

CHILDREN AND YOUNG PEOPLE OVERVIEW & SCRUTINY PANEL

10 November 2011



PLYMOUTH
CITY COUNCIL

Introduction: Integrated Youth Support Service

The latest House of Commons Education Committee report (October 2011), Services for young people the Government response, reaffirms the Local Authority Duty to provide sufficient services for young people stating that *'this is especially important given that 85% of young people's time is spent outside formal education'*.

In relation to supporting young people who are particularly vulnerable, including those with emotional and mental health needs, the evidence for delivery of professional youth services supports that:

'There is little doubt that good youth services can have a transformational effect on young people's lives and can play a vital role both in supporting vulnerable young people and in enriching the lives of others'

'...the most effective response to social issues is often through a blend of open-access and targeted approaches'

'...the purpose of youth services should primarily be to offer positive activities and enriching personal and social experiences and not solely as a mechanism to divert young people from misbehavior.'

House of Commons Education Committee report (October 2011)

1. The case for intervention with Young People: DfE Youth research Team July 11

'Whilst intervention in early years is clearly essential, young people can face difficulties during teenage years that require timely intervention to prevent them escalating into major problems'

'Half of those with lifetime mental health problems first experienced symptoms by the age of 14 and three quarters before their mid-20s....10-13% of 15-16 year olds have self harmed'.

Earlier multi-agency intervention and prevention with Youth Services, particularly at Tiers 1 & 2 of the CAMHS model, is therefore important to:

1. Respond to the externalities of young people's behaviour, either positive or negative impacts.
2. To ensure young people have good information on the consequences of their decisions and active encouragement to take up positive self development activities and to discourage them from potentially harmful activities.
3. Enable all young people to develop skills regardless of their socioeconomic background
4. Provide support during teenage years that can raise outcomes and help close the poverty gap

5. Respond early to those young people who develop significant needs for the first time during adolescence
6. Reduce the impact of problems when things go wrong for young people as the outcomes can be particularly damaging and costly for them and society.
7. Recognise that what young people do out of school matters – there is a positive association between engaging activities and wider outcomes
8. Invest in targeted youth programmes that have been evidenced to be cost effective

2. Current commitments to Young People's Emotional Wellbeing & Mental Health

1. A training programme is currently being rolled out for all frontline staff aimed at recognising and responding to mental and emotional distress including tools and techniques to promote young people's mental and emotional wellbeing.
2. Ongoing targeted youth programmes focusing on diversion from false support systems e.g. drugs, alcohol, risk taking behaviour.
3. Provision of **somewhere to go, something to do** and importantly **someone to talk to** who will listen and support positive thinking, self esteem and confidence building.
4. Targeted and open access group work that builds on skills such as self esteem, confidence, interactive skills and taking directions from people in charge, getting to school on time etc.
5. From September 2011, Educational Psychology, Education Welfare and Youth Service staff working in integrated locality teams focusing on young people's mental and emotional wellbeing.

3. Examples of the Integrated Youth Service's targeted groups include:

1. **No Limits** for young people with disabilities or learning difficulties. Focus on self esteem and identity, healthy eating, fitness and social development.
2. **Out Youth Group (LGBTQ)** focus on 1:1 support, family and relationship issues, MH and substance misuse, confidence, identity and self esteem
3. **Intensive Support Team** focusing on vulnerability, homelessness, family breakdown, 1:1 intensive support on risk taking behaviour, education and employment, self esteem and confidence.
4. **Asylum Seekers** supporting young people who have suffered severe trauma, both physical and emotional, issues of isolation, confidence and distress concerning the immediate future.
5. **Young Carers Group** supporting young people who are recognised as having particular emotional support and developmental needs and who often cannot access regular support networks.

All of the examples above have young people who are at high risk of developing social, emotional or mental health problems and many young people currently involved are already assessed as having significant MH issues and known to Tier 3/4 services.

4. Current issues faced by young people in the City include:

1. Economic factors have been shown to have an important link to young people's subjective well-being (Children's Society 2011). Lower levels of household income and greater adult economic concerns are impacting on young people's emotional wellbeing and mental health. As a result there appears to be an increase in requests for intervention in relation to young people's behavior that has associated family economic factors or stressors.

2. Achievements at school have a direct link to secure emotional and social development. Schools have recently identified that they need other services to support young people at an earlier stage to further improved achievement and individual social/emotional development. Multi-disciplinary locality teams are responding to these needs.

5. Key evidence based approaches/principles in early intervention and prevention to promote young people's mental and emotional wellbeing in the Integrated Youth Service include:

1. The quality of the relationships with staff supporting young people is paramount. Research highlights effective preventive approaches contain 3 key elements:
 - a. Fun and engaging activities to develop relationships with young people
 - b. Working towards practical goals with the young person
 - c. Creation of opportunities explore emotions
2. Involvement of parents also has been evidenced to improve outcomes. It is important:
 - a. To avoid rivalry with parents
 - b. Not to marginalise parents
 - c. To discuss with parents and young people what they feel is needed to help

It will, therefore, be important to consider the development of work with parents within the multi-disciplinary support being offered to ensure that the young person's needs are considered within the wider family context.

6. Access to Youth Support

Access to support within the Integrated Youth/Locality Offer can happen at a variety of stages:

1. Open access through Youth Centers and planned positive activities
2. Through targeted youth groups both referred and open access
3. Through universal settings such as schools and health services via the locality/area based teams using CAF or direct working arrangements
4. Referral via CAF from specialist services such as Social Care or CAMHS

This continuum of access also facilitates timely transition to appropriate levels of support according to the changing needs of young people.

