

# MANOR ST. JOHN YOUTH SERVICES



**STRATEGIC PLAN  
2024-2028**

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# FORWARD

We are delighted to introduce Manor St. John Youth Services Strategic Plan 2024 – 2028. Our plan sets out the priorities, aims, objectives and actions that will guide us in supporting young people to reach their full potential.

This plan has been developed from an extensive review of policy and research, and from discussions undertaken with young people, volunteers, staff, board members, parents and funders.

Even though it seems a long time ago now, some of the findings confirm the negative impact that the Covid 19 pandemic has had on the lives of young people in terms of their health, wellbeing, education, and development.

While addressing these challenges, our plan also recognises and builds on positive achievements and on young people's strengths and abilities.

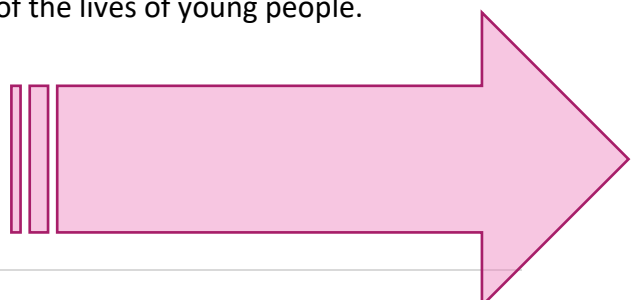
We also recognised that young people demonstrated strength and resilience throughout the COVID 19 pandemic, adapting to a situation that caused severe disruption to their daily lives while showing empathy and compassion to those more vulnerable members of society.

Awareness and understanding of youth mental health have improved along with educational access, equity, and choice. Young people are accessing diverse recreational opportunities including youth clubs, cafes and youth groups. Young people enjoy their freedom, creativity and are open to learning and new experiences. Their voice and contribution to political, social and cultural life is increasingly prioritised and technological developments such as social media when used effectively are enabling connectivity and the development of diverse networks of friendships.

Over the next 4 years, Manor St. John Youth Services will build on these positives and support young people in facing the challenges. We will continue to place young people at the centre of all that we do, facilitate an integrated and collaborative approach to our work, prioritise learning, personal development, creativity and innovation and insert equality, inclusion, and diversity. We will achieve our mission through youth work provision which empowers young people to enhance their personal and social development; the delivery of education, training and employment opportunities that enable young people to fully integrate and participate in society, and through supporting volunteers so that they may positively contribute to improving the lives of young people.

This plan is supported by a monitoring and evaluation processes that will capture outcomes and maintain accountability and transparency. To ensure the success of this plan, Manor St. John Youth Services will sustain effective and efficient governance and management systems and structures, provide safe, accessible and youth friendly premises and facilities, develop resources and enhance our communication and promotion.

This strategic plan sets out an ambitious framework to deliver our vision and achieve the greatest possible outcomes for young people. We hope you share our excitement in the possibilities for the next chapter of our story as part of the lives of young people.



# OUR STRATEGIC PLAN 2024- 2028

## OUR MISSION

*'To connect with young people and support them to reach their full potential, our goal is to provide an excellent youth service that is professionally managed and resourced a place where young people can feel safe and welcome'*

## STRATEGIC PRIORITY AREAS

### YOUTH WORK

Deliver high quality youth work that fosters meaningful outcomes for young people

### EDUCATION, TRAINING & EMPLOYABILITY

Provide Further Education, Training & Employability opportunities that empower young people to fully integrate and participate in society

### VOLUNTEERS

Attract, support and sustain volunteers so that they may positively contribute to improving the lives of young people

## DELIVERING OUR STRATEGY

Build a strong organisation that is open to learning, responsive to change and committed to its ongoing development.

## VALUES

- Young People at the centre of all that we do
- Community based, integrated and collaborative Learning,
- Creativity & innovation
- Equality, inclusion & diversity

## ABOUT MANOR ST. JOHN YOUTH SERVICES

Manor St John youth service has been operating since 1979; it is now a well-established service in Waterford city. It is a provider of youth development, education and training programmes to young people aged 10 to 25yrs in a catchment area of Waterford City.

