership skills such as organisation, communication and teamwork, as well as helping to build confidence and self-esteem as they take on the responsibility of assisting in leading their peers and younger children.

Anyone can become a PlayMaker and the recommend age range is 9-11. The Award is delivered at a local level based on Sports Leader UK guidelines, over approximately six hours

The Mini Leader training is a programme aimed at both KS1 and KS2 who show a passion for leadership in sport. It is a great way to improve children's confidence skills as well as their organisational skills. The Mini Leader training lasts for 90 minutes with the first 30 minutes aimed at the theory side of being a Mini Leader and then an hour is based on delivering the practical elements of the programme.

Within the Bolsover District all KS2 schools have received the training and this has now also been offered to children in KS1, with KS2 Mini Leaders and Play Makers assisting them. This training runs across the academic year in order to prepare them for the challenges of becoming a Mini Leader.

The School Sports Organising Crew are also taught about the governance and 'committee' style skills required when acting as the decision making body, on behalf of their peers.

When surveyed as part of the conclusion of the training, all the young people involved agreed that helping the younger students to play together nicely was the best part.

Joint Environmental Health & Licensing Service

As part of any face-to-face contact by the service when visiting properties across the Districts, Officers would not deal directly with young people. When visiting a property as part of a service request Officers would deal with the property owner/adult requesting the service, where minors are present at a property attended Officers would not engage with them as a general rule. However, as all staff are trained in safeguarding, Officers would be mindful of assessing the situation and where they have concerns for any minors/young people present, they would take the necessary steps in line with our policies.

As part of a multi-team approach, the Council operates an Environmental Enforcement, Cleansing and Educational Group, which is led by the service. The aim of the Group is to effectively coordinate the Council's actions against the incidence of dog fouling, littering and fly tipping by the use of statutory enforcement powers, cleansing, educational initiatives and publicity. The Group consist of officers from Streetscene, Environmental Health and Community Safety. By meeting together the

Group are able to share intelligence from service requests and complaints which assist in the planning of initiatives and enforcement approaches, which focus resources on the areas of greatest need.

The only occasion where Officers do directly engage with young people, is when they are delivering educational programmes, either directly as Environmental Health or in partnership with Streetscene. On these occasions, Officers will be engaging groups of young people in a school or community setting alongside other responsible adults i.e. teachers, community leaders. The education programmes aim to promote positive citizenship and engage young people in a manner that encourages them to take responsibility and be viewed as an active member of society.

This area of delivery is prioritised within the current Corporate Plan through Target H 12 'Annually undertake 10 local environment and educational initiatives in targeted areas to deal with dog fouling, littering or fly tipping'. This area of delivery has been scrutinised recently by this Committee with a recommendation as follows:

HSCGC17/18 1.11 – That a formal programme of educational initiatives is maintained as a combined approach by Streetscene and Environmental Enforcement, with greater consideration given to coverage across the whole of Bolsover District. The programme should be adapted to be age specific to suit the school/group as required and cover primary/secondary and community events.

The programme is offered across both Districts to all primary schools and Officers are currently developing how the programme can be adapted for secondary schools. While this is offered widely, Members accept that it is at the schools discretion as to whether they take up the offer. On these occasions, Officers engage groups of young people in a school or community setting alongside other responsible adults i.e. teachers, community leaders. The education programmes aim to promote positive citizenship and engage young people in a manner that encourages them to take responsibility and be viewed as an active member of society.

Streetscene

The Recycling Team within Streetscene, work alongside Environmental Health to support delivery of Corporate Plan Target H 12 discussed above. Their key focus is currently on primary age young people and addresses knowledge around recycling and litter problems. As and when the programme of environmental and educational initiatives is adapted for secondary schools, it is hoped that this element will be incorporated.

As with previous teams, the service operates to corporate policies in respect of customer standards, safeguarding and equalities. As such there would be nothing within their approach to customer service that would involve young people, as service users, being treated differently. In addition, Officers would always be working alongside school staff/other responsible adults.

