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@CBYouthVoice

Welcome to the third annual report of the Central Bedfordshire Youth Support Service (YSS). The past 12 months have had many successes, including overseeing a continued reduction in young people who are Not in Education, Employment or Training (NEET), growth in support for those with complex needs and securing the active participation of young people across a number of projects. We have also begun to embed our provision to ensure we deliver more positive outcomes for those who need our services the most.

Our report sets out what we have delivered over the past financial year, how we have made a difference and where we need to prioritise in the future. Over the coming years, the YSS will inevitably have to operate in an increasingly challenging financial environment. We will continue to meet these challenges, seek new opportunities and continue to place young people at the heart of everything we do.

We look forward to working with you over the coming year.

Our Aspiration

The Youth Support Service supports young people to achieve their potential. It works to ensure the needs and wishes of young people are heard, represented and they are empowered to achieve personal, social and economic success.

Our Responsibilities to Young People

The Youth Support Service manages the day to day co-ordination and delivery of our statutory 'Youth Offer' for young people aged 13-19 in Central Bedfordshire. We also support those leaving care up to the age of 21 and those with disabilities up to 25. Our Youth Offer makes a direct contribution to the key strategic priorities of Central Bedfordshire, including:

- Young people will be supported to **learn** and improve their **educational attainment**, make progress and achieve their goals. They will have appropriate knowledge and skills to enter and succeed in their careers.
- We will **protect vulnerable young people**. They will feel safe and will be happier as a result of the intervention they receive and be diverted away from offending.
- Young people will have higher aspirations that are supported by their families. They will be offered a range of services, including **early help and support to improve their life chances**.
- Young people will be more positive and feel more **emotionally and physically healthy**. With support, they will be able to make informed choices and understand the impact of the risks they take.

All delivery is underpinned by the following statutory legislation and guidance:

- Education and Inspections Act (2006)
- Education and Skills Act (2008)
- Education Act (2011)
- Positive for Youth (2010 & 2012)
- Crime and Disorder Act (1998)
- SEND Reforms - Children and Families Act (2014)
- Safeguarding – Working Together (2015)

Our Principles

The following principles underpin planning and delivery from the Youth Support Service:

- Our delivery is based on consent from young people and built around developing high quality professional relationships.
- We promote the welfare of young people and protect them from harm.
- Our practice should be planned and delivered in line with an evidence of 'need' and 'what works'.
- Our provision should promote the voice of young people.
- Our delivery should be impartial and consider the range of opportunities available for young people that best meets their needs.
- Our delivery should be supported by appropriate processes and systems required to support young people with complex needs – including robust case management, resource allocation based on need and regular supervision.
- We recognise the need to work flexibly, holistically and collaboratively with a range of partners.

Case Study 1

AMT was an unaccompanied Asylum Seeking Child who arrived in the UK in early 2014 from Eritrea, aged 16 years old. He had very limited English. The YSS Personal Adviser (PA) arranged for him to have some ESOL lessons at a private language school funded through a pooled budget, as college didn't start until September. AMT initially struggled with attendance because of anxiety around his status but with support and encouragement, he completed his course and enrolled on an Entry Level 1 course at Bedford in the September. He always expressed a keen interest in football and in his spare time he joined a local football team and also a gym.

In early 2015, AMT's mental health seemed to deteriorate, he was missing his family and finding it difficult to sleep and his attendance began to fall again. YSS PA arranged for a college counsellor whilst the social worker arranged for referral to CHUMS. YSS PA supported AMT to attend college counselling and AMT seemed to get a lot from these sessions.

Despite these setbacks his learning at college seemed to go from strength to strength and in August 2015, he enrolled on a Sports Level 1 course alongside Functional Numeracy at Level 1 and ESOL at Entry Level 3. During this academic year he took the initiative to apply to Bournemouth AFC and after trials was successful in obtaining a football scholarship with their academy. As AMT was 18 years old there were initially some difficulties finding accommodation for him but with the support of his LAC PA accommodation was eventually found and AMT started his course in September 2016.

He has visited the team since he started and took time to thank the teams that have supported him to achieve this.