We are a registered Charity and are compliant with the Good Governance Code. The service operates with the provision of staff, Community employment workers and volunteers. Manor St. John Youth Services is governed by a Voluntary Board and Committee which is responsible for the overall governance of the Organisation

**MSJ Youth Services and supports are delivered within the following dedicated safe and accessible youth friendly spaces**

- Manor St John Campus, Manor St. John, Lisduggan, Waterford.
- Bernard place youth Café, Bernard Place Waterford.
- The Hut, Brownstown Head, Waterford.



# OUR MISSION AND VALUES

## OUR MISSION

*'To connect with young people and support them to reach their full potential,  
Our goal is to provide an excellent youth service that is professionally managed and resourced.'*

## OUR VALUES

Value	We will achieve this by
Young people at the centre of all that we do	<ul style="list-style-type: none"> <li>• Prioritising the welfare of young people and protecting them from harm by providing a safe environment for young people</li> <li>• Providing personal and social development opportunities</li> <li>• Placing young people at the heart of the design, delivery, and review of our services</li> <li>• Responding to the strengths and needs of young people</li> <li>• Nurturing empowering and supportive relationships with young people</li> <li>• Ensuring positive difference in the lives of young people</li> </ul>
Learning, Creativity & Innovation	<ul style="list-style-type: none"> <li>• Developing new ways of working, embracing connections and sharing ideas</li> <li>• Embedding theoretical and practical foundations, effective methodologies and adopting best practice</li> <li>• Gathering data, critically reflecting on our work and learning from our experiences</li> </ul>
Equality Inclusion & Diversity	<ul style="list-style-type: none"> <li>• Providing open access services for all young people and additional services targeting vulnerable young people</li> <li>• providing specialised supports within all settings and activities</li> <li>• Developing &amp; promoting policies, programmes and practices which prioritise diversity, equality, and inclusiveness</li> <li>• Strive to ensure that the diversity in our community is reflected in those who engage in and work in our organisation</li> </ul>
Community based, integrated & Collaborative	<ul style="list-style-type: none"> <li>• Providing local and accessible services that engage families and support community interconnection</li> <li>• Facilitating integrated provision in meeting the needs of the 'whole' young person</li> <li>• Supporting local, regional and national partnership amongst community, voluntary and statutory groups and organisations</li> </ul>



# WHAT WE DO AND HOW WE DO IT

## Our mission is

'To connect with young people and support them to reach their full potential, our goal is to provide an excellent youth service that is professionally managed and resourced. A place where young people can feel safe and welcome'

## We do this by delivering

**Youth work supports,  
services and  
programmes**



**Education, training &  
employability  
opportunities &  
initiatives**



**Volunteer  
opportunities &  
support**



## 1. Youth Work

MSJYS works both outside and alongside the education sector.

Section 3 of the youth work act 2001 defines Youth work as:

*Is defined as "A planned programme of education designed for the purpose of aiding and enhancing the personal and social development of young persons through their voluntary involvement, and which is:*

*(a) Complementary to their formal, academic or vocational education and training and*

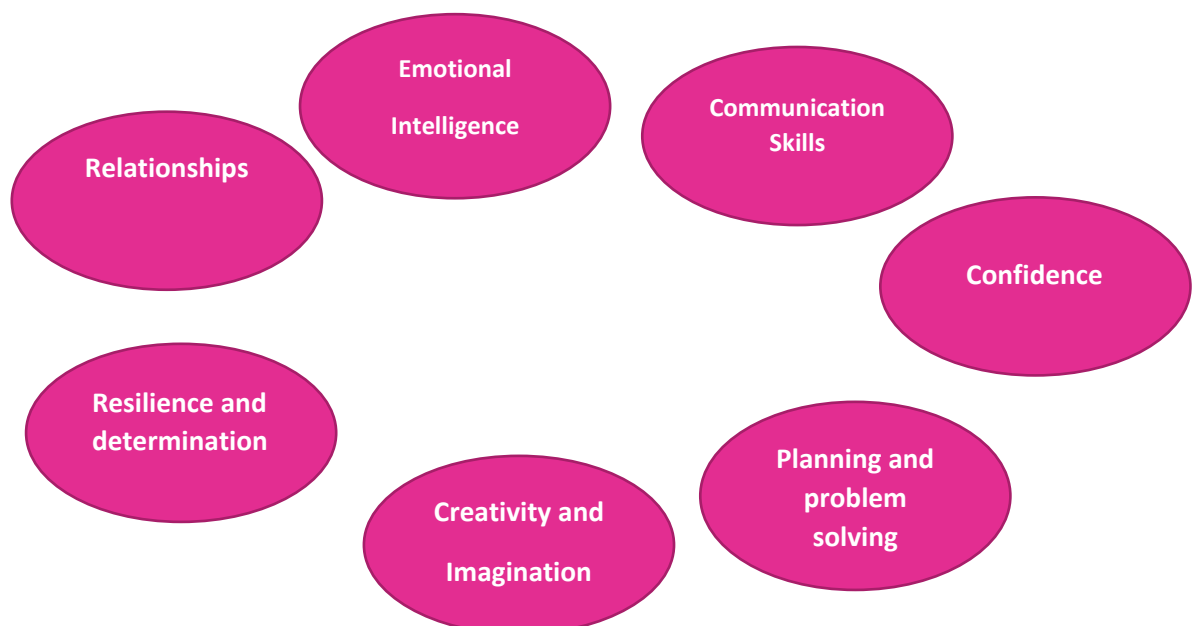
*(b) Provide primarily by voluntary youth work organisations*

