

**HAMPSHIRE COUNTY COUNCIL****Report**

<b>Committee/Panel:</b>	Children and Families Advisory Panel
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**Hampshire Children's Services  
Integrated Youth Support Services**

**1 The Principles**

- A service that lifts the aspirations of young people, allowing them to have fun, make choices, be challenged, stretched and experience new things.
- A service based on quality and consistency throughout the county.
- A service that values diversity and promotes equality of opportunity to all delivering provision for any young person residing and/or receiving services in Hampshire - universal and targeted when required.
- A 'can do' service that is responsive to young people's needs.
- A young person friendly service with 'no wrong door' which delivers services built around a young person's needs, ensuring that young people most at risk receive the support they need to tackle barriers to progression and achieve their potential.
- A service promoting young people as valued members of society.
- A service that seeks continuity and integration with existing and new policy agendas and developments focused on Narrowing the Gap in outcomes for vulnerable groups.
- A service in which all practitioners and managers share the IYSS vision, objectives, responsibility and accountability for the outcomes and impact of the IYSS.
- A service that seeks to provide an efficient and effective service that is good value for money.
- A service that provides support proportionate to need, but there is no thresholds for involvement with the IYSS.
- A flexible service that understands and responds to local needs and circumstances with local children's partnerships.

The specific drivers of the IYSS are outcomes and indicator sets related to youth and Connexions services the target audience is 13 -19 year olds but rises up to 25 year olds with some statutory elements involving young people leaving care or with special needs. These drivers include:

**The provision and promotion of universal youth work activity and social education**

**The provision of the universal careers advice and guidance offer and the personal development support that young people require**

**IYSS targets the most vulnerable in order to narrow the gap in achievement**

**Lead responsibility and statutory duties for those young people who are leaving care**

**Lead responsibility for ensuring young people with special needs make a successful transition from pre to post 16 learning leading to independent living.**

**Supporting young people who are Not in Education, Employment and Training (NEET) to positive destinations**

## **2 Ensuring that young people are able to influence service provision available to them**

The following guidance develops the understanding of each of the 4 strands.

1. Empowering Young People
2. Young People as Citizens
3. Information Advice and Guidance
4. Targeted Youth Support

The paper offers some understandings and minimum requirements. However, the Integrated Youth Support Service is locally led and developed and primarily must be responsive to local need, circumstances and priorities.

## **3 Working with Local Children's Partnerships**

The Integrated Youth Support Service is the first integrated resource to be influenced by the development of the Local Children's Partnerships and is thus pioneering in terms of the relationship and influence that the Local Children's Partnerships will create on the deployment and prioritisation of this resource. The partnerships are charged with the following and the new Integrated Youth Support Service will be a critical component in helping them to achieve these goals.

- Ensure educational inclusion
- Strengthen and develop local networks
- Develop a detailed understanding of needs and outcomes
- Direct responsibility for delivery locally of defined outcomes, e.g. teenage pregnancy and reducing child poverty
- Influence improvement for all outcomes for all children
- Co-ordinate early intervention and prevention activities

The priorities of the Local Children's Priorities across the County are :

1. Reduced proportion of children living in poverty
2. Reduced teenage conceptions
3. Improved educational attainment of vulnerable groups
4. Increased number of young people in education, employment and training
5. Increased numbers of care leavers in education, employment and training

In addition each local children's partnership will have a range of additional local priorities relevant to local need. The Integrated Youth Support Service is well placed to contribute significantly to these priorities.

Practice in the strands described is not designed to be exclusive to a specific strand, staff skills will be developed to enable staff to make their contribution to any strand. Practical delivery will mean that work with, small groups, or on a one to one basis, is required in each strand.

#### **4 All Staff Practice**

There is an expectation that all staff of the Integrated Youth Support Service in whatever strand they are involved in and irrespective of whether they are working on a one to one or group work basis with young people will.

- Welcome all young people and treat them with respect
- Engage with them to explore their issues or concerns
- Listen to them without pre-judgement
- Assess their own ability as staff to respond to the issues raised
- Provide information and support if possible
- If not, commit to seek support or advocate on their behalf
- If appropriate agree an action plan with the young person or group of young people to enable them to take their next steps.

All Integrated Youth Support Service staff will need to understand and become proficient in the use of the various Management Information systems such as Core Plus, Swift and EYS some of which carry legal requirements and are used to report performance locally and nationally.