Our Delivery

The Youth Support Service both commissions and directly provides intervention and support to young people aged 13-19 and up to age 25 for those with SEND. Our delivery comprises a number of interlinked strands both within the service and with our partners – including young people, schools and the voluntary/community sector:

Youth Support Commissioning

We provide business support and oversight of the commissioning of a range of Youth Support, including youth work, Information, Advice and Guidance (IAG), volunteering and learning opportunities. This includes establishing evidence of need, establishing the quality of services and monitoring the impact of provision. We also manage the re-commissioning and procurement of provision as well as managing our youth centres.

Engagement and Tracking

We identify and track the progress of young people into Post-16 education, employment and training. This includes putting in place a number of interventions to proactively re-engage young people who are Not in Education, Employment or Training (NEET) – including the delivery of IAG and signposting to local services that would help secure their participation. We are also able to provide detailed management information on NEET performance and on young people via management of our Client Caseload Management Information System (CCIS).

Youth Participation

We facilitate the work of our elected Youth Parliament and other Youth Voice initiatives – including partnerships with the Children's Trust Board, Healthwatch and Bedfordshire Police. This includes support for our young commissioners as well as oversight of the Central Bedfordshire youth audit process. Our qualified Youth Workers also play a central role in assessing the quality of youth work practice and support to establish a consistent standard of provision across the authority.

14-19 Partnerships

We build close partnerships with academies and schools to ensure that young people are able to make informed decisions regarding their future and participation in education, employment and training. This includes support to ensure high quality delivery of Careers Education and Impartial IAG (CEIAG) as well as employer engagement. We also play a central role in ensuring young people are aware of the opportunities that are available to them - including Apprenticeships and Traineeships.

Impartial Information, Advice and Guidance for Young People with Complex Needs

We proactively work to engage and empower young people with the most complex needs to enable them to overcome significant barriers to education, employment and training. This includes person centred work, delivery of tailored Impartial IAG and support for transition planning. The key focus of this work is on groups of young people with identified needs – including Looked After Children and Care Leavers, young people with SEND and those in the criminal justice system. We work closely with our colleagues in the Corporate Parenting Service, SEND Support Service and Bedfordshire Youth Offending Service to secure positive outcomes for these young people.

Bedfordshire Youth Offending Service

The Bedfordshire Youth Offending Service (BYOS) is a multi-agency team hosted by Bedford Borough Council. We currently manage the agreement with the service to ensure it achieves the following:

- Working with the courts and magistrates to ensure appropriate use of remand for young people and ongoing care for those with Looked After status.
- Assessment, Planning and Interventions (APIS) to support behaviour change among individual young people.
- Triage and earlier intervention to prevent first time entrants to the criminal justice system.
- Collaborative work to safeguard and promote the welfare of young people, particularly those at risk of child sexual exploitation.
- Integrated resettlement activity to support reintegration of young people released from custody.
- Wrap around services, including drugs/alcohol interventions, access to mental health provision, and education, training and employment.
- Group interventions around specific programmes, including knife crime and violence.

Case Study 2

L is a bright and talented young person who is a Looked After Child who suffers from elective mutism and some social communication difficulties. During careers guidance meetings with the YSS Personal Adviser (PA) whilst L was in year 11, she shared that she had a strong interest in Linguistics and wanted to pursue this as a career. Initially she was going to stay at school for Sixth Form but with support from her YSS PA she explored another college that offered Latin. Unfortunately L didn't get the GCSE results she hoped for but the YSS PA advocated on her behalf with the college, pointing out her talent in languages and they agreed to offer her a place. L thrived at her new college and several careers guidance meetings were provided by YSS PA to maintain motivation for Linguistics and work towards achieving the necessary A' level grades to secure an offer from a university of L's choice. The YSS PA encouraged L to consider university taster days which she did and which reinforced her desire and led to L undertaking much exploration around different courses. After guidance and reflection L decided to apply for Korean Studies at several universities. A conditional offer was received by the young person to study at UCLAN, and whilst this was pleasing, the young person was experiencing some difficulties in sustaining her predicted grade in Philosophy. It was agreed during her LAC review that the YSS PA would seek out a potential Philosophy tutor and approached Luton Sixth Form to identify whether they could offer L 1-1 support. Funding was agreed by the Head of Virtual School to fund an initial month's worth of tutoring, for this then to be reviewed to ensure the young person was benefitting from such support. Meanwhile the Personal Adviser wrote directly to each of the universities to explain the complexities of the young person's current circumstances and how she should be considered for university. Acknowledgement was had from each university confirming that they may consider making the young person a reduced offer and L is studying hard with extra tuition to achieve the grades she needs.

