

## **Lambeth Made Youth Promise – Youth Hubs FAQs**

**Q1. We would be keen to explore a joint working arrangement with a suitable partner that has the staffing and outreach resource but not necessarily the physical location - would this be a possible solution?**

A1. We would welcome bids from partnership or groups of organisations who, when brought together, have the capacity and ability to deliver the Lambeth Made Youth Promise services.

**Q2. Can we specify the age group we work with (in the bracket 16-30)?**

A2. The Lambeth Youth Promise will include programmes for young people between the ages of 16-30. The Youth Hubs are one element of that workstream and will focus on providing services for NEET young people aged 16-24. Youth Hubs will therefore be required to offer services to all young people within that age range.

**Q3. How much time do you feel would be reasonable for the initial access group sessions?**

A3. A key element of the programme is delivery of high quality, personalised IAG and careers advice for young people, and so it is anticipated that young people will be provided with a one to one initial interview, and action planning session of at least 45-60mins duration.

If you are intending to facilitate group inductions, these would then need be followed by a one-to-one session as set out above.

**Q4. What specifics would count as an apprenticeship, amount of days and level of study?**

A4. An apprenticeship is a nationally recognised qualification as overseen by the Institute for Apprenticeships and Technical Education. A NEET young person commencing any recognised apprenticeship programme at NVQ Level 2 or above (comprising work and study) would be considered as an apprenticeship.

**Q5. Can recommended IAG advisors be signposted to hub spaces at this stage?**

A5. We do not currently hold that information. If however you would like us to send an email call out through the provider network for potential partners for your organisation, that could be organised.

**Q6. Are the prescribed outputs/KPI's per hub?**

A6. Yes. Each hub will have a set of prescribed outcomes, aligned with the contracted outcomes from our contract with DWP. These have been set out in the service specification and will be finalised through the contracting process with hub providers.

**Q7. Would you expect 40 'new' beneficiaries each month?**

A7. We would expect hubs to be engaging with a minimum of 40 new individuals per month through a range of activities including light touch/informal engagement sessions, drop-in activities or one-off events. Of those making an initial enquiry/attending engagement activity we expect that between 50%-70% of those will go on to register fully for Youth Promise services and receive a personalised support intervention e.g. initial interview and action plan, or action plan review.

**Q8. Will these beneficiaries be referred into the Hub and/or will the Hub have to recruit/find the beneficiaries?**

A8. Both. Beneficiaries will be referred into the Hub (for example through DWP, , Opportunity Lambeth and all Youth Promise referral routes), however Hub providers will also be expected to promote the services and generate referrals for the programme. Successful providers should have existing links with young people in their local community, and it is these relationships that will support the engagement of those young people in Youth Promise services.

**Q9. With a suggested 480 people/beneficiaries a year; how does Lambeth Made expect the 'hubs' to provide 'high quality skill support and meaningful progression'?**

A9. The Youth Hubs are an access point for services, tasked primarily with providing a personalised service for young people to help them understand and identify next steps.

It is anticipated that a high proportion of young people accessing the Youth Hubs will be referred into further training, support, and youth employment programmes in the borough and will not then sit on the 'active' caseload of Youth Promise advisors. There is however a requirement for services to continue to track those young people periodically and offer continued support with their employment journey if required.

Lambeth Made Youth Hubs are a partnership endeavour, working with a network of more than 50 providers offering a range of employment and training programmes for young people. It is anticipated that this provider network will provide additional support and progression routes for young people on the Youth Promise and will work proactively with Youth Hubs to promote their services and receive referrals.

**Q10. If the outputs/KPIs are per hub; how will Lambeth Made support successful organisations to maintain the expected outputs?**

A10. Covid-19 has had a disproportionate impact on youth unemployment, and we fully recognise the challenges around the engagement and progression of young people in the current climate. Youth hubs are a critical element of the Council and DWPs response to these issues; and as such will be fully supported through dedicated Council officer time and additional resource where there are identified gaps in provision, or a demonstrable lack of capacity to deal with the issues that young people accessing services are facing.

Youth Promise providers and partners will be supported through:

- Access to a range of professional and quality development workshops
- Youth Promise provider networking events and provider directory
- Access to Kickstart opportunities through the Lambeth Council and Better Placed Gateway programme (and wider Kickstart opportunities)
- Access to employment and training initiatives funded through wider Lambeth Council Economic Inclusion and DWP programmes
- Access to opportunities created through council policy levers such as S106, and Responsible Procurement (supply chain activity)
- Access to a wide range of support services through the Youth Promise provider network. These include specialist services around mental health, substance misuse, and support for young people with an offending history.

Youth Promise providers will be in regular and close communication with Youth Promise programme managers to ensure that any issues with meeting performance targets are identified early and appropriate remedial action agreed.

**Q11. What percentage of beneficiaries do you expect to be from 'priority groups'?**

A11. This has not yet been agreed as it may vary from hub to hub depending on their location, and the demographic of young people in that locality. Young people aged 16-24 who are not in education, employment and training are in themselves a priority group for the council (and its' partners), however there will be additional targets agreed around the engagement and progression of young people from, for example, black and multi ethnic groups, or young people with disabilities; to help to monitor and develop the effectiveness of the Youth Promise in addressing a range of issues.