MSJ Youth services works in line with the UBU seven personal and social development outcomes where there is substantial and growing evidence that developing social and emotional capabilities supports the achievement of positive life outcomes (including educational attainment, employment and health),

MSJ Youth services matches the UBU Your Place Your Space scheme by recognising this theory of change. The VFMPR additionally states:

"Capabilities such as resilience, communication, and negotiation are also increasingly cited as being the foundations of employability. Evidence shows that approaches that focus on building social and emotional capabilities such as these can have greater long-term impact than ones that focus on directly seeking to reduce the "symptoms" of poor outcomes for young people".

MSJ youth services will incorporate the listed below seven outcomes, as identified in the VFMPR (2014), which, on the balance of evidence, should deliver improvements across the range of needs domains covered by the UBU Your Place Your Space scheme and Manor St. John Youth Services.





1. **Communication skills** – essential for a successful transition to work or training, for independence, and to access a range of life opportunities, to attainment, in forming positive relationships and in reductions in re-offending.
2. **Confidence and agency** – enable young people to recognise that they can make a difference to their own lives and that effort has a purpose, and is important to key outcomes such as career success. There is evidence of a link between positive outcomes and self-confidence
3. **Planning and problem-solving** – alongside resilience, provides young people with a “positive protective armour” against negative outcomes associated with risky life events. Problem solving has also been shown to be associated with the ability to cope with stresses in life
4. **Relationships** – an effective mechanism for getting young people involved in positive activities through valued personal relationships with peers, adults or siblings. A beneficial change in young people’s relationships with other adults through their participation in positive activities can be transferred to academic learning and may lead to better outcomes
5. **Creativity and imagination** – related to resilience and wellbeing. Creativity can have a positive impact on both self-esteem and overall achievement.
6. **Resilience and determination** – if society intervenes early enough, it can improve cognitive and socio-economic abilities and the health of disadvantaged children. Effective early interventions can promote schooling, reduce crime, foster workforce productivity and reduce teenage pregnancy. Self-discipline has been highlighted as a vital factor in building academic achievement, significantly better than intelligence quotient (IQ).
7. **Emotional intelligence** – associated with the ability to manage feelings by knowing one’s own emotions, as well as recognising and understanding other people’s emotions. This is vital in managing relationships (e.g., managing the emotions of others)



## MAJOR FEATURES

- Our evidence-based methodologies include detached youth work, one to one mentoring and coaching, group work, drop-in youth cafes, advocacy, outreach and the delivery of evidence-based informal educational programmes and workshops
- Our emphasis is on fun and based on voluntary participation
- Our youth work is young person centred, supports families, and promotes community unity
- We prioritise collaborative practice and our integrated model facilitates access to a diverse range of Services and supports including education, training & employability opportunities, safe, accessible & youth friendly spaces and family supports
- We conduct research, critical reflection, document learning and contribute to best practice
- We plan, monitor, and evaluate all aspects of our provision to ensure continuous quality and improvement
- We recognise that some marginalised, excluded, and vulnerable young people require additional and specialised supports, delivered in a non- stigmatising way.



