

# Market Engagement Briefing Pack

26 January - 3 February 2022

***Any assumptions and proposals made  
in this document  
are illustrative only and do not as yet  
form part of any  
formal proposals.***



# Welcome!



Thank you for your interest in partnering with NCS Trust.

This market engagement presentation is shared for the purposes of **providing information** regarding the future of NCS services and ensuring **maximum impact for young people**.

During this event we will use a mix of plenary and smaller breakout groups to share thoughts, questions and reflections. We also welcome your feedback through the market engagement questionnaire.

Please remember proposals shared here are subject to change and do not confirm the final detail included in a formal Invitation to Tender.

# Agenda

- 01 The changed context and a transformed NCS
- 02 NCS Trust strategy
- 03 Commissioned services
- 04 How we want to work with you
- 05 Thanks and close





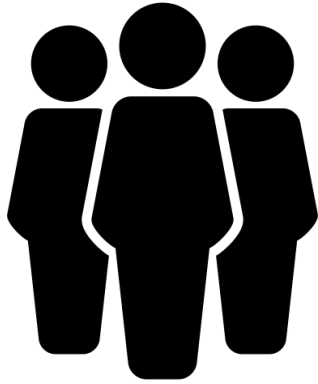
1. The changed context and a transformed NCS



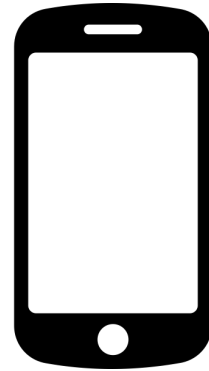
A lot has changed ...



## For young people:



Their **needs, hopes and priorities**  
have changed, particularly  
post-COVID

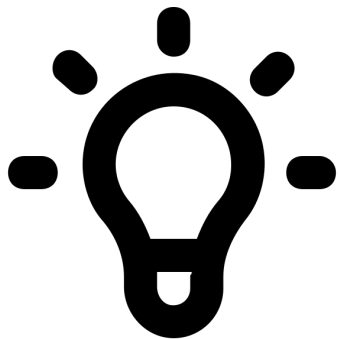


The **digital** landscape is completely  
different and is constantly evolving

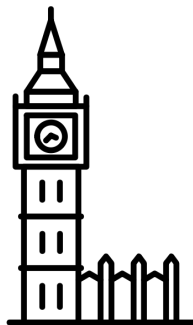
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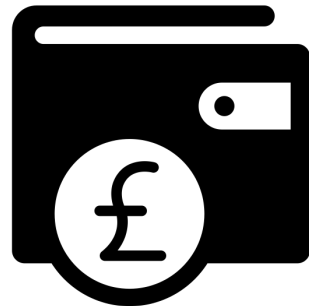
## For NCS Trust:



We have **learnt a lot**  
from 11 years of delivery



The **strategic direction**  
from Government has  
evolved

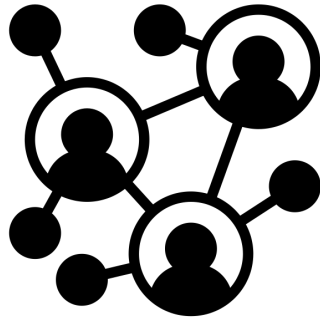


Our **direct funding envelope** is smaller  
*C. £50mn annually from  
2023*

A lot has changed ...



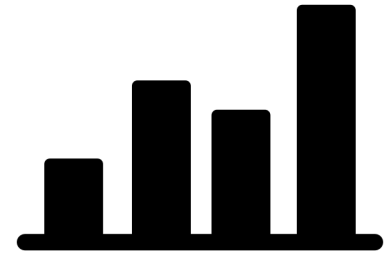
## For our partners



We've all had to adapt, which has brought **creativity and innovation** as well as challenge



Our historical approach to **contracting has been inflexible** and not made the most of your expertise



The **scale and reach** of our impact can no longer be delivered through a residential programme alone

# A transformed NCS means ...



## Transforming our strategy

- Our refreshed strategy builds on what has always been core to NCS
- Our vision remains unchanged
- Our focus includes **working more closely with the youth sector and other organisations**

## Transforming our services

- NCS will no longer be a single residential experience. We want to give young people **choice** in their NCS experience.