**Q12. Under the current NYA guidance, would successful tenders be able to deliver face to face support (providing they've been assessed to be Covid secure) immediately?**

A12. Under current government restrictions we would not expect young people to travel to access Youth Promise services, unless there were particular/extreme circumstances that required the delivery of face to face support (and the delivery of those in-person services was at the behest of the young person). At this time where adherence to guidance is critical in managing the Covid-19 infection rate, we would ask to be advised of any requirement for face-to-face delivery before the event (wherever possible).

At this point it is expected that Youth Hubs will commence delivery with a primarily online/remote support offer, with the introduction of face-to-face services when safely and practicably possible. The timeline for this will be agreed with Youth Promise providers in line with government guidance.

**Q13. What can the funding cover?**

A13. The funding can cover staff resource, and other revenue costs associated with delivering the Youth Promise services. Successful providers will be required to provide a budget detailing proposed expenditure for agreement as part of the contracting process.

Fundamentally, Youth Hubs should offer services for young people on a full time equivalent basis, that meet the required outputs and outcomes – although there is scope for flexibility in when those services are delivered, if evenings or weekends are, for example, demonstrably better times for engaging with young people in the locality.

**Q14. Lambeth Made are stipulating that an 'appropriate qualified and/or experienced IAG Advisor' is necessary. There are a number of very talented, committed youth practitioners within Lambeth who can easily follow the Lambeth Made Initial IAG Interview process, who aren't IAG qualified. Would Lambeth Made consider applications that can evidence quality of youth/community practice that fulfils the Youth Promise?**

A14. Youth Promise advisors with experience in Youth and Community roles would undoubtedly be a great asset for Youth Promise services. In this first round of youth hub commissioning, we are however seeking providers (and therefore advisors) with current experience of delivering employment and training support to young people.

We are keen to support the development of new talent and will be seeking to offer opportunities for the professional development of youth IAG providers, including those new to the sector, through the Youth Promise provider and IAG practitioner networks.

**Q15. Why is this exclusively about employment especially when employment is at its worst for years? Is there scope to develop entrepreneurial opportunities?**

A15. We are aiming for young people to achieve economic independence, which could be self-employment too. Youth Hubs will engage with (and refer young people into) existing entrepreneurial support offers in Lambeth where appropriate; for example, through Business Launchpad and One Tech programmes. We are keen to establish a diverse offer of provision through the Youth Hubs and would positively encourage the co-location and integration of services that broaden the scope of Youth Promise delivery and potential outcomes. If a young person who wanted to set up their own business accessed support through a Youth Hub, and they were referred to a suitable enterprise programme which they were actively engaging with, this would count as a successful outcome for the Youth Hub.

**Q16. How often would monitoring be expected?**

A16. Monitoring will be undertaken primarily through the Hanlon CRM system, which should be used 'live' wherever possible to record interactions and outcomes. A monthly deadline will be provided, by which time provider should have all activities and outcomes updated on the system. This will be followed by an informal caseload review/catch up with a member of the Lambeth Economic Inclusion team, to review operational delivery and see where support or advice might be offered with particularly challenging cases.

On a quarterly basis a more thorough review of performance will be undertaken, including sampling of action plans and evidence of outcomes. This will be followed up with a quarterly contract meeting with Lambeth Council Economic Inclusion officers and DWP representatives.

**Q17. How much data from each participant would be requested to be entered through the Hanlon CRM?**

A17. The Youth Promise registration form will be completed through the Hanlon system, comprising primarily basic personal information and contact details. For young people who wish to take up support through the Youth Promise, there will then be a more comprehensive analysis of their personal circumstances to support development of a personalised action plan.

All activity relating to Youth Promise delivery including contact, action plans, interventions, referrals, and outcomes should be recorded on the CRM. Data reported from the CRM will be used as a key indicator in the performance monitoring and quality assessment of Youth Promise services.

**Q18. Would grant payments be in advance or payment by results?**

A18. Funding for youth hubs is a contracted payment, rather than grant payment. Typically, under Lambeth Council Standing Orders payment is made in arrears of delivery, within 30 days of invoice. For this contract we are anticipating making four equal quarterly payments, in arrears. If however this were a limiting factor for (for example) a VCS organisation who might require forward funding in order to deliver the services, exceptions can be considered on a case-by-case basis. This can be discussed at the contracting stage.

**Q19. Would you be willing to fund a hub with a core focus on young people with special educational needs?**

A19. While we would expect Youth Hubs to have a sound understanding of issues for young people with LD and SEND (including knowledge of local specialist support available to them), we are not seeking to establish a youth hub with a core focus on SEND young people through this commission.

The engagement and progression of young people with SEND is a priority for the council with the approach to SEND employment in development currently through the Preparing for Adulthood strategy. Youth Promise activity proposals within that strategy include development of a Supported Employment Network and co-ordinated provision of supported employment placements for young people with SEND. If you would like further information on SEND proposals, please contact Dan Oakley: [doakley1@lambeth.gov.uk](mailto:doakley1@lambeth.gov.uk).