Housing/CAN Rangers

Community Action Network (CAN) Rangers provide a highly visible, uniformed, presence in residential and public areas, town centres and high crime areas. Unlike Police Community Support Officers (PCSOs), the CAN Rangers do not have any police powers. Rather, they are meant to be the eyes and ears of the community, looking to improve the quality of life of an area and help it along the path to regeneration. They will also try to resolve anti-social behavioural issues in the initial stages, liaising with the police and other agencies as the need arises.

As well as providing a link between local residents and key agencies such as the local authority and the police, the CAN Rangers also undertake initiatives to provide education and advice on environmental issues, and can issue Community Protection Notices/Fixed Penalty Notices for such offences.

When considering how the Rangers work with young people, this would never be as a result of 'pre-planned' engagement. Day-to-day interaction would be a result of working alongside partner agencies i.e. Extreme Wheels when deployed at specific sites, or as a result of enforcing an ABC (Acceptable Behaviour Contract) alongside ASB officers. Rangers would never transport young people and would always work alongside the police where safeguarding was a concern. In the past, Rangers have also worked with Streetscene Officers within schools covering engagement/education on littering and environmental issues.

The Council's Parenting Officer works with parents of identified youngsters following referrals via ASB (Anti-Social Behaviour) and MAT (Multi-Agency Team) Officers, and run a series of positive parenting courses. The aim here is to give parents/carers the necessary tools to challenge unacceptable behaviour and create a positive outcome for the young people involved. At the opposite end of the scale, the team are also developing a programme called 'Timid to Tiger', aimed at parents/carers helping anxious youngsters. This is a locally adapted course to work alongside MAT Officers, assisting parents/carers to help improve both their confidence and their youngsters' confidence when dealing with anxiety.

Homelessness

As a service, Officers would not deal with service provision to under 18s. Anybody presenting themselves as homeless in this age bracket would be referred directly to DCC for support. The service operates in compliance with the main council policies and procedures in relation to customer standards, equalities and safeguarding.

Those aged 18-24 would be eligible to access our waiting list but again a large part of our delivery involves working with Housing Support partner agencies.

Community Safety

The Responsible Authorities that make up the Community Safety Partnership (CSP) would rely on their own authorities' protocols in relation to how they engage with young people. The CSP team being the Community Safety Officer and Assistant Community Safety Officer, as BDC employees, would comply with BDCs protocols when carrying out the work of the CSP.

Any information shared between partner agencies relating to young people is done under the County-wide Information Sharing Agreement which BDC are signed up to.

5.2 Clarify current satisfaction with council services by young people – specifically where the service is solely for them i.e. leisure programmes.

Following discussions with a number of front-facing services, the following data/approaches to measuring satisfaction have been identified. A key disadvantage in answering this element fully, is that for the most part the Council does not gather data from this age group as a matter of course.

Customer Standards/Complaints

With regard to specific complaints, there are no examples held on file of complaints by young people, or on behalf of young people, because of their age. However, should one be made, this would be thoroughly investigated and would involve the Equalities Officer in that investigation.

There might be some legitimate reasons why it might not be appropriate for (say) under 18s to have authority/ accept responsibility/ receive Council services. These could be because of materials used in the case of Environmental Health (pest control), legislation in the case of Housing, etc.

Leisure – Go Active

Very little information is retained by way of customer feedback, specifically for this age group. Through last year's leisure members survey (2017) only 3% of respondents who were 24 or younger. As part of the recent survey completed in October 2018, only 1 respondent was under 16yrs and 11 respondents were aged between 16-24 years. There were 252 respondents in total and these figures show a slight increase in response rate for this age group (4.76%).

They do not routinely gather satisfaction data in relation to sessions such as Junior Gym; Party bookings; Café; and the Play Kingdom. However, a Customer Feedback Form is available from Go Active reception and all completed forms are logged and reviewed, with any necessary action taken by the Duty Managers. The form does not gather age data of the respondent so this cannot be linked back to how we provide

services to a specific age group. In addition, the customer does not have to provide their details as part of submission of the form (this is optional).