## **Integrated Youth Support Service (IYSS) Delivery**

### **5 Strand One Empowering young people: things to do, places to go, someone to talk to**

This strand can best be described as the universal youth work offer which any young person 13 -19 can join and participate in if they choose to be involved. This strand includes group work which is targeted at specific groups, such as young parents, young carers, etc, to encourage and develop peer support networks. It will be delivered by the IYSS District teams working co-operatively with other agencies and organisations to prioritise, plan, deliver and evaluate a range of services that take account of local issues and needs.

The work is supported and delivered by staff and volunteers who work to build relationships with young people that are voluntarily entered into by young people and which are based upon mutual respect, are flexible, responsive and challenging. Staff establish the young persons particular starting point and then involve them in planning, delivery and the evaluation of services/opportunities which reflect their current interests, needs and expectations.

The staff deliver services that focus on and balance the needs and expectations of young people themselves while heeding those of their parents and carers, the local community and other stakeholder agencies and organisations.

Services encourage personal development by offering young people the opportunity to enjoy themselves, meet and relate to other people and offer opportunities where they can experiment socially by testing ideas and modes of behaviours in an environment where they will be challenged and encouraged to gain new skills and experiences.

Young people will be offered a menu of flexible responsive opportunities and activities involving a broad span of subject matter (social education curriculum) offered through open access provision and in a variety of projects and settings that are accessible, safe and welcoming environments.

Staff help young people to access the support of other agencies that they need or require and will advocate on behalf of young people as and when appropriate. Staff will encourage colleagues to introduce the most vulnerable young people in Hampshire to participate in activities provided and facilitated by the IYSS to assist them in realising their full potential.

#### **Delivery**

In order to deliver this component it will be necessary for service delivery to develop an understanding of the needs and expectations of young people, the local community and other stakeholders by understanding local history and folk lore and opportunities and constraints offered by the local geography and demography.

## Integrated Youth Support Service (IYSS) Delivery

Services need to be delivered within the levels of staffing and resources that are known to be available while seeking to access further resources as and when potentially available, deemed appropriate and prioritised. Services will be delivered within the authorities quality standards, performance measures, policies and guidelines.

### Minimum Standards

Minimum levels of service related to IYSS strand one in each district should include:

- A local contact point (11 District offices) offering co-ordinated information about local services.
- Promotion of services through the Connexions presence in all secondary schools, colleges, special schools, education centres and training providers (Establishments = 121).
- Wide promotion, support and encouraged use of Youhtube offering access to information relating to the district, county and beyond via the web.

In addition the district will work co-operatively with other agencies and voluntary organisations to:

- Maximise the range, depth and availability of services for young people within the District.
- Offer support and guidance to local voluntary youth groups to encourage their development.
- Loan equipment and resources to voluntary agencies where available and possible.
- Work co-operatively with voluntary agencies to develop, co-ordinate, promote, delivery and evaluate a district programme.
- Access grants and information about grant giving opportunities that support the delivery and accessibility of services.
- Provide outreach work which supports partners and the community in delivering youth work.

### Service delivery

- Access to service delivery points (within 30 minute travelling time) that offer a programme of open access evening, weekend and holiday provision.
- Targets for the levels of provision and numbers of young people to be reached should be set and published locally. With minimum standards for each District set at working with 10% of the local 13 - 19 population and offering a minimum of five open access sessions per week, plus a minimum of one weekend session per week.
- A minimum of one detached project within each district that can flexibly focus on issues or areas of particular need within the district.

## **Integrated Youth Support Service (IYSS) Delivery**

- A rolling programme of district wide opportunities that includes variously cultural / counselling / international / residential / sport or outdoor adventure / volunteering / national initiative/ accredited programmes.
- Offering a minimum of three major “high spots” per year per district. A high spot being an event of some magnitude.
- Promoting opportunities for and supporting involvement in a local Youth Council, similar forums or councils, by promoting the County Youth Council and Youth Parliament and the election of Members of the Youth Parliament. Encouraging young people to get involved.

## Integrated Youth Support Service (IYSS) Delivery

### 6 IYSS Strand Two Young people as citizens: Making a contribution

This strand is fundamentally about the local participation of young people 13 - 19 in the development of services that affect them. There is a huge variety in how that might be achieved from formal local youth councils, YOF panels, youth club committees, to groups formed around a single issue, such as developing a skate park or a local environmental issue of concern. There might be open forums to encourage young people to express their views about the services provided, or surveys, questionnaires which influence the development of services or customer satisfaction surveys. An aim of this work is for young people to be able to identify where their involvement has made a difference, be it to a programme of activity, a local spending issue or the development of a county wide policy.