7. Further Improvements

1. The Locality Service is currently exploring how it may further improve promotion of the Youth Offer (11-19) specifically around access to Emotional Wellbeing and Mental Health.
2. Training in Mental Health Support for Youth Workers and other support staff is underway and further developments building on the TaHMS work in schools are currently being considered between CAMHS and the PCC Locality Service.
3. Improved joint working in locality teams is being considered with primary mental health workers and school nurses.
4. Workforce development training in STORM is being rolled out to frontline practitioners with a Senior Educational Psychologist and Senior Professional Youth Worker from the Locality Service as part of the training team.

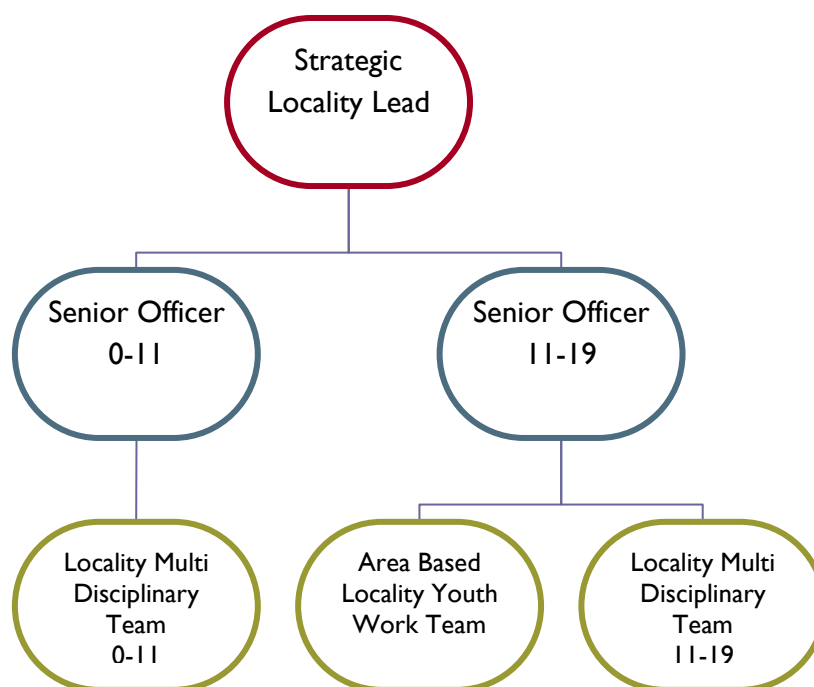
8. Structure of the Youth Service

The service is currently undergoing a significant reorganisation to support a new Children and Young People's Services locality delivery framework. This has necessitates changes to the structure to ensure area based provision is well linked to the new multi-disciplinary locality teams. City-wide teams such as Streetwise and the Intensive Support Team are now deployed into the multi-disciplinary locality teams that will focus their efforts on the most vulnerable children and young people. A recent review of CAMHS waiting lists highlights that 42% of young people currently awaiting specialist assessment or intervention are already known to the youth service with some receiving intensive or targeted youth support in collaboration with Primary Mental Health workers.

The current number of full time equivalent (fte) youth workers is 51.5 ftes with a ratio of 1 fte worker to 477 young people (13-19 years). There are 4 fte Senior Youth Officers and 1 fte Head of Service.

There are 13 fte admin/business support workers across the city-wide service, however, 2.1 ftes are currently being held as vacancies. They support in total 113 individual workers made up of 89 staff, 9 apprentices and 15 adult volunteers.

This structure diagram illustrates one of the recently formed multi-disciplinary teams with the Head of Youth Services currently carrying out the additional duties of Strategic Locality Lead for Plympton and Central & North East and professional lead for 11-19 services. The four Senior Youth Officers are leading the 0-19 multi-disciplinary locality teams and the area based youth work teams within their designated areas of the city.



9. Break down of average full-time (37 hour per week) Youth Worker

1. **Face to Face** performance is targeted at 50%, however, all teams aim for at least 60% direct contact with young people. Achievement is currently at 59.5 % for 2011-12.
2. **Indirect work** on behalf of young people accounts, on average, for approximately 25% of a workers time. This activity includes advocacy work, session planning, CAF work and reviews, development activities, accreditation work, travel to projects and venues, setting up and taking down time.
3. **Business** activities account for approximately 15% of a workers time and include activities such as supervision, appraisal, email, team meetings, training and sickness absence.

10. Centre, Outreach and Street Based Working

The ratios of these activities are constantly changing due to a variety of factors including, what young people have told us they want, the time of year, issues identified by partners or communities, however, it is possible to approximate average activity levels from practice experience and performance data.

1. Home Centre work accounts for approximately 40% of an area team activity.
2. Outreach work accounts for approximately 60% of an area teams activity with:
 - a. 70% street-based
 - b. 30% venue based

11. Customer Satisfaction

Young people are routinely surveyed across the full service offer on a monthly basis and we are averaging a 97.6% of young people satisfied with the service they receive. Peer review, mystery shopping and quality assurance visits to internal and external projects are routinely carried out to ensure effectiveness of delivery, outcomes and value for money.

John Miller, Head of Integrated Youth Support,
Department for services for Children and Young People
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