## Transforming ourselves as a commissioner

- Our priority will be **outcomes** - positive things achieved with a young person
- Your input on **how those outcomes are delivered** is important, we won't tightly define every aspect from the centre





## 2. NCS Trust Strategy





## OUR VISION

A country of connected, confident and caring citizens where everyone feels at home.

We are guided by our north star of social cohesion



We believe this can be achieved through:

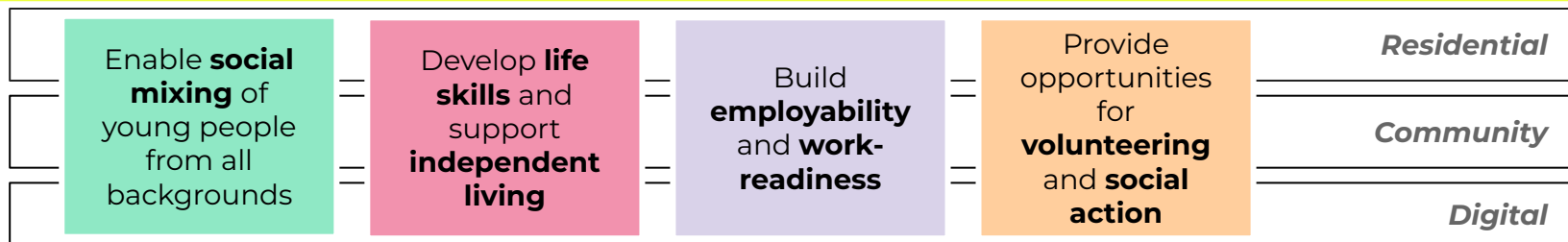
- **Social mobility** - investing in our country's future talent and helping them to become 'the next greatest generation'
- **Social inclusion** - respecting and celebrating differences, whilst uniting behind values that bind us
- **Social good** - serving the community and society at large

**This aligns with the Government's levelling-up agenda, creating impactful and innovative experiences for young people**

## IMPACT

A country of connected, confident and caring  
citizens where everyone feels at home

Through engaging in NCS we want young people to:  
**Be world-ready and work-ready;** have increased **confidence, resilience and wellbeing;** are **engaged citizens** who feel motivated to **make a difference**, and feel a **sense of belonging**, whatever their background. These outcomes contribute to social mobility, social inclusion and social good - which together drive social cohesion, our 'north star'



Our offer will give young people choices and provide accreditation and future opportunities

### Deliver in partnership

Drive engagement, expand reach and local relevance, enable best practice

Everything underpinned and driven by the voice of young people

**A country of connected, confident and caring  
citizens where everyone feels at home**

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**OFFER  
FOR  
YOUNG  
PEOPLE**

Enable **social  
mixing** of  
young people  
from all  
backgrounds

Develop **life  
skills** and  
support  
**independent  
living**

Build  
**employability**  
and **work-  
readiness**

Provide  
opportunities  
for  
**volunteering**  
and **social  
action**

***Residential***

***Community***

***Digital***

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**Deliver in partnership**

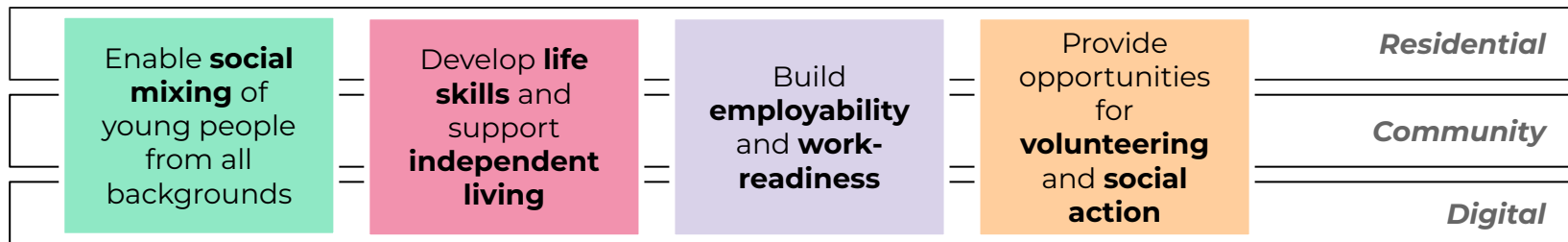
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**Everything underpinned and driven by the voice of young people**