Staff involved in this strand will want to build and develop links between the different participation opportunities available in a District so that School forums, District Council forums and other participation activities form a local network of opportunities. There may be occasions when the skills of the integrated teams support other providers to develop mechanisms for involving young people in decision making.

Participation is the responsibility of every part of children's services and the strategy for ensuring it takes place is developed within the strategy and commissioning unit for. It is the task of this strand to join up the local processes described with the county wide processes such as HCYC and UKYP, but the primary goal is to ensure that real participation and influence of service provision takes place locally.

It is important that in developing this work staff pay particular regard to those young people who currently struggle to engage or be involved in decision making opportunities.

#### Minimum Standards

Services encouraging young people who struggle to engage:

- by offering options aimed particularly at young people who struggle to engage in activities with other young people as prioritised locally.
- by offering a range of activities intended to build self confidence, develop social skills and the emotional literacy of young people.
- by offering bespoke support to young people who are not ready to participate effectively.

Services offering opportunities for young people to contribute to service development and delivery and volunteering opportunities:

- by introducing young people to organisations that offer opportunities for volunteering.

## **Integrated Youth Support Service (IYSS) Delivery**

- by supporting or where necessary delivering a project that promotes and secures volunteering and voluntary action (one within each district).
- by encouraging young people to be directly involved in delivering activities and projects to other young people (through Youthtube and notice boards).
- by engaging young people in scrutiny and assessment panels, interview panels, management committees, programme planning sessions, etc, (as opportunities arise but based on an assumption young people will have a voice in all major decision making).

Encouraging young people to become involved in debates about issues affecting their communities which will develop their understanding of their localities and benefit the whole community:

- by promoting and supporting Youth Councils, Forums and the Youth Parliament and supporting young peoples involvement (in each district and across the county as necessary).
- by involving young people directly in decisions about services, facilities and environmental issues relating to their local areas.
- by making young people aware of and encouraging appropriate involvement in other opportunities as they arise, i.e. elections, consultations, referendums, planning issues etc.

## Integrated Youth Support Service (IYSS) Delivery

### 7 IYSS Strand Three Quality IAG in schools and other establishments

This strand is delivered in schools and other education establishments (Colleges, education centres and learning providers). Proportionate deployment to institutions will be agreed by local partnerships who will have to take account of the requirements of each of the partnership institutions and also the needs of Independent special schools and Independent schools who may not always be members of the local partnership.

The IYSS manager or team leader will develop a partnership agreement with each institutions which will.

- Review the previous years work
- Explore the work of the personal advisers
  - Careers Advice and Guidance
  - Personal Development Support
  - Employment and training advice
- Negotiate the future activities to be delivered
- Ensure the school understands what it needs to provide.

The day to day direction and prioritisation of the lead personal advisor allocated to the institution will be by a named member of school staff but the line management will be via the IYSS structure thus replicating the current arrangements.

The Information, Advice and Guidance (CG and/or PD) Personal Adviser based within the institution and locally tasked within them has a number of key functions. These include

- The statutory guidance for impartial careers education.
- Wider IAG related to overcoming barriers that prevent young people being able to make decisions about their long term future.
- Providing links to the individual student and institution to obtain support available from the wider Integrated Youth Support Service (IYSS).

The Personal Advisor adds value to the Careers Education and the Personal Social and Health Education (PSHE) programme required to be provided by each school. The role is not a substitute for that school careers or PSHE responsibility.

#### Minimum Standards

The universal delivery of IAG working with all young people in an educational establishment will enable staff to access the most vulnerable young people. IAG Staff will want to work with the establishment or initiate the development of a team or service around that vulnerable young person in order to ensure they can achieve their full potential.

## Integrated Youth Support Service (IYSS) Delivery

The tasks for the institutional based IAG adviser are to ensure that young people can:

- Understand themselves and the influences on them.
- Investigate opportunities in learning and work.
- Make and adjust plans to manage change and transitions.

They will achieve this by working with young people referred by the school, other agencies or who self refer to:

- Empower young people to plan and manage their own futures.
- Respond to the needs of each learner.
- Provide comprehensive Information and Advice on career opportunities or a wide range of personal development barriers.
- Raise aspirations.
- Actively promote equality of opportunity and challenges stereotypes.
- Helps young people to become productive and contributing members of society.

The involvement of staff with young people on Foundation Learning (FL) programmes is critical for their progression. Personal Advisers should:

- Determine the suitability of a young person for FL
- Refer young people to FL provision if appropriate
- Provide young people attending FL provision with IAG
- Support progression from FL

In line with the SEN code of practice personal advisers must attend the year 9 annual reviews and should attend the year 11 reviews for young people subject to a statement. In addition it is good practice for a personal adviser to attend year 10 and post 16 reviews. The purpose of all reviews is to ensure smooth transitional arrangements.

