



## Lambeth Made Youth Hub Service Specification

### The Brief

We are inviting tenders for the delivery of '**Lambeth Made Youth Hubs**' offering employment support for young people within community locations across Lambeth.

The '**Youth Hubs**' are part of Lambeth Council's wider initiative, the 'Lambeth Made Youth Promise', seeking to develop pathways into education, training, and employment for all young people under the age of 25.

### Background

#### Lambeth Made Youth Promise

The **Lambeth Made Youth Promise** is the Council's commitment to ensuring that all young people in Lambeth (aged 16-30) have access to high quality and diverse employment and training offer which is linked, wherever possible, to a meaningful progression opportunity that fits their needs, their career aspirations, and enables them to reach their full potential.

The Youth Promise will bring together the best opportunities for Lambeth young people under a common brand, supported by high quality careers advice and IAG, personal development, skills training, and exposure to the world of work through work based learning and inspirational sector based events.

### The Youth Hubs

The Youth Hubs will be visible, physical access points for young people in Lambeth to access Youth Promise services locally. The hubs will offer support, advice, and careers guidance in a location that is accessible for young people, at a venue that they feel comfortable attending.

In the current context, Youth Hubs will be required to have a strong online presence, and an offer of remote support that makes the most of available technologies in engaging and supporting young people throughout their employment journey.

### Our Requirements

We are looking for appropriate community located organisations (or a community partnership) to host a Youth Hub. The guiding principles for Youth Hubs are detailed below, and interested providers are asked to consider these carefully in the context of their tender submission.

Youth Hubs will be expected to proactively engage with young people in the locality, promoting their Youth Hub creatively to maximise reach and awareness locally. The contractor(s) would also be required to develop their Youth Hub offer, be equipped to deliver high quality IAG/employment and skills support remotely, but have the ability and physical space to deliver face to face work when this is permitted in accordance with Covid-19 lockdown measures.



Each Youth Hub will be part of a network of strategically located hubs across Lambeth, supported by the Economic Inclusion team of Lambeth Council. Although each hub will be independently managed by the provider, they will benefit from being part of a larger Youth Promise provider and IAG practitioners network. Benefits will include the sharing of good practice, resources, information, opportunities, peer support and professional development.

The contractor will be funded to deliver all of the above within the contract value of £50,000 for one year, which can be used to support the set up and delivery of the Youth Hub and associated services.

Youth Promise branding, signage, and information resources would be provided to the Youth Hubs at no cost.

## Principles of the Youth Hub

To maintain the quality, integrity, and consistency of Lambeth Youth Hubs, the following principles have been developed to guide the tender process. Interested providers should address each of these points in their submission:

### 1. Location

- a. Youth Hubs should be conveniently located geographically and strategically in areas of need throughout Lambeth, so they can have the most impact on those who need the most help accessing employment and training opportunities
- b. Youth Hub locations should be in areas of high need, and may be aligned to locality-based initiatives such as Lambeth Made Safer Communities or Early Help localities

### 2. Operational Readiness

In order for the hubs to 'go live' as soon as possible, providers should be in a position to set up their youth hub within 1-6 weeks of appointment, and have the management capacity to support programme implementation and ongoing delivery. Specifically, the following should take be available and ready:

- a. An allocated manager or supervisor that can oversee the delivery of the youth hub.
- b. Physical space for one to one and access to a room to undertake group work.
- c. IT equipment and facilities to deliver with internet connectivity.
- d. The ability to deliver one to one to one and group sessions virtually via video conferencing or alternative forms of communication during periods of Covid-19 related restrictions)
- e. Health and safety risk assessment, policies and procedures in place (including being 'Covid-safe')
- f. A place that is visible and accessible to young people.
- g. All relevant safeguarding policies in place to work with young people face to face and online.



### **3. IAG experience and local networks.**

The provider ideally should have:

- a. Knowledge of the local community and its demographic profile, with a sound understanding of the challenges faced by NEET young people within those communities
- b. An existing presence, and links into the local community including those groups deemed traditionally 'hard to reach'
- c. Appropriately qualified and/or experienced IAG advisor\* (min. 1 year experience) who can be dedicated to the development of Youth Hub and delivery of the Youth Promise
- d. Experience in delivered services for young people where progression into education, employment or training is a direct outcome
- e. Willingness to work with, and host external partners delivering complementary services to ensure a seamless experience for Lambeth's young people

### **4. Branding and signage**

In delivering the Youth Hub:

- a. The provider will adopt the Lambeth Made Youth Promise branding when promoting the service, including Youth Promise signage and logos\*, so users can identify the hub as part of a larger network of services

*\*this will not replace the providers own branding but be a 'partnership brand'*

### **5. Equalities and participation**

We would require the provider to have:

- a. Established local networks to reach young people who could best benefit from the Youth Promise, especially groups that are currently economically disadvantaged or under-represented in learning
- b. An anti-discriminatory, inclusive approach to delivering services which recognise and seek to address inequalities in the labour market
- c. A willingness to engage as part of a multi-disciplinary group to support young people from particular priority groups e.g. SEND, care experienced young people, and young offenders
- d. Identified means of engaging young people in the ongoing development of the services

## Objectives

We would expect each hub to deliver the following as a minimum:

### Scope of Services

- Regular drop in or scheduled open sessions for local young people to make contact, receive information and learn about the youth promise and associated opportunities. (3 sessions per week, depending on referral volume)
- An accessible 'front door' for Youth Promise services, with the ability to deliver a package of support both remotely and face-to-face as permissible in line with Covid19 restrictions.
- Production of a personalised individual action plan for young people accessing services, providing a detailed roadmap of next steps and action plan review dates
- The ability to host group skills development sessions and employability events as required, potentially in partnership with external providers and supported by the Lambeth Youth Promise team.
- An offer of an appointment within two working days of receiving Youth Promise enquiries, with follow up contact as necessary to encourage take up.
- Participation in outreach events and activities within the community to promote the Youth Hub or deliver 'satellite' services to the hub. (e.g. sessions at a local youth club)
- Active participation in the Youth Provider Network, supporting collaborative development of Lambeth Youth Hubs and the Youth Promise programme offer
- Contribution to regular updates and promotion of Youth Promise services and opportunities through own communications channels, and those of the Youth Promise (e.g. website, newsletters, social media etc)
- Recording of all participant progress, programme activity, and outcomes through Lambeth Council's Hanlon CRM system. Licenses and training will be provided for Youth Promise providers.

### Outputs & KPIs

40 young people accessing Youth Hub provision (including group sessions) per month	480 per year
10 young people receiving 121 initial assessment and personalised action plan monthly	120 per year
8 young people demonstrating progression towards employment e.g. training, work experience	96 per year
5 young people moving into learning, employment or apprenticeships per month	60 per year
60 young people targeted through outreach sessions or events within the local community to reach those who would not normally access the Youth Hub without prior support and engagement	60 per year



### Fees and Costs

Contract value up to £50,000.

Selection Criteria & Award Criteria (as defined by principles above)	Weighting (%)
1. Location	20%
2. Operational readiness	25%
3. IAG experience and local networks	25%
4. Branding and signage	5%
5. Equalities and participation	20%
6. Value for money	5%