## 2. EDUCATION, TRAINING & EMPLOYABILITY

Manor St. John Youth Services Education Local Training & Employability initiatives provide young people between the ages of 16 and 25 years with the opportunity to return to education and learning, to gain new skills and awards, to progress to employment or to Further and Higher Education and Training opportunities including apprenticeships, and traineeships. Our expert staff successfully deliver an extensive range of Quality and Qualifications Ireland (QQI) Awards Level 4-5 in interesting and innovative programmes including:

### QQI level 4, Major award

- Meal Service
- Communications
- Customer Service
- Information Technology Skills
- Team working
- Work Experience
- Short Order Cooking
- Kitchen Skills
- Growing Vegetables
- Career Planning

### QQI level 5, Major award

- Word Processing
- Text Production
- Database Methods
- Information & Administration
- Customer Service
- Communications
- Work Practice
- Medical Terminology
- Bookkeeping Computerized and Manual





## MAJOR FEATURES

- Manor St. John Youth Services provides safe, welcoming, respectful, and non-judgemental learning environments where young people experience a sense of belonging, connection, and inclusion
- Young people are encouraged to have an active voice and real influence in setting and steering their own learning and professional pathway
- Our educational pedagogies include teaching, constructive feedback, peer learning, critical reflection and enquiry-based learning, using technology wherever appropriate and a range of blended and online options. Our offering is work and/or practice based and facilitates learning by doing/experiential learning in 'real world' settings for example on work placements.
- We facilitate a diverse range of integrated supports which address the needs of the 'whole' young person. These include therapeutic counselling, family supports, teaching & learning supports, career guidance, advocacy, and access to youth work interventions
- We enable learning and progression as part of a community and prioritise collaborative relationships with families, communities, schools and community organisations
- In addition to critical skills development, MSJ Youth Services prioritises the development of employability and life-skills including communication, problem solving, critical thinking, creativity, teamwork, confidence, and self-believe.



### 3. VOLUNTEERS

Manor St. John Youth Services recognises the value and contribution of volunteers to our organisation and to strengthening communities and civil society. In line with the National Volunteering Strategy 2021-2025 (Department of Rural and Community Development), MSJ. acknowledges the contribution of volunteers to 'developing communities as vibrant, inclusive and sustainable places.'

Volunteers are a necessity in the community & voluntary sector and MSJ appreciates and celebrates their contribution.

- Through MSJ' we provide a volunteer-led local youth café which also includes the delivery of youth focused events such as youth discos and indoor and outdoor sporting events and competitions.
- Supporting young people to complete our 'Youth Leadership Programme' focused on development community youth leadership skills including teamwork, communication, planning and problem skills
- Empowering young people completing MSJ education and employability programmes
- Volunteering with our youth cafes and youth work projects.
- The contribution of second and third level students on formal placements across our services and supports who in turn develop skills and their CVs. We are committed to providing comprehensive volunteer structures and supports such as child safeguarding training, youth group governance and management supports, recognition and award events and recruitment events. We particularly prioritise meaningful volunteer opportunities for young people.



## KEY TRENDS

Key issues and trends for young people which emerged in the consultation process include:

### Physical & Mental Health

Young People's Strengths	Young People's Needs
<p>Young people feel they are healthy, fit and enjoy getting involved in sporting activities.</p> <p>Increased awareness of the importance of physical health</p> <p>Young people enjoy being free to have fun, to laugh and play/hang out with friends.</p> <p>Older young people are looking forward to the future, to opportunities and their independence.</p> <p>Increased awareness and understanding of positive mental health and wellbeing. Better variety of supports and services available in this area</p> <p>Young people demonstrated strength and resilience throughout the COVID pandemic</p> <p>Young people are enjoying play, recreation and sporting opportunities and access to youth clubs/groups</p>	<p>Importance of awareness on Substance abuse issues including problem drinking, smoking, and vaping</p> <p>Social media portrays a perfect body image with "Body dysmorphia" and "fat shaming" highlighted as a challenge. Social media promotes false images of perfect lives and in turn, feelings of inadequacy and pressure on young people to fit in</p> <p>Stigma, fear, and a lack of understanding surrounding mental health. Lack of youth mental health information, support, and services with high waiting lists</p> <p>Difficulties around managing emotions including anger and fear</p> <p>Enhanced sexual health education with an emphasis on consent and the law</p> <p>More diverse recreational opportunities.</p> <p>Emphasis on competitive sport – to be the best.</p> <p>Spaces for older young people to hang out.</p>





## Education & Learning

### Young Peoples Strengths

Young people are open to learning, to new experiences and think creatively

Improved educational access and equity for e.g., reduced rates of early school leaving

More diverse educational choice and opportunities

### Young People's needs

Overemphasis on academic achievement

Negative consequences of the COVID pandemic on educational retention and outcomes is still affecting some of the youth.