Leisure – Community/Outreach provision

Both Extreme Wheels and Pleasley Vale Outdoor Activity Centre undertake the following:

- A 'Smiley Face' customer satisfaction survey carried out yearly to young people, no set sample size with different venues and sessions consulted with on a yearly basis.
- Social media feedback from users at sessions via Extreme Wheels Instagram and Facebook.
- Evaluation in term of statistics for certain clients, namely Community Safety Partnership, public health and Parish Councils. The information captured is on the number of participants, gender, age breakdown and any young people who come in contact with the team through the session. No qualitative information is captured.

The success/satisfaction with each activity is judged on numbers attending and maintaining attendance for the duration of the scheme. This is a core criteria by which providers buying-in BDC services, measure satisfaction with provision.

Joint Environmental Health & Licensing Service

The service does not hold any customer satisfaction data for the age group that the review is considering.

As mentioned previously in section 5.1, specific work is underway in conjunction with the Youth Council, looking at adapting the environmental education programme to secondary schools to ensure the programme content is appropriate. This is jointly delivered with Streetscene and is currently open to all Primary Schools, subject to them requesting the programme within their curriculum activity. A key measure of success is where schools request repeat visits to ensure core messages are maintained, and a number have taken up this approach.

Streetscene

As mentioned previously, Officers within Streetscene support delivery of the schools education programme with an environmental despoilment and waste recycling focus. Streetscene approach all schools but take up by the schools is voluntary. The response from those who have taken up the programme is very positive, with a number of requests for return visits by staff.

Officers from the Streetscene\Environmental Health attend and participate in community events to deliver these programmes (i.e. Bolsover Food Fayre). Public events are chosen based on the size of the event and potential footfall/audience

Homelessness

The team would not collate satisfaction data/customer feedback which could be broken down by age range (this is not a data requirement of the service). The Housing Support Agencies would take on the more detailed support role required in our homelessness cases and would therefore be more likely to gather customer feedback/satisfaction data to support their service delivery. For BDC purposes, where we give housing advice, basic customer data would be collated but this would not cover those under 18 as mentioned previously.

5.3 Ensure practices are in place which encourage young people to engage with the Council and that accessing services is a positive experience.

Electoral Services

At primary and secondary school level, the team delivering the Elections service is able to work alongside schools as part of the delivery of citizenship curriculum. This would naturally take place within the school setting alongside teaching staff, with the aim of encouraging active citizenship and engagement with the democratic process.

As there are no Post-16 facilities within the District, we would need to work with partnership with colleagues in neighbouring Authorities in Bassetlaw D. C, Mansfield D.C. and Chesterfield B.C.

The Young Voice

The Bolsover District Young Voice (Youth Council) meets formally five times a year. All secondary schools in the District (Tibshelf, Shirebrook, Bolsover, Frederick Gent, Heritage High and Stubbin Wood) elect or nominate six young people each to represent them as their Youth Councillors.

The Young Voice was started as a pilot project and has gone from strength to strength and we award the Youth Council a budget to spend on projects it identifies each year.

The aims of the Youth Council are to:

- Build on existing consultation with young people to inform improvements to service delivery;
- Engage young people in Bolsover District in local democratic processes and institutions;
- Provide schools with a learning tool to enhance the teaching of citizenship;

- Develop a positive image of young people across the District.

In addition, The Young Voice has a dedicated page on the Council website for young people to find out about their current work.

Derbyshire Youth Council

Our engagement practices at a District level mirrors delivery at a County level, with Derbyshire County Council (DCC) supporting their own Youth Council. They have operated a Youth Council since 2002, with each Youth Council serving a 2-year term.

The Youth Council is made up of 37 young people between the ages of 11 and 18. Each youth councillor is elected from across the county to have their say about things affecting young people, make their views known to top-level-decision-makers and influence big decisions.

117 young people stood as candidates in the last election in 2018 and more than 22,000 young people took part in the Big Vote to elect the new Derbyshire Youth Council which has representatives from schools, colleges, academies, special schools and looked after young people.

Local councillors and MPs listen to the youth council's views and take them into account when they're creating new policies and plans for young people's services.

