

SERVICE NAME: TACTIC - Teenage Advice and Teenage Information Centre						
CORE SERVICE						
	PROJECT	AIMS	OBJECTIVES	HOW SUCCESS WILL BE MEASURED	TIMETABLE FOR DELIVERY	UPDATES 06/12/21
1	After school drop-in facility	To provide a safe environment for young people to come after school and socialise with their peers, whilst having youth worker support available.	To offer 5 after school drop-in sessions at TACTIC	<ul style="list-style-type: none"> Daily / weekly attendance figures. Feedback from young people – annual service user survey. 	Weekdays 3:30 pm – 6pm. Ongoing September 21	Sessions reduced to 3 per week due to Covid restrictions and staffing issues. Ongoing
2	Mentoring	To enable and empower young people to develop their own skills and strategies to deal with issues affecting them and make positive choices.	To offer one-to-one mentoring support to young people aged 12 – 19 years with a qualified Youth Worker	<ul style="list-style-type: none"> Attendance Feedback from Young person Feedback from Parent / school use of Youth Web monitoring/ recording 	40 Per year. Ongoing	Ongoing Currently 22 open case and 15 on waiting list
3	'Talk It out' project	To have Youth workers by the telephones at specific time each week to offer weekly 'Call us' sessions for young people to have chat with a youth worker in confidence.	To allow additional support for young people during COVID-19 restrictions ensuring they have access to support.	<ul style="list-style-type: none"> Phone Calls Feedback from staff Feedback from young people 	Commencing 9 th Feb 2021 June 21	COMPLETED

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		Sessions every Thursday 2pm – 4pm				
4	Sexual Health	To deter young people from risky taking behaviour. Relationship support. Referrals to specialist agencies where necessary	To offer information on sexual health matters. Deliver the condom card scheme, pregnancy testing and Chlamydia screening (trained/qualified staff only)	<ul style="list-style-type: none"> Data collected locally and nationally. Young person’s feedback 	Ongoing	Ongoing
	Sexual Health and relationships weekly Sessions	TO offer weekly facility for young people to book appointment and receive necessary support. – every Wednesday 2pm – 4pm	To allow young people to maintain ongoing support during COvid-19 restrictions.	<ul style="list-style-type: none"> Attendance Young Persons feedback 	Commencing Wednesday Feb 3 rd 2pm- 4pm. Ongoing weekly.	Moved to daily drop-in support now centre back open
5	Red Box Project	We have signed up to the Red Box Project which is a community-based, charity, which aims to support young people throughout their periods by providing red boxes filled with free period products to local schools and clubs	To ensure young people have access to free period products. To address Period Poverty	<ul style="list-style-type: none"> Uptake Number of products distributed. Young Persons feedback 	Ongoing	Ongoing
6	Youth Forum	To encourage and support the involvement of young people who want to make a difference both within the TACTIC centre	For young people to be the voice of the wider community whilst developing new skills and confidence	<ul style="list-style-type: none"> Attendance at meetings Project Delivery Youth progress Social progress 		5 New young people recruited for the activity.

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		and in their local community TO recruit new volunteer young people to join forum when possible, using the schools as a contact point.	To allow other young people to contribute their ideas to the wider community and get involved in volunteering.	Uptake of new volunteers	Commence asap – ongoing. December 21	Rebranded to ' We Are Youth' Ongoing fortnightly meetings Group looking to support carnival 2022
7	Hire of Building	To maximise use of TACTIC building To increase usage and income for council assets.	Space provided for community groups / agencies and businesses to use as venue for meetings, gatherings, small community events etc. To explore interest and use of venue by small businesses as a place to network and access amenities, e.g. meeting room.	<ul style="list-style-type: none"> • Hours of building use outside of core delivery • Businesses uptake • Hirers feedback 	To reinstate this provision as soon as possible and health and safety measures allow. November 21	Now taking bookings for hire since Covid. NOAH booked for 2 days per week from November up until end March 2022
8	Holiday Projects	To provide holiday activities for young people aged 12 - 19	Young people able to take part in affordable activities during holidays and maintain social networks.	<ul style="list-style-type: none"> • Attendance • Young Person Feedback 	To reinstate this provision asap with additional more substantial activities due to funding from	COMPLETED Low-key this summer due to Covid, however, outreach and Park