Learner supports including financial, literacy and academic supports are essential

The digital divide

Peer pressure to 'not do well' in school

Support for 'Alternative' educational provision; a middle ground between mainstream and provision specific to learning difficulties

School Supports, outside of school (school support and homework clubs)



## Outcome Area: Safe & Secure

Young People's Strengths	Young People's Needs
<p>Most young people live in stable and secure environments and have people who care for them</p>	<p>Dysfunctional family environments and poor parenting. Family conflict &amp; poor parental mental health</p> <p>Unsafe community environments enabling access to drink and drugs Bullying in school environments and bullying and conflict within larger peer groups.</p> <p>Online bullying, relentless judgement, and criticism</p> <p>Young people feel that they can be treated negatively by school staff Destructive peer relationships can result in young people becoming involved in anti-social behaviour</p>



## Outcome Area: Connected & Respected

Young People's Strengths	Young People's Needs
<p>young people feel supported by their family and friends</p> <p>Young people are good at communicating and making friends.</p> <p>Social media enables young people to communicate with others and develop networks of friends</p> <p>Services and supports are focusing more on marginalised young people and targeted interventions</p> <p>Young people feel that they are tolerant, accepting and committed to challenging inequality, injustice and exclusion through active citizenship and engagement in political, social and cultural life</p> <p>Perspective that society is becoming more inclusive in terms of disability.</p> <p>Availability of more youth focused services supports and spaces</p>	<p>young people can feel pressure to be who the adults in their lives expect them to be, negatively affecting self-expression.</p> <p>Racism, integration and the marginalisation of specific groups including traveller youth, LGBTQ+ young people and migrant communities.</p> <p>Gender inequality persists Some young people do not feel that they have a supportive family</p> <p>Importance of critical analysis with respect to social media and online information</p> <p>Young people can struggle with developing more 'real' and 'in-person' supportive friendships with their peers' Online relationships can be seen as 'fake'</p> <p>Young people can feel little control over their own lives or that their voice is listened to by the adults in their lives</p> <p>Young people feel that climate change and the environment are key issues affecting them today</p> <p>Young people value international experiences and Supported youth participation</p>





## CHILD PROTECTION AND WELFARE POLICY

Manor St John Youth service will

- Practice safe recruitment in checking the suitability of staff and volunteers to work with children.
- Raise awareness of child protection issues and equip children and young adults with the skills needed to keep them safe.
- Develop and then implement procedures for identifying and reporting cases, or suspected cases, of abuse.
- Support children and young people who have been abused in accordance with his/her agreed child protection plan.
- Establish a safe environment in which children and young people can learn and develop.
- Establish and maintain an environment where children and young people feel secure, are encouraged to talk, and are listened to.
- Ensure all staff and volunteers understand their responsibilities in being alert to the signs of abuse and responsibility for referring any concerns to the designated senior person responsible for child protection.
- Develop effective links with relevant agencies and co-operate as required with their enquiries regarding child protection matters including attendance at case conferences.
- Keep written records of concerns about children, even where there is no need to refer the matter immediately. Ensure all records are kept securely; separate from the main members file, and in locked locations.
- Develop and then follow procedures where an allegation is made against a member of staff or volunteer.
- Provide information to assist staff and volunteers in dealing with all forms of child abuse
- Provide direction to all staff and volunteers regarding their legal responsibilities under child protection legislation

(Full document can be viewed online or on request)

