



GOVERNMENT OF GIBRALTAR
MINISTRY OF FAMILY, YOUTH & COMMUNITY AFFAIRS
GIBRALTAR YOUTH SERVICE
Montagu Bastion
Line Wall Road
Gibraltar

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PR: 70/2009

The Gibraltar Youth Service has recently undergone a service review undertaken by three UK registered inspectors contracted by the Gibraltar Government.. They visited Youth Service facilities focusing on the quality of youth work delivery, Youth Service staff and the participation and involvement of service users. They met with local NGO's that deliver youth work, Government Heads of Department that have youth welfare commitments and the Minister responsible for the Youth Service. The review team also considered existing Youth Service aims and policies, reviewed work recordings and evidence based work and considered current opportunities for young people to influence and contribute towards policy making decisions and implementation of facilities.

The team spoke to service users about their views, aspirations and needs. They met a variety of workers, volunteers from NGO's, a variety of full, part time and voluntary staff and a cross section of young people. They visited Gibraltar on two occasions.

The report acknowledges the support and overall respect that the Youth Service and its staff enjoy in Gibraltar. It further commends the quality of its workers and the face-to-face work delivered at youth clubs and in conjunction with other providers. The Youth Service was deemed to be managed and led capably and resourced adequately for mainstream provision.

The report advises greater clarity about the Youth Service's policy and aims. It recommends more contact time with young people overall and in different settings. It points out that young people should have greater opportunity for involvement in decision making than at present and that information about projects and service users should be regularised. It further advised that targeted work should also form part of local Youth Service delivery.

In response to the review's recommendations The Youth Service has set about measures to increase contact time for youth workers via themed projects, extending a personal support programme to more agencies as well as schools, recruiting young mentors and volunteers to develop programmes and establish relationships with users at all clubs and commenced a training programme for those already carrying out face to face work. In order to make policies and aims clearer at all levels service users, NGO's and other stakeholders have all been given opportunities to influence policy development and implementation. More young people have been included in club committees, the advisory council and student groups. Contact with minority groups, who by virtue of their social or other background do not make use of mainline provision have also been approached with a view of inclusion and participation at local national forums as well as with their peer groups.

In the forthcoming months the Youth Service will be finalising its policies and operational procedures. It will also be presenting proposals to include more young people via schools and other outlets. Plans involving neighbourhood and other community groups will be

forthcoming as from this summer increasing programmes for young people and inviting parents and other adults to contribute.

Copies of the Youth Service Review can be obtained electronically from the Government website.

Commenting on the review, the Minister for Youth Service, Jaime Netto stated:

“The Youth Service review acknowledges the very good work undertaken by the staff, and its significant beneficial role in providing youth work in the community. Whilst acknowledging the high standards of youth work, the team has made various recommendations in which the service may improve further. It is with this in mind that Government looks positively to further improvements”.