



# **Making It Work Locally**

National Youth Agency

# Outline of the Workshop

- A local example of some practice which is innovative and relies heavily on effective partnership working
- What do we know about the Big Society and what we think might be the key features of effective services
- Sharing of ideas and experiences

# So what do we know about the Big Society?

- Gives communities more powers
- Encourages people to take an active role in their communities
- Transfers power from central to local government
- Supports co-ops, mutuals, charities and social enterprises

# Give communities more power

- Reform the planning system to enable neighbourhoods more say in the their surroundings
- Enable communities to save local facilities and take them over
- Train a new generation of community organisers and support neighbourhood groups particularly in deprived areas

# Encourage people to take an active role in their communities

- A range of measures to encourage volunteering and social action
- Launch a national “Big Society” day
- Encourage charitable giving
- Introduce a National Citizen Service which will provide a programme for 16 year olds

# Transfer power from central to local government

- Promote the devolution of power with greater financial autonomy
- Return decision making powers on housing and planning to local councils
- Give councils greater powers

# Support co-ops, mutuals, charities and social enterprises

- Support these groups to grow and have greater involvement in the running of services
- Give public sector workers the right to form employee owned co-operatives and deliver services

# What are the Big Issues for young peoples services?

## Challenges

- How will this effect current funding for young peoples services?
- Inclusion/exclusion – how will equality be assured?
- Ensuring young peoples voices are heard
- Intergenerational compromise
- Ensuring quality of delivery

# What are the BIG Issues for young peoples services?

## Opportunities

- More diverse services delivered by a range of organisations
- More volunteering / social action opportunities
- More intergenerational opportunities

# Key features of effective services

- A varied and appropriate offer
- Reaching and protecting the most vulnerable
- Involving young people in the design and delivery

# Key features of effective services

- Cost effectiveness
- Measuring impact
- Quality of service delivery
- Commissioning effective and appropriate services

# Easy Jet or John Lewis?

- Cheap
- Accessible to the masses
- No frills and extras
- Clear expectation of the standard understood by its customers
- Expensive
- Reaches a selected target group
- High level product and service
- Clear expectation of the standard understood by its customers

# Easy Jet or John Lewis?

## Similarities

- Both deliver services to a recognised standard
- Both are successful companies who deliver to customers

## Differences

- Attract and target a specific but different customer
- Deliver to different standards