Our Year in Numbers – Highlights:

Participation in Education, Employment and Training

- Central Bedfordshire reported an average of 2.0% or 113 young people who are NEET in 2016 (in 2015 the figure was 2.1% and 123 young people). This was lower than the national (2.7%) and regional (2.9%) averages and the same as the statistical neighbour (2.0%) average. 2016/17 is the first year that only those aged 16 and 17 years old were reported on to the Department for Education (DfE).
- The overall percentage of Young People who are NEET in Central Bedfordshire continues to fall year on year.
- Central Bedfordshire reported a Not Known average of 2.5% at the end of January 2017. The figure is lower than the national average (2.9%) and statistical neighbour average (2.6%) but higher than the regional average (1.7%). We strive to further improve our Not Known figures next year through an agreed action plan which includes greater partnership work and earlier tracking.
- 5,321 (94.6%) of young people, aged 16 and 17 years, were confirmed as having an offer of learning and continuing in education, an apprenticeship or employment with accredited training. This was higher than the national (94.5%) and statistical neighbour (94.4%) averages and lower than the regional average (94.9%). Central Bedfordshire also reported an increase of 2.6% compared to 2015.
- At the end of January 2017, Central Bedfordshire reported that **93.4% of all 16 and 17 year olds were participating in education, employment (with accredited learning) or training**. This was higher than the national (92.2%), regional (92.6%) and statistical neighbour (93.2%) averages. The participation rate in Central Bedfordshire had increased by 0.9% compared to the end of January 2016 (92.5%). In 2016, Central Bedfordshire ranked 59th of 152 Local Authorities and in the 2nd quintile. This was an improvement on 2015 (74th and 3rd quintile).

Involvement of Young People in Youth Parliament

Young people's engagement in the democratic processes across Central Bedfordshire is strong.

- In the last Youth Parliament elections:
 - across **11** schools a total of **5,104** students voted which was 65% of the 7,840 ballots issued.
 - **46** candidates stood for election and **26** were elected with an almost 50/50 split with 12 young men and 14 young women.
- There are 26 new members of the Youth Parliament and 4 members of UK Youth Parliament who will represent their peers and communities for the next year.
- **5,832** Young People took part in the 2016 Make Your Mark Survey across Central Bedfordshire, highlighting Mental Health and a Curriculum for Life as key areas to campaign on and improve.
- Youth Parliament undertook a mental health survey with young people and have received a massive 1,254 responses which are currently being analysed and will underpin recommendations for action.
- Youth Central has been formed and is a youth voice mechanism for young people who want to make change in their communities but who do not want to stand for election onto Youth Parliament. The group is gaining momentum and there are currently 22 members in the Houghton Regis area alone. Youth Central are preparing to launch their first manifesto and undertake youth audits in the near future.
- **25** young people from Youth Central and Youth Parliament took place in 2 residential. In addition to personal development activities, the young people enjoyed talks from Rt. Hon. Alistair Burt and Councillor Hegley.

Quote from Parent:

I would just like to express my gratitude to you and your fellow youth leaders for organising the residential weekend at Grangewaters.

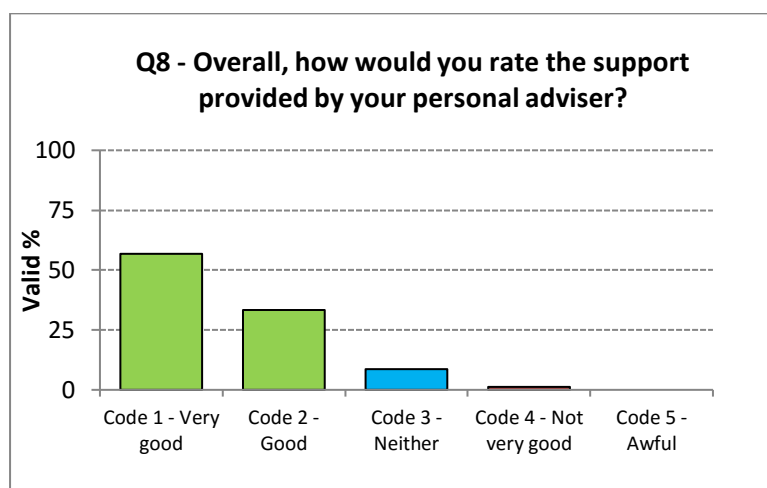
X is quite shy and often does not feel confident in social situations. When I dropped her off for the trip on the Friday everyone was standing on their own or in small groups looking apprehensive.