The local authority carries the responsibility for supporting young people with a statement of special educational needs (SEN) from pre to post 16 provision this is undertaken through the completion of an S139a assessment. The S139a should also be made available to any young person who would benefit from the assessment process.

Personal Advisors will know and understand their own skills and be able to link young people to the wider support available from the Integrated Youth Support Service as appropriate.

Although Careers Information Advice and Guidance is predominantly provided in educational establishments this is clearly not an exclusive delivery point, there will be occasions when a young person needs this support in a community settings or in other places such as in a children's home.

## **8 Strand Four Targeted Youth Support – Additional Support When required.**

The Targeted Youth Support (TYS) strand of the Integrated Youth Support Service (IYSS) has two different target audiences for involvement.

## **9 Vulnerable Groups**

The first relates to those groups who are vulnerable, all the research evidence demonstrates that young people who have less positive outcomes than their peers, including those

- in care,
- leaving care,
- living in relative poverty,
- at risk of mental health issues,
- with learning difficulties or disabilities,
- young carers,
- black minority ethnic,
- young Travellers,
- young parents,
- young offenders,
- gay, lesbian, bisexual and transgender.
- young people who regularly truant or are excluded from school,
- those who are not in education, employment or training (NEET)

The groups above are identified in Hampshire's Children's and Young People Plan, but it is not an exclusive list other vulnerable groups would include those who are homeless or at risk of homelessness, young asylum seekers and young people who misuse alcohol or illegal drugs.

When working with some vulnerable groups, particularly care leavers, those with learning difficulties and disabilities, homeless young people and those in care there may be local authority statutory requirements that need to be undertaken by IYSS staff.

However, just because a young person is a member of one of those vulnerable groups, it does not mean that they will by definition need additional support. Many young people in each of these groups lead successful and fulfilling lives despite the in built disadvantages they experience.

### **Referral and Self Referral**

The second group is those young people who may not belong to any of the groups above but who identify themselves as needing additional support or who are identified by other agencies and services as needing additional support. IYSS staff will join with other staff to secure a team around the young person that can meet their additional needs.

## **Purpose**

The purpose of the TYS strand is to pro-actively target and support those young people 13 -19 (sometimes up to 25) who need additional support to ensure they are able to have a positive, safe and rewarding experience as young people and help them to progress to adulthood and autonomy. TYS is not specifically related to any particular place and should not have the structured boundaries of institutions, the additional support may be required in an educational establishment but also in a host of community venues and at a diverse range of times. The moments for support are not characterised by a set formula or circumstance.

TYS is about making sure vulnerable young people get the right help and support to fulfil their potential, it is about services working together, to deliver prevention and early intervention before things go wrong and to work with known vulnerable groups of young people.

Key to this process is that the young person will be involved in deciding what happens to them, they will be listened to and their opinions taken into consideration by all of the services involved. TYS is focused on 13 -19 year olds, although this will extend for some and in particular in relation to statutory requirements related to care leavers and young people with Special Educational Needs where work may be required up to the age of 25. At times earlier (age related) intervention may be required although this is not a priority.

TYS aims to ensure vulnerable young people are able to access, survive and thrive in universal settings and services where other young people are, particularly learning and youth groups. Where young people are not able to make the best of those universal opportunities or drop out from them TYS supports them to reintegrate in to those settings.

## **Minimum Standards**

TYS should do the following for vulnerable young people:

- Identify young people early.
- Identify the young persons additional needs.
- Offer support and challenge before things go wrong.
- Offer support and challenge that is personal, relevant to this individuals situation,
- Ensure their participation in resolving problems.
- Support young people during big changes (such as the many transitions to secondary school/college; care unit to independent living).
- Encourage universal services to become more attractive and relevant.

TYS activities are not prescriptive as they respond to the needs of the young person involved, but they might include:

- 1:1 support which enables the young person to think through and resolve their issues/concerns.
- Introducing young people to universal activities and opportunities.
- Brokering support/activities or funding from other agencies, this might include Young Persons Learning Agency (YPLA), job centre's, training providers, employers, health services, counselling, CAMHS etc..
- Providing opportunities that raise young people's self esteem and confidence
- Mentoring and guidance.
- Small group activities which enable young people in similar circumstances to support each other.
- Practical support such as transport to an interview, or equipment to attend a college course.

Integrated Youth Support Services are well placed to contribute to the identification of need using the Common Assessment Framework and offer the role of lead professional as appropriate.