

Appendix 5: Youth Service Annual Performance against key performance indicators

	Contacts Target = 25%		Participants Target = 15%		Recorded Outcome Target = 60%		Accredited Outcome Target = 30%	
	No.	%	No.	%	No.	%	No.	%
2006/7	3911	24.9%	2708	17.2%	1575	58.2%	905	33.4%
2007/8	3959	25.0%	2375	15.1%	1425	60.0%	713	30.0%
2008/9	4286	27.3%	2686	17.1%	N/A		786	29.0%
2009/10	3713	23.6%	2753	17.5%	521*	19.2%	690	25.5%
2010/11	3968	25.3%	2684	17.1%	458*	16.9%	456	16.8%

13-19 Cohort is 15,700 in 2011

*Indicates a change of focus and definition following the end of the National Audit. These figures represent young people supported through a Targeted Youth Support approach and are indicative of those in vulnerable young people in need of additional support.

Key Performance Indicators:

- Contacts = the number of contacts made as a percentage of the 13-19 population (target 25%)
- Participants = the number of participants (those attending regularly) as a percentage of the 13-19 population (target 15%)
- Recorded Outcomes (linked to targeted Youth Support in 2009/10)= the number of recorded outcomes for those participants (target 60%)
- Accredited Outcomes = the number of accredited outcomes achieved by those participants (target 30%).

Definitions:

The definition of a **contact** is:

- The youth worker knows the name and face of the young person and is consciously building a relationship with that young person; **and**, for example:
- The young person may attend events occasionally; **or**,
- The young person may seek information or advice; **or**,
- The young person may be involved in issue-based session/s with a group at a school (but attendance at school assemblies does not count).

The definition of a **participant** is:

- A young person with whom the youth worker has an ongoing relationship; **and**,
- The young person is involved with/attends youth work sessions/activities on a regular basis and is participating in a youth work curriculum in some way; **and/or**,
- The young person takes part in a 'concentrated experience' – a piece of focused work such as a residential event or project.

Recorded outcomes must have the following features:

- Provide evidence to show actions undertaken by the young person, their progression and distance travelled.
- Provide evidence of the benefit derived by the young person as a result of a youth work intervention.
- Be evidenced (though not accredited) by a youth worker or an external awarding body.
- Be meaningful – it must confirm the achievement of a declared objective that is significant for that individual young person.

The features of an **accredited outcome** are identified as:

- Be undertaken by young people supported within the youth work process.
- Have currency/credibility outside youth work including enhancing life and social skills and, where possible, a link to employment, education and training.
- Be subject to either independent internal verification by the organisation making the award or be externally assessed by an awarding body