In the past, youth councillors have:

- worked closely with DCC Elected Members and Officers
- discussed young people's issues with Government Ministers
- spoken in the House of Commons
- played a key role in promoting young people's issues across the East Midlands
- served on the Derbyshire Children's Partnership Board
- taken part in meetings, conferences, events, roadshows, consultations and visits
- helped allocate YOUTHINC with grant funding to youth projects across Derbyshire

Community Safety

With regard to how the Community Safety Partnership (CSP) seeks to view young people in a positive manner, the Bolsover and North East Derbyshire CSPs used to run the Positive Behaviour Initiative which aimed to reward and publicise the positive behaviour of young people.

Plans had originally been in place to relaunch this project during Spring 2018, but this has been postponed due to a recognition that reductions in staffing levels from the agencies who supported the project (by giving out the reward tickets) would limit the success of the project. While the CSP are still exploring options for how the project

(or something similar) could be funded and delivered via current resources, the present reductions in external funding and staffing are of concern in ensuring a viable scheme. In addition, there are now greater demands being placed on monies allocated by the Police & Crime Commissioner (PCC) to the area, in proving clear outcomes for a larger number of beneficiaries, with detailed evaluations completed. It should be noted that this project is not open to schools.

Members appreciate that as partner agencies we are currently facing unprecedented effects on our ability to deliver services, as we may have done four-five years ago. As a Committee, Members are mindful to ensure there is an appropriate cost/benefit ratio to any recommendation of the review. Therefore, based on the evidence gathered, Members are mindful not to make a formal recommendation in relation to this project at this point. Members do however encourage CSP Officers to continue to explore options to operate projects such as this, where resources allow.

Anti-social behaviour within the District, currently being addressed by CSP partners, is achieving positive outcomes. This is a result of a targeted approach to the issue which will continue. The CSP is also looking at possible early intervention initiatives to support this ongoing work.

A current scheme working with young people in the Shirebrook area 'Safe Watch', operates much like a Neighbourhood Watch for young people. In conjunction with Neighbourhood Watch colleagues, an App is being developed as a means of communicating key messages across those young people who have signed up. While this is led by the young people involved, it will allow a clear line of communication for the CSP/BDC Officers with the young people engaged.

The subsequent sub-sections were addressed at the meeting of BDC Council on 20th June 2018. The Young Voice attended the meeting in relation to agenda item 14, with Councillors posing a series of questions to Young Voice Members.

5.4 How should the Council engage with Young People?

Members of the Bolsover District Youth Council responded to this area of enquiry by saying that young people should be treated fairly, with their concerns listened to. Where young people are consulted on ideas for action, the Council should endeavour to deliver the ideas discussed to ensure engagement with young people is not tokenistic.

The anecdotal information gathered from front-facing services, particularly community/outreach Leisure services, shows that the young people accessing the services are fully engaged in how activities are delivered. In particular with services such as Extreme Wheels where diversionary activities have been commissioned, the young people's perception of the staff and service delivered is key in order to have the desired effect in reducing anti-social behaviour.

5.5 What is the experience of Young People accessing our services?

When consulting members of The Young Voice, it was noted that a lot of young people access The Arc and Extreme Wheels Roadshows. A number of Members remarked that if they don't live in Clowne, or near to it, it is much harder to access leisure facilities and they would appreciate greater access to provision across the District.

While it is clear that services comply with our Equalities Policy, this does indicate that as a Council we may need further consideration around equality of access to services. When looking at community leisure provision, this is very much dependant on external funding to deliver, for example Parish and Town Councils buying in our services. A wide range of activities take place during spring/summer and during school holidays. The table below gives an indication of activity from Aril 2018-December 2018, with a number of activities focussed on the school holidays:

Session	No. of sessions held	Venue
Sports Splash Holiday Programme	29	The Arc, Clowne
Street Games Youth Hub	6 (1 per week)	Bakestone Moor Rec, Whitwell Funded by Whitwell Parish Council
Active Communities Street Sports	6 (1 per week)	Doe Lea Resource Centre Funded by Ault Hucknall Parish Council

