

## **Youth service issues noted at the Town and Parish Council Forum meeting held 14 October 2013**

### **CXK Youth Services – Nigel Crocker, Team Manager Youth North Kent, Kent Integrated Youth Services (KIYS)**

Nigel Crocker and his team have collated evidence relating to performance issues by CXK in the delivery of their contract from areas they visited across the District.

KCC held a meeting with CXK (with Andy Jones, Commissioning Officer KIYS, Andy Mormon, Assistant Head of Youth Services for KIYS) in September 2013 in order address countywide performance issues. This has involved CXK being issued with additional performance indicators and measures. Nigel Crocker noted that if this intervention fails, CXK's contract will be reviewed. If CXK fail to demonstrate improvements required, re-commissioning will be considered by KCC. CXK targets are:-

- 6 month delivery plan
- Local and strategic communication plan
- Core plans for staff

In addition, Nigel Crocker and Andy Jones meet with CXK on a quarterly basis. Nigel Crocker asked all Parish Clerks to feed information about CXK delivery directly to him.

### **CXK services in Seal, Hartley, West Kingsdown and Ash-cum-Ridley**

Clerks from Seal, West Kingsdown and Ash-cum-Ridley Parish Councils expressed concerns about CXK services in their respective parishes.

The Parish Clerk for Seal said that CXK were turning up at 3.30pm in Seal and not proactively engaging young people. They had also not turned up to provide services at the times they had committed to do so.

In response to questions about withdrawing the contract from CXK, Nigel Crocker stated that KCC were pursuing performance management measures as previously stated, and were reluctant to withdraw the contract from CXK as it would take a period of several months for the tendering process to establish a new provider. This would leave communities without provision. The Parish Clerk for Ash-cum-Ridley stated that they had waited 5 months from the time they initially commissioned any services to be delivered in the area covered by the HAWK project.

HAWK stands for Hartley, Ash and West Kingsdown and is a youth partnership project run by the local Parish Councils' with a contribution from New Ash Green Village Association. The project employs a youth worker who organises activities for local young people in these areas.

The Parish Clerk for Ash-cum-Ridley Parish Council said that CXK did a couple of weeks in New Ash Green and then stopped turning up. However, it was noted that CXK have recently been in touch with the Parish Council about using the New Ash Green Youth and Community Centre.

The Ash-cum-Ridley and West Kingsdown Parish Clerks' did confirm that where the HAWK

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project commissioned by the Parish Councils' was providing youth services they had great attendance.

The Parish Clerk from West Kingsdown also confirmed a lack of presence by CXK in their parish

The Parish Clerk from Edenbridge said that their consortium provision lead by West Kent Extra was very good and commented that KCC should consider using them to 'fill in' for the CXK areas if the contract was ever going to be withdrawn and re-commissioned.

### **The Parish Clerks requested recorded outcomes by CXK in the HAWK delivery area (Hartley, Ash and West Kingsdown).**

It was noted that Kent Integrated Youth will carry out an evaluation of CXK services after Christmas and Nigel Crocker will attend the January Town and Parish Council Forum meeting to report progress.

Nigel Crocker said that he was aware that there had been issue with CXK and the availability of mini buses. CXK have now got three new vans for use across the county.