**SUPPORTING  
OBJECTIVES  
AND  
ENABLERS**

# Break Out 1:

## Questions for reflection and discussion



### **Context**

Are there other contextual factors you think we should consider?

### **Strategy**

Is our strategy clear and where do you see risk and opportunity?



### 3. Commissioned Services





# The services we commission will deliver on the four objectives outlined in our strategy



Enable **social mixing** of young people from all backgrounds

Develop **life skills** and support **independent living**

Build **employability** and **work-readiness**

Provide opportunities for **volunteering** and **social action**

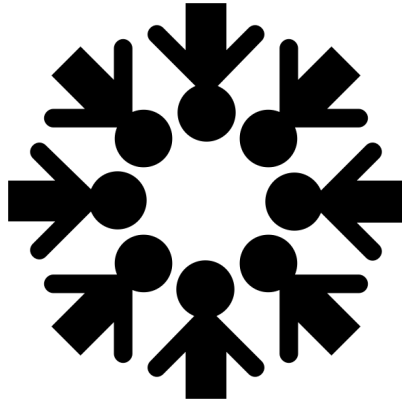
Social mixing will be a **requirement** of all services

These three objectives will be the **content themes** of the experiences and could include an independent living focused residential or a digital experience that focuses on learning about civic engagement and political processes.

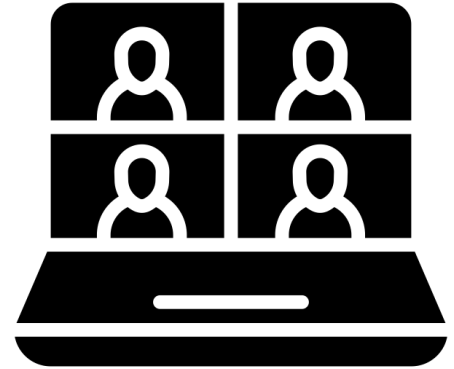
Three types of experience for young people:



**Residential**



**Community**



**Digital**

We know what delivers real impact:



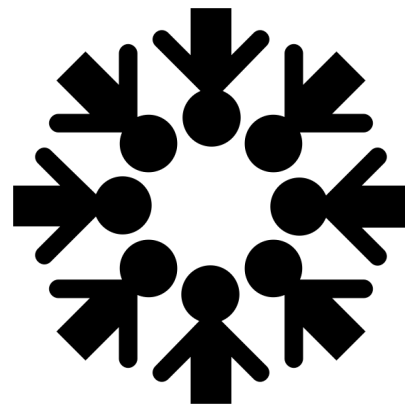
## Residential

- 4 nights and 5 days minimum
- Maximum 120 young people per residential
- Choice of 3 themes: volunteering and social action; employability; independent living and life skills
- Youth-led
- Year-round
- Socially mixed
- Aligned to NCS skills and quality frameworks
- Means-tested service-user contribution

# We know what delivers real impact:

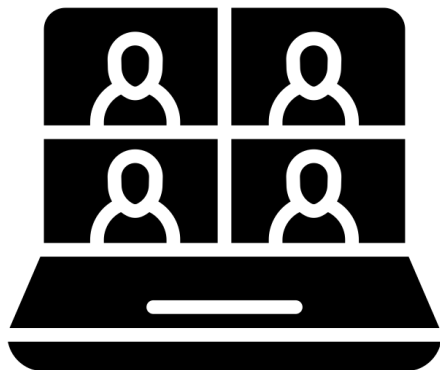


- Community-based
- Longer time frame
- Maximum group size of 30
- Locally relevant activities and partners
- Ideally covers all 3 themes
- Youth-led
- Year round
- Socially mixed
- Alignment to NCS skills and quality frameworks
- No service-user contribution
- **A 12 week team programme over 90 hours**  
*or*
- **open access service with different lengths of engagement('drop-in')?**