Session	No. of sessions held	Venue
Active Communities Street Sports	2	Terrance Lane Rec, Pleasley Funded by Pleasley Parish Council
Active Communities Street Sports	3	Rotherham Road Rec, New Houghton Funded by Pleasley Parish Council
Youth Service Sports Activity	5	Creswell Youth Club Funded by Youth Service
Clowne P.C. Summer Activities	1	Villa Park, Clowne Funded by Clowne Parish Council
Extreme Wheels Diversiory/Positive Activities - Bolsover	29 up to 14/12/18, 1 per week Fri eves	Hornscroft Park and Assembly Rooms (indoors) – Funded by CSP & Police
Extreme Wheels Public Health - Shirebrook	20, 1 per week Fri eves	Shirebrook Skatepark – Funded by Public Health
Extreme Wheels Public Health - Whitwell	20, 1 per week Wed eves	Whitwell Skatepark – Funded by Public Health
Extreme Wheels Positive activities, Holidays - Doe Lea	15 up to 14/12/18, 1 per week Wed eves	Doe Lea Centre – indoors and outdoors – Funded by Ault Hucknall PC
Extreme Wheels Positive activities, Holidays - Tibshelf	6, 1 per week schools holidays	Shetland Rd Rec Ground – Funded by Tibshelf PC
Extreme Wheels Positive activities, Holidays - Pinxton	6, 1 per week schools holidays	Village Hall, Funded by Pinxton PC
Extreme Wheels Positive activities, Holidays - Pleasley	8, 1 per week schools holidays	Terrace Lane & Rotherham Rd Recs, - Funded by Pleasley PC
Extreme Wheels Positive activities, Holidays - South Normanton	8, 1 per week schools holidays	South St Recreation Ground & Skatepark, - Funded by South Normanton PC
Extreme Wheels Positive Rewards – Young Voice	4	Tibshelf School and Stubbin Wood School – Funded by Youth Council
Extreme Wheels Galas and Shows - Bolsover Gala	1 session, 4 activities	Hornscroft Park – Funded by Gala Committee
Extreme Wheels Galas and Shows - Shirebrook Town Show	1 Session, 3 activities	Shirebrook Town Park – Funded by Shirebrook Town Council

Pleasley Vale Outdoor Centre Sessions	No of sessions held	Venue
Saturday and School Holidays - District Wide	25 days Saturdays and School Hols	Open to public from District – Funded by Public Health.
Arc Schools Holiday Programme	12 days	Open to public from District – Funded by Splash Holiday Programme.
Parish Councils – School Holiday programmes	13 days	Open to public from South Normanton PC, Pinxton PC and Clowne PC – Funded by Parish Councils.
Positive Rewards Programme – Young Voice	6 days	Bolsover, Shirebrook, Heritage Secondary Schools – Funded Youth Council.
'I can do it' programmes – Schools Programme	26 days	Glebe, Langwith Bassett, Bolsover Infant, New Bolsover, Duckmanton, Brockley Infant and Primary Schools – Funded by Schools.
Transition Days – Secondary School Year 7	1 day, 180 Students	Tibshelf School – Funded by School.
Scouts and Guides	3 days	Bolsover – Funded by Scouts.
Environmental and Adventure Sessions	6 days, 367 students	Clowne Junior School – Funded by School.
Adventure Fest	1 day Over 500 people	Open day at PV with over 12 activities on offer for free – Funded by Public Health.

However during autumn/winter months, demand for sessions tends to reduce. If there is any specific demand for activities from young people, the team will always look to see if they can support.

Current sessions are as follows (correct as at 28.11.18):

Session	Day	Times	Ages	Cost	Venue
Whitwell Youth Hub (multi sports indoors and outdoors)	Tuesday	7-9pm	12-19 years	Free	Friendship Hall, Bakestone Moor Funded by Whitwell Parish Council as part of Active Communities Programme
Youth of Barlborough (YOB) (multi sports)	Wednesday	7-9pm	8-16 years	£1.50	Barlborough Village Hall Funded by Youth of Barlborough
Pinxton Youth Hub (multi sports)	Friday	6.30-8pm	12-19 years	£1	Pinxton Miners Welfare