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					previous year carried forward.	activities took place
9	Promotion and public communication	Maintain web site and social media communications	Centre to provide remote access to services and support networks.	<ul style="list-style-type: none"> Recorded 'Likes', 'Shares', 'Reach' and 'Followers' of posts - on Facebook/Twitter Young person feedback Community feedback 	Ongoing	Ongoing
10	Environmental ambitions	<p>Deliver the Council's Environmental Ambitions.</p> <p>To obtain quotes from electrical engineers to ascertain probability of</p>	<p>Raise environmental awareness, understanding and knowledge among young people.</p> <p>Support the personal development of young people through practical environmental projects and activities.</p> <p>Deliver activities as per TACTIC Environmental Project Plan</p> <p>To reduce energy and wasted lighting within centre.</p>	<ul style="list-style-type: none"> Young person Feedback Community Feedback Participation in projects Delivery of TACTIC environmental project plan to include the proposed change to LED lighting within the centre. 	<p>To continue to reinforce measures with young people once restrictions are lifted.</p> <p>Recycling ongoing.</p> <p>October 21</p> <p>Quotes being obtained.</p>	<p>Ongoing</p> <p>LED lighting completed</p> <p>New recycling bins in place</p>

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		changing centre lighting to LED		Measured in future. energy bills if project proceeds.		Window and internal displays supporting project
11	School Liaison	<p>Develop working liaison with schools and provide support for young people in the school environment.</p> <p>Maximise TACTIC resources and generate income.</p> <p>Promote services for young people</p>	<p>Attend regular assemblies at local middle and upper school</p> <p>Deliver Schools, Offer workshops in line with PHSE (Physical Health and Social Education) curriculum to local middle and upper schools in LLTC.</p> <p>Plan and deliver themed workshops to support young people's personal and social development.</p>	<ul style="list-style-type: none"> • Uptake from schools • Young person feedback • School feedback • Income generated 	<p>To continue to offer support to schools during restrictions and support young people.</p> <p>November 21</p>	<p>Ongoing throughout COVID with mentoring and workshops to continue from Sept 21</p> <p>Ongoing</p>
12	Playschemes	To offer Easter and Summer activities for 8 – 11-year olds	To provide affordable activities in local community for younger age children	<ul style="list-style-type: none"> • Attendance • Feedback from young people • Feedback from parents / carers 	To reinstate the sessions during Easter and Summer as soon as possible providing	<p>On hold until 2022 due to COVID</p> <p>Will be reviewed for Easter scheme</p>

					activities for 8 – 11-year olds December 21	Unlikely playschemes will commence in Easter 2022 due to increase in COVID cases. To be reviewed early 2022
13	Community Forum	To ascertain intelligence gathering for ongoing Youth Survey. Additional work planned to extend this initiative to a wider audience in the near future	Provide a set of 5 core questions for young people to express their views and for staff to feedback findings to wider forum. To ascertain wider collaborative feedback to determine future goals	<ul style="list-style-type: none"> • Issues raised. • Ongoing themes Participation in survey	Ongoing Planning stages November 21	Ongoing Youth survey completed and shared. (Survey Monkey and face to face responses)
14	GDPR Ref: 87/P&F Risk register and Action plan 20/01/20	Maintain GDPR protocols	Review data management practices to ensure all aspects of GDPR are being instigated and adhered to.	<ul style="list-style-type: none"> • Findings from review reported to Policy and Finance Committee 	Ongoing Nov 21	Ongoing Annual risk register reviewed