**Community**

We know what delivers real impact:



**Digital**

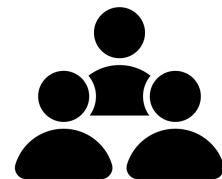
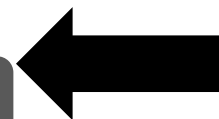
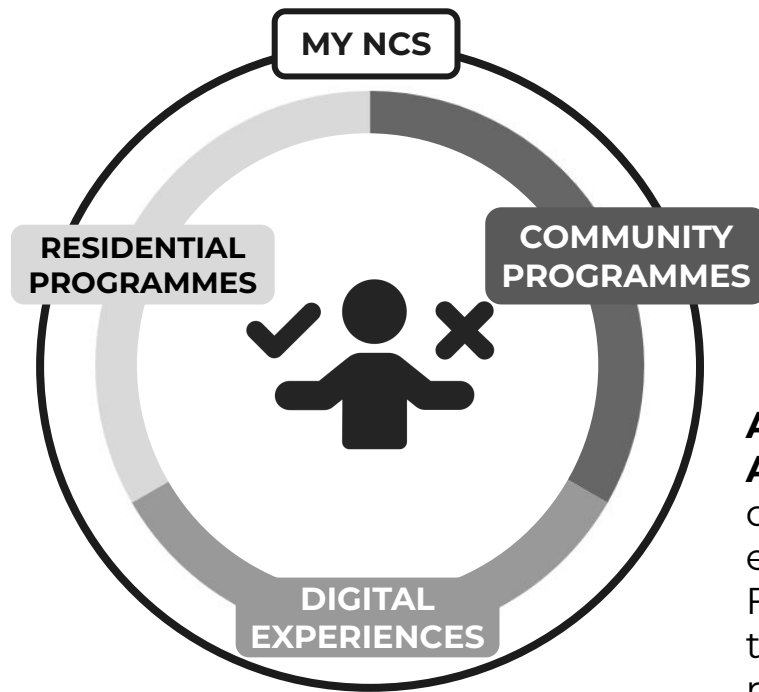
- Structured experiences
- A mix of self serve content, recorded content, and live facilitated sessions
- Alignment to one of the content themes
- Year-round
- Accessible and available to all young people
- Alignment to NCS skills and quality frameworks
- No service-user contribution

Choice will be at the heart of our future offering



**Young person-led route:**

Access to an online platform, 'My NCS', which will offer a **choice** of experiences



**Adult-led route:**

**Affiliated partnerships** with organisations already engaged with young people. Funding for activities aligned to NCS outcomes, with referral to our commissioned services.

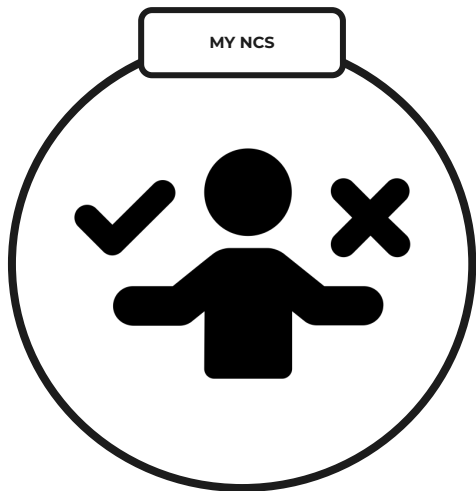
# Young people will have a range of choices



A **residential experience** drawing from the three themes.