Session	Day	Times	Ages	Cost	Venue
					Funded by Pleasley Parish Council as part of Active Communities Programme
Extreme Wheels Winter Diversionary Activities – Bolsover	Fri eve, weekly	6pm to 8pm	10 to 19 years	Free	Bolsover Assembly Room until end March 19 - Funded by CSP and Police
Extreme Wheels Winter Diversionary Activities – Doe Lea	Wed eve, weekly	6pm to 8pm	10 to 19 years	Free	Doe Lea Centre until end of March 19 – Funded by Ault Hucknall PC

In addition, Extreme Wheels offer a specific volunteering programme:

Programme	Day	Ages	Description
Volunteering Programme – Extreme Wheels Academy	Weekly, all year round	12 to 19 years	Targeted volunteering programme to provide training, qualifications and employability skills to provide potential employment with Extreme Wheels – Funded by Building Resilience and Public Health.

Staff endeavour to ensure all communities can access the services available, however due to external funding, service demand and buy-in from local groups/Parish Councils, it is not always possible to achieve equal delivery across the whole District. As such this could be a useful area to monitor engagement and delivery, as a service area with recognised success in positively engaging with young people.

Recommendation:

That the coverage of community leisure provision is monitored for a twelve month period to assess equality of access across the District.

5.6 What is the problem of ‘stereotyping’ and what effect does it have?

Members of the Youth Council noted that young people feel judged all the time. They felt it was important to be aware of how our Officers speak to young people and of holding/portraying prejudicial views. They felt it could cause a rift in local communities.

From the work they had done they noted that young people had lost confidence and this had a huge impact on friendships and isolation. They felt young people were not taken seriously and not listened to.

From reviewing the face-to-face activity that we do have either at our main sites such as The Arc, or in school and community settings, the evidence suggests that our staff are professional at all times, with no evidence that they hold stereotypical views.

5.7 What can we do to influence how we operate/communicate to improve how Young People access services?

In response to this question Young Voice members attending Council suggested that Councillors offer this question out to schools to get a wider viewpoint. They felt this could be part of a bigger survey.

Following further discussion, Committee Members felt that this could be carried out as part of future engagement/consultation in partnership with the Youth Council, if they were willing to support the piece of work as part of their schools engagement.. Members acknowledged that there was a direct link back to all the secondary school councils, but that it was important not to duplicate any of the Youth Council's existing work as it was clear some of this had already been covered by the work of the Youth Council on Stereotypes/Perception. In addition, Members were conscious not to consult and raise expectations, where it may not be possible to implement alternative arrangements.

Members recognised that the working relationship between the Council and the Youth Council operated on delivering in partnership and mutual interests/agreement. They also accept that should the Youth Council be unable to work with the Council on this, that the recommendation is likely to prove undeliverable. If they are willing, the aim would be for the Youth Council Members from each school to approach their school councils as a representative body with questions focussed on how we could change how we operate/communicate to improve how young people access our services.

Recommendation:

That the Healthy, Safe, Clean & Green Communities Scrutiny Committee approach Bolsover Youth Council with the proposal to consult in a partnership arrangement with local 'secondary age' young people, via their link to Secondary School Councils, as part of their usual schools engagement work.

5.8 Do we portray a positive image of Young People?

When endeavouring to establish whether BDC portrays young people in a positive light, there was mixed opinion from the Young Voice members questioned. All members of Young Voice agreed that young people need an opportunity to speak. They agreed that Young Voice gives them a chance and shows that BDC values young people positively. Others noted that Young Voice had increased their confidence levels so they feel more able to speak to Councillors/adults. This also helped young people to become role models and be able to speak on behalf of others.

Community and Celebration Events

During the course of the municipal year, the Council runs various events which celebrate the achievements of young people across the District.

One key event is the Bolsover District Annual Sports Awards ceremony. In partnership with the Bolsover District School Sport Partnership, we celebrate the achievements of top sports people, teams, club officials and volunteers from across the District and local schools. Both young people and adults are celebrated alike for their achievements and positive contribution to their school/community.

Through a combination of Young Voice and our delivery at Parish/community level Members feel satisfied that we endeavour to portray young people in a positive light at all relevant opportunities.

6. Conclusions

The Committee have put together two recommendations which will hopefully assist the Council in maintaining and further enhancing its positive approach when dealing with young people.