## Findings from the consultations

- The COVID-19 crisis had negative effects on young people's health and wellbeing, especially amongst some marginalised groups. The most common negative effects relate to mental health, including overthinking, concern, worry, anxiety, depression and a sense of hopelessness (Department of Children & Youth Affairs, 2020. 'HOW'S YOUR HEAD? Report of a national consultation with young people on mental health and wellbeing' [https:// www.drugsandalcohol.ie/33132/1/Hows\\_your\\_head.pdf](https://www.drugsandalcohol.ie/33132/1/Hows_your_head.pdf))
- School closures and learning losses due to the COVID 19 pandemic have had a particularly negative impact on students from socio-economically disadvantaged backgrounds and students with special educational needs. Disengagement from education throughout the pandemic was a significant challenge, particularly for already marginalised young people with limited support at home (ERSI, 2020. 'Learning for all? Second-level education in Ireland during covid-19'. <https://www.esri.ie/pubs/SUSTAT92.pdf>)
- COVID-19 has revealed a digital divide specifically access to devices and broadband and digital skills (ERSI, 2020. 'The implications of the covid-19 pandemic for policy in relation to children and young people, a research review'. [https://www.esri.ie/system/files/ publications/SUSTAT94\\_3.pdf](https://www.esri.ie/system/files/publications/SUSTAT94_3.pdf))
- Lockdown measures throughout COVID greatly increased the risk that children living in unsafe home environments be exposed to direct harm (through neglect or physical or sexual abuse) or indirect harm (e.g., through witnessing domestic abuse). The Special Rapporteur on Child Protection 14th Report, 2022 [https://www.gov.ie/en/ publication/2d30f-annual-report-of-the-special-rapporteur-on-child-protection-2021](https://www.gov.ie/en/publication/2d30f-annual-report-of-the-special-rapporteur-on-child-protection-2021)
- There had been a 20% increase in cyberbullying in Ireland during lockdown, and Ireland had one of the highest incidences of cyberbullying in Europe (Dublin City University, 2021. 'KiDiCoTi: Kids' Digital Lives in Covid-19 Times: A Study on Digital Practices, Safety and Wellbeing Key findings from Ireland' [https://antibullyingcentre.b-cdn.net/wp-content/uploads/2021/12/Short-report\\_Covid\\_formedia\\_TM\\_with-Author-names](https://antibullyingcentre.b-cdn.net/wp-content/uploads/2021/12/Short-report_Covid_formedia_TM_with-Author-names))
- Many LGBTQ+ young people are at risk of leaving school early due to identity-based bullying and harassment (Gay and Lesbian Equality Network 2016. 'Being LGBT in School: A Resource for Post Primary Schools to Prevent Homophobic and Transphobic Bullying, and Support LGBT Students' <https://assets.gov.ie/24762/729f5d8906184a6a8c4be0c5e2a349dd.pdf> file:///C:/Users/fiona.baily/Downloads/222484\_1159ba1c-66ad-4b32-9dbb49f473486c52%20(1).pdf)



# OUR STRATEGIC PRIORITIES

## YOUTH WORK

### Outcome 1

Young people are physically healthy and enjoy positive mental health & wellbeing

#### MSJ Aim and objective

- Support young people's physical health with a focus on reducing substance misuse, healthy eating, and physical activity
- Strengthen young people's mental health and social and emotional wellbeing in light of COVID's damaging impacts
- Promote positive sexual health and wellbeing
- Facilitate more diverse recreational opportunities in the arts, culture, the outdoors/nature, and play



### Outcome 2

Young people are learning and developing

#### MSJ Aims and objectives

- Provide informal and community-based learning and development opportunities including homework supports and educational transition programmes
- Support the retention & achievement of young people in formal education



### Outcome 3

Young People are safe and secure

#### MSJ aims objectives

- Empower parents & guardians to provide safe, secure, stable, and caring home environments
- Increase access to community-based safe, friendly, recreational youth spaces particularly within communities experiencing high levels of deprivation
- Improve awareness, understanding, skills and behaviour with respect to bullying

### Outcome 4

Young People have access to the information and knowledge they need to make informed choices about their lives

#### MSJ aims and objectives

- Ensure youth information provision with a focus on themes including employment, education, and training; social and cultural opportunities including volunteering, physical, mental and sexual health and web safety and social media
- Strengthen young people's critical/media literacy and promote online safety
- Develop innovative approaches to information provision



## EDUCATION, TRAINING, & EMPLOYABILITY

### Outcome 1

Young people are gaining critical skills

#### MSJ aims and objectives

- Develop & deliver programmes linked to local, regional, and national skills needs and with clear employment and/or progression opportunities
- Provide consistent and structured work placements and internships, and facilitate Erasmus+ opportunities

### Outcome 2

Young People are developing employability and key life skills

#### MSJ aims and objectives

- Support engagement with post-primary schools and early school leavers in increasing access to LYS education, training & employability initiatives
- Facilitate education & training pathways within LYS and to other Further & Higher Education Institutions
- Support young people in securing sustainable employment opportunities