SATELLITE AND PROJECT WORK						
15	TANG- Teenage Additional Needs Group	To encourage young people to socialise with other young people with similar issues.	To offer weekly Youth Club for young people with additional needs at Mentmore Pavilion.	<ul style="list-style-type: none"> • Attendance • Young person feedback • Parent / Carer feedback 	Ongoing during restrictions with measures in place. weekly (term time)	Continued throughout COVID. Ongoing 3 new members (Nov 21)
16	Positive activities / Basketball	<p>To provide alternative activities for young people with the view to support reduction in Anti-Social Behaviour.</p> <p>To provide young people with activities in support of their wellbeing.</p> <p>Provide affordable access to personal development activities.</p>	<p>To provide weekly activity for young people with qualified coach</p> <p>To encourage healthy living</p>	<ul style="list-style-type: none"> • Attendance • Young Person Feedback • Community feedback 	On hold until restrictions eased.	On hold to be reviewed in new year (subject to staffing)
17	Positive activities / Box Release	To provide additional complimentary activity for young people to further tackle Anti-Social Behaviour	<p>To allow for young people to channel frustrations in safe environment</p> <p>To encourage healthy living</p>	<ul style="list-style-type: none"> • Attendance • Young person feedback • Community feedback 	On hold until restrictions are eased.	On hold to be reviewed in new year (subject to staffing)

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		<p>To provide young people with activities in support of their wellbeing.</p> <p>Provide affordable access to personal development activities.</p>				
18	Satellite Venues	<p>To utilise local venues for satellite working e.g. Vandyke Centre</p> <p>Ref: LLTC 5-Year Plan</p>	<p>Review current services for young people within the parish and increase locality provision where possible.</p> <p>Utilise local intelligence from other agencies/ services to target areas needing intervention, e.g. ASB / Police information</p>	<ul style="list-style-type: none"> • Feedback from community • Feedback from young people • Feedback from local agencies/ services 	On hold until restrictions are eased	On hold to be reviewed in new year (subject to staffing)
19	Outreach Work	<p>To offer outreach facility during the summer months when numbers at TACTIC are traditionally lower.</p>	<p>To reach young people at their point of contact</p> <p>To promote activities and encourage participation</p> <p>To identify gaps in provision</p>	<ul style="list-style-type: none"> • General feedback from staff team • Young person feedback • Survey results 	On hold due to Covid - 19	<p>Ongoing as and when required.</p> <p>Continued throughout summer 21</p>

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20	Garden Refurbishment	<p>Improve/ enhance the TACTIC facility to extend use of outdoor area.</p> <p>Project to act as a motivator for young people to get involved in therapeutic environmental issues</p>	<p>Provide a pleasant area for young people and hirers to relax and enjoy the fresh air.</p> <p>Young people to gain new skills and confidence. By helping plan and deliver the project.</p>	<ul style="list-style-type: none"> • Outdoor area enhanced • Feedback from young people • Feedback from Hirers • Evidence of Young people’s learning 	To reintroduce this project when restrictions are eased.	<p>COMPLETED Sept 2021</p>
21	Youth counselling / CHUMS	<p>To offer local service to young people in conjunction with external agencies</p> <p>To seek further funding for 2020-2021</p>	<p>Increase emotional resilience and wellbeing</p> <p>Provide therapeutic safe space for young people to share feelings, experiences and emotions</p> <p>Equip young people with strategies to support anxiety and depression</p>	<ul style="list-style-type: none"> • Young person feedback • Agency feedback • Parental / carer / school feedback • Attendance 	<p>To revisit this project once restrictions are eased.</p> <p>November 21</p>	<p>Currently being reviewed</p> <p>Project no longer active due to unavailability of CHUMS</p> <p>Fully qualified Counsellor supporting at present as a placement opportunity.</p>
22	Staff Careers Training	To upskill staff to undertake necessary training to allow them to deliver workshops.	To ensure staff have up to date knowledge to support young people in their journey.	<ul style="list-style-type: none"> • Staff courses successfully completed. 	July - September 2021	On hold due to staffing vacancies

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23	Delivery of Careers Workshops	<p>To offer additional support to young people by providing information, support, and guidance to help you make decisions on learning, training and work.</p> <p>To offer this support as a weekly drop-in at TACTIC.</p> <p>TO extend this to providing lunchtime workshops within upper schools</p>	To provide young people with the skills and knowledge they need to make important decisions throughout life.	<ul style="list-style-type: none"> • School uptake • Young person’s feedback 	<p>September 2021</p> <p>December 21</p>	<p>On hold due to staffing Vacancies</p> <p>CBC Youth Advisor now attending 2 x per month by appointment</p>
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