The key findings arising from the review are:

- That the Council's existing policies and protocols embed a positive approach to service delivery to young people.
- That the CSP continue to review current delivery to ensure that engagement with (and reward to) vulnerable/'at risk' young people requiring additional support/mediation services is maintained, wherever resources allow.
- That further consideration be given to equality of access to leisure provision, with particular reference to the location of provision and ensuring wherever possible that this is spread across the District.
- That the Council continues to work closely with The Young Voice (the Youth Council), as a mechanism of ensuring young people are fully engaged in our planning and decision-making processes; and able to feedback to the Council as and when required on the quality of our services.

It is hoped that the recommendations set out in this review report will help in ensuring the Council continues to promote positive engagement with/involvement of young people.

Appendix 1: Stakeholders

Stakeholders engaged during the Review:

- Portfolio Holder – Cllr Dooley (Partnerships & Transformation)
- Bolsover District Youth Council Members
- Improvement Officer (Equalities)
- Joint Information and Policy Officer
- Customer Standards and Complaints Officer
- Joint Head of Housing & Community Safety
- Joint Head of Streetscene
- Joint Streetscene & Waste Services Manager
- Electoral Services Manager
- Joint Environmental Health Managers
- Community Safety Officer
- Leisure Operations Manager/ Physical Activity & Sports Development Manager
- Outdoor Recreation Officer
- Housing Needs Manager
- Customer Services Manager
- Bolsover School Sports Partnership
- Joint HR & OD Manager

Stakeholders impacted by the Review:

- Young people across the District
- The Young Voice – Bolsover District Youth Council Members
- BDC Physical Activity & Sports Development team

Appendix 2: Bibliography

Bolsover District Council, (2016), Child Protection Policy. <http://www.bolsover.gov.uk/index.php/99-your-council/safeguarding-children-and-adults/667-safeguarding-adults-and-children?highlight=WyJzYWZlZ3VhcmRpbmciLCJhZHVsdHMiLCJwb2xpY3kiLCJzYWZlZ3VhcmRpbmciYWR1bHRzliwic2FmZWd1YXJkaW5nIGFkdWx0cyBwb2xpY3kiLCJhZHVsdHMgcG9saWN5II0=>

Bolsover District Council, (2016), Safeguarding Adults Policy. <http://www.bolsover.gov.uk/index.php/99-your-council/safeguarding-children-and-adults/667-safeguarding-adults-and-children?highlight=WyJzYWZlZ3VhcmRpbmciLCJhZHVsdHMiLCJwb2xpY3kiLCJzYWZlZ3VhcmRpbmciYWR1bHRzliwic2FmZWd1YXJkaW5nIGFkdWx0cyBwb2xpY3kiLCJhZHVsdHMgcG9saWN5II0=>

Bolsover District Council, (2011), Work Experience Placements Policy.

Bolsover District Council and NE Derbyshire District Council, (2017), Joint Apprenticeship Strategy.

Bolsover District Council and North East Derbyshire District Council, (2018), Joint Customer Service Code of Practice and Standards, http://www.bolsover.gov.uk/images/LIVE/J/Customer_Service_C_of_P.pdf

Derbyshire Safeguarding Children Board, (2018), Neglect Strategy http://derbyshirescbs.proceduresonline.com/docs_library.html

Derbyshire Safeguarding Children Board, (2017), On Line Safety Strategy <https://www.derbyshirescb.org.uk/professionals/online-safety.aspx>

Derbyshire Youth Council webpages:

https://www.derbyshireyouthinc.com/something_to_say/derbyshire_youth_council/

The Young Voice webpages: <http://www.bolsover.gov.uk/index.php/26-resident/consultation/426-young-voice?highlight=WyJ5b3VuZyIsInZvaWNlIiwidm9pY2UnliwieW91bmcgdm9pY2UiXQ==>



**We speak
your language**

Polish

**Mówimy Twoim
językiem**

Slovak

**Rozprávame
Vaším jazykom**

Chinese

我们会说你的语言

If you require
this publication in
large print
or another format
please call us on
01246 242424