### Outcome 3

Marginalised young people are engaged in education, training & employment

#### MSJ aims and objectives

- Enhance the inclusion of more marginalised groups including Traveller young people, young people with a disability, young people with mental health support needs, ethnic minorities and young people experiencing social exclusion

### Outcome 4

Young people are provided with integrated supports tailored to their needs

#### MSJ aims and objectives

- Embed wraparound supports underpinned by need's assessments, learning and progression plans, one to one key working, mentoring & coaching, group work, family supports, advocacy, social supports and therapeutic counselling
- Facilitate classroom teaching & learning supports including small group and one to one supported learning settings, literacy & numeracy, English language and ICT supports



## Outcome 5

Young people are progressing to further education, training and employment opportunities

### MSJ aims and objectives

- Support engagement with post-primary schools and early school leavers in increasing access to LYS education, training & employability initiatives
- Facilitate education & training pathways within LYS and to other Further & Higher Education Institutions
- Support young people in securing sustainable employment opportunities



## VOLUNTEERS

MSJ recognises the value and contribution of volunteers to our organisation and to strengthening communities and civil society. In line with the National Volunteering Strategy 2021-2025 (Department of Rural and Community Development), MSJ acknowledges the contribution of volunteers to 'developing communities as vibrant, inclusive and sustainable places. Volunteers are a necessity in the community & voluntary sector and MSJ appreciates and celebrates their contribution. For almost 50 years, volunteers have played an essential role in enabling LYS to improve the lives of young people in the following ways:

- Through MSJ volunteer-led youth café, the delivery of youth focused events such as youth sporting and social competitions and events.
- Supporting young people to complete our 'Youth Leadership and volunteer Programme' focused on developing leadership skills including teamwork, communication, planning and problem skills.
- Empowering young people completing MSJ education and employability programmes
- The contribution of second and third level students on formal placements across our services and supports who in turn develop skills and their CVs. We are committed to providing comprehensive volunteer structures and supports such as child safeguarding training, youth club governance and management supports, recognition and award events and recruitment events. We particularly prioritise meaningful volunteer opportunities for young people.





## OUR ACHIEVEMENTS 2019-2023

Over the course of our Strategic Plan 2019 -2023 over 600 young people have accessed the following supports on an annual basis:

- therapeutic counselling,
- one to one mentoring & coaching,
- youth diversion programmes,
- detached youth work,
- family supports,
- youth mental health workshops,
- Health related fitness programmes
- advocacy & outreach,
- employability supports,
- evidence-based programmes such as Junior Leader Training and Moving on Up-Primary to Secondary Transition Programme and youth cafes.

Annually, an average of 200 young people spent their free time engaging with at least one MSJ youth group each week, strengthening their awareness of issues such as Sexual Health & Well Being, Web Safety & social media, Legal and Justice Issues, and Accommodation and Homelessness. The positive impact that MSJ has had on the lives of the young people that we work with is reflected in the following quotes:

“All three of my kids have been involved with Manor St. John Youth Services and it’s been fantastic for them and for myself”

“The Facilities and services are excellent and my child feels very safe there, and I feel safe sending them”

“The empathy for young people - in particular disadvantaged young people - is huge and shows with young people continuing to engage with the service.”

“I look forward to attending every week and I really like the leaders and the activities”

# OUR ENVIRONMENT

This plan has been prepared in accordance with the following key policy documents:

POLICY	SUMMARY
<p>Better Outcomes Brighter Futures the National Policy Framework for Children and Young People, 2014-2020 Department of Children, Equality, Disability, Integration and Youth (DCEDIY)</p> <p>UBU Your place your space</p> <p>National Youth Strategy (DCEDIY)</p> <p>National Strategy on Children and Young People's Participation in Decision Making 2015- 2020 (DCEDIY)</p> <p>EU Youth Strategy 2019- 2027 &amp; European Youth Goals 2019-2027</p> <p>National Volunteering Strategy 2021 – 2025 m Department of Rural and Community Development</p>	<p>Identifies 5 National Outcomes concerning Health, Learning &amp; Development, Safety &amp; Security, Economic Opportunity, and Civic Engagement</p> <p>Emphasises the importance of early intervention, ensuring quality services, interagency collaboration, effective transitions, supporting parents and giving voice to children and young people</p> <p>To provide out-of-school supports to young people in their local communities to enable them to overcome adverse circumstances and achieve their full potential by improving their personal and social development outcomes</p> <p>Its aim is to enable all young people realise their maximum potential, by respecting their rights and hearing their voices, while protecting and supporting them as they transition from childhood to adulthood.</p> <p>Sets out to ensure that children and young people will have a voice in their individual and collective everyday lives across the 5 national outcome areas of Better Outcomes Brighter Futures</p> <p>The Strategy fosters youth participation in democratic life, supports social and civic engagement and aims to ensure that all young people have the necessary resources to take part in society • European Youth Goals include Quality Learning, Inclusive Societies, Mental Health &amp; Wellbeing and Quality Employment</p> <p>Its objectives are to:</p> <ul style="list-style-type: none"> <li>• Increase participation and diversity in volunteering</li> <li>• Facilitate, develop and support the Volunteering Environment</li> <li>• Recognise, celebrate and communicate the value and impact of volunteers and volunteering in all its forms</li> <li>• Promote ethical and skills-based international volunteering</li> </ul>

# ENABLING OUR STRATEGY

**Aim:** To build a strong organisation that is open to learning, responsive to change and committed to its ongoing development

## OUTCOMES

Governance and Organisational Management is strengthened and improved

Young people are accessing safe, accessible, youth friendly spaces and facilities.

## OBJECTIVES

- Continue to update, and modernise Governance, Financial, IT and Administration systems
- Ensure compliance with charity, youth, and education sector standards
- Further develop appropriate Board, sub-committee, working groups and staff structures to ensure the effective and efficient delivery of this plan

- Enhance our infrastructure to broaden service provision and meet emerging needs of young people Secure,
- enhance and expand IT infrastructure and digital capability
- Ensure Child Safeguarding policies and procedures meet the required standards and conduct regular review of all processes in this area
- Ensure efficient and effective health and safety and building management systems Monitor and improve MSJ sustainability and carbon footprint
- Facilitate maximum use of facilities by young people at times which suit them and increased use of facilities by the local community

## OUTCOMES

MSJ is valuing and communicating our work and advocating on behalf of young people

Organisation skills, capacity, knowledge and resources are developed and maximized to meet the needs of young people

## OBJECTIVES

- Design and deliver a communications and marketing strategy for MSJ which promotes the visibility and understanding of our organisation and the work we do
- Strengthen our digital communications capacity & offering
- Celebrate and share the work of MSJ and the power of youth work and inclusive education provision in young people's lives
- Safeguard and enhance our reputation through striving for excellence in all that we do
- Pro-actively advocate with and on behalf of young people affecting change for young people in the area's health & wellbeing, employment, civic engagement, education & learning

- Develop employee skills and knowledge through informal & formal processes for continuous learning and development
- Co-produce and implement an organisational Health and Wellbeing Strategy with all employees
- Ensure as an organisation that we reflect the diversity of the community Maximise current revenue streams and identify new opportunities to generate revenue in the areas of corporate partnerships, fundraising and social enterprise



## OUTCOMES

Young people benefit from responsive and needs based services and supports which meet highest quality standards

Strategic partnerships and collaboration are enhanced and expanded

## OBJECTIVES

- Develop detailed needs and outcomes based Annual Programmes and Plans in all areas of our work which set out how each area is contributing to the delivery of key areas of the Strategic Plan
- Research and identify the key issues affecting young people and their communities and adopt a leadership role in influencing policy and strategy
- Increase involvement and participation of young people in the design, delivery, and evaluation of services
- Further develop innovative and effective youth work and education & training methodologies underpinned by best practice

- Strengthen and develop collaboration, networking, referrals, and signposting opportunities with external agencies
- Reinforce internal collaboration across MSJ services and programmes and seek out new strategic partnerships which support delivery of this plan







## CATERING SUPPORT

### QQI LEVEL 4 MAJOR AWARD

@ MANOR ST JOHN YOUTH SERVICES




### EARN AS YOU LEARN

STUDENTS MAY BE ENTITLED TO A WEEKLY TRAINING ALLOWANCE




- Short Order Cooking
- Kitchen Skills
- Meal Service
- Customer Service
- IT Skills
- Career Planning
- Team Working
- Growing Vegetables
- Communications
- Work Experience

For more information  
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