They may, in theory, choose a residential in any part of the country, but **we may limit this or only provide travel or support with travel within a certain geographical range.**



Community experiences should also offer choice, **different activities** linked to the three themes.



Young people might **choose to travel further**, to another area, to access a different community offering, although it may be that only one community experience is accessible to them.



Young people will have **free choice** of a range of digital experiences.

# Funding participation in NCS experiences



## Our current thinking is:

Young people will be able to **access one subsidised residential experience**

- Most will pay a contribution
- Those who can't pay, won't have to pay

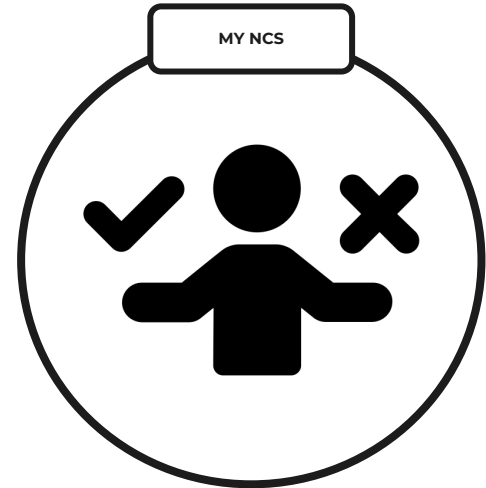
They will also be able to **access one community experience** if it is a structured programme with a defined start and end or if the experience is an open-access, 'drop in' model

- There will be no contribution required

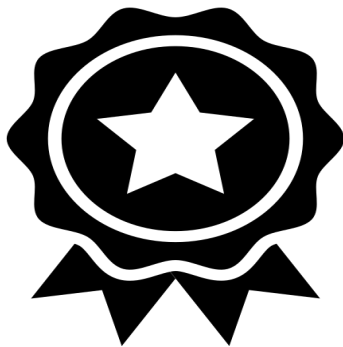
They will be able to access **unlimited digital experiences**

- There will be no contribution required

We are also interested in exploring match-funding opportunities.







By accreditation we mean recognising and rewarding young people for achieving something during their NCS experience.

**We are working to define what this will look like, and will want to work closely with you.**

## Why are we interested in accreditation?

**To increase the value of participating in NCS and enable teens to communicate that value to someone else\***

\* 'Someone else' could be employers, universities, etc. We are being non-specific as NCS is open to all young people.

**To provide consistency and coherence for young people across different NCS experiences**

## Break Out 2: Questions for reflection and discussion



### **New portfolio of NCS services**

What are your thoughts on the new approach to NCS services?

### **Designing for inclusion**

How do we ensure that the young people who need us most can access and benefit from our services?



4. How we want to work with you



# We're evaluating our future delivery model



## **The delivery model will define:**

- Who will deliver services
- Who will deliver engagement
- How those will be integrated
- How place will define NCS services
- What contractual arrangements will be used

# Principles driving our delivery model



## **Quality**

Helping us to set, drive and monitor quality against priority outcomes for young people.



## **Choice**

Enabling young people to have more choice - between residential, non-residential and digital experiences, but also between the focus of those experiences.



## **User experience**

Maintaining a positive user experience, with smooth navigation across different experiences



## **Co-creation and partnership**

Enabling partnerships with a diverse range of organisations and allowing room for co-creation



## **Localised and place-based**

Opening opportunities for working with locally relevant providers who understand and respond to community need



## **Flexibility**

Embedding flexibility in our contracts to get the best out of providers and enable continuous improvement.



## **Affordability**

Ensuring any delivery model is affordable and enhances efficiencies.



## **Feasibility**

Embracing new ways of working whilst also building on existing practice so that delivery is possible within timeframes

## Break Out 3: Questions for reflection and discussion



### **Making the government's investment go further**

How could we attract match-funding or partnership funding to further the scale, reach and impact of our services with partners?

### **Operating models**

How do we balance efficient and effective delivery with geographic coordination and engagement to succeed in all areas of the country?

### **Commercial models**

In your experience, what types of contract models have worked well to deliver outcomes like ours?