X had the most amazing weekend thanks to you!! It was a freezing cold weekend, they got covered in mud and they were rudely woken by a trumpet at 5.45! She was raging about the trumpet!! But the weekend brought the group together, she has never spoken to so many people she didn't know and made so many good friends. This residential course has made a huge difference as the group really bonded. They all want to meet up and see each other again at the meetings and are fired up about their campaigns. It has boosted her confidence so much.

Thank you for providing such positive experiences for these young people.

Securing high quality Impartial Advice and Guidance

- **11** out of the **14** schools/academies approached have signed up to CEIAG minimum standards over the past 12 months. We are actively engaged with the remaining 3 schools/academies and have started to explore with an additional 4 special schools how the standards can be adapted to benefit their pupils.
- A quarterly CEIAG Professional Study Group is now recognised by the Central Bedfordshire Teacher Schools Partnership and on average it attracts around **30** attendees from a range of organisations including representatives from around **13** CBC schools attending regularly.
- A new communication and marketing strategy has been implemented and a Facebook Fan Page was launched in January 2017. The Fan Page aims to share careers education, labour market information and local opportunities with young people.
- Between 1/4/16 and 31/3/17, there were **3,032** interventions, of which **550** were face to face interventions made by the 4 Personal Advisers who work with looked after children and young offenders. In the same period there were **5,834** interventions of which **1,435** were face to face made by 4 Personal Advisers who work with young people with special educational needs or disabilities.
- In September 2016, **65.5%** of 16 and 17 year olds, who were Looked After or young people with Complex Needs had agreed offers of learning.
- A review of the effectiveness and efficiency of the current IAG offer by young people demonstrates the quality of service we provide to young people. **96.5%** of respondents stated that they felt their **Personal Adviser listened** to them and **90% rated the overall support they received as Very Good or Good**. Full results are available on request.



Commissioned Youth Support

- **103** young people received an accredited V Inspired award (V10, V30, V50 or V100) as a result of their volunteering.
- **869** young people from our most disadvantaged communities participated in targeted youth work and projects delivered by Groundwork. Of these, **63%** reported a positive impact on their lives.
- Of those young people who were NEET and supported into education, employment or training (EET) by our provider, 4YP, **82.5% remained in education, employment or training** 6 months following their intervention.
- **27** young people have been supported through Groundwork's 121 programme and many others through the youth clubs. It has helped individuals to build confidence, resilience and achieve goals they never imagined they could. Below is just one of the many success stories:

Symon's Story: Managing My Emotions

Symon* has been attending youth club for a number of years, and has recently been receiving one-to-one counselling sessions with Groundwork's trained youth support workers.

Symon first started going to youth club to build up his confidence. He is autistic and English isn't his first language, so he found it difficult to make friends. Whilst at the club, Symon realised he could also benefit from one-to-one support sessions, so he approached his Lead Youth Worker.

"I was having some issues with one of the girls in the centre and it was making me quite stressed"

His stress and anxiety towards the conflict was starting to result in him feeling quite angry.

"I didn't know how to cope with the situation, I just felt really angry with it and everyone else"

Symon talked to his youth workers about his feelings and they discussed lots of different ways he could manage them. Together they made a diary and discovered what triggered his anger in order to find the right coping mechanisms for him. Over the sessions they also reflected on what a healthy relationship is and how to understand different emotions.

Symon now has a friendship group within the youth club and is studying Sport at college, where they are also supporting him with further counselling.

"Thanks to my youth worker I can cope now; I go to college and I would like to be in the army."

***name has been changed to protect his identity**

Our Monitoring

The Youth Support Service will continue to monitor and review the services it both commissions and directly delivers. This will include:

- Observations of practice by professionals and young people – including young commissioners and auditors.
- Monitoring of performance against agreed measures, standards and outcomes – including regular feedback and involvement of all partners.
- Independent Safeguarding Audits of commissioned services.

Our Year in Comments – highlights:

Katrina Armstrong, Careers Co-ordinator

“Youth Support Service has had a valued input to the continued development of our careers service at Redborne Upper School. They are an extension of our CEIAG team. Working together we are able to ensure that all students receive the best outcome for their future and are able to reach their potential”.

Young Person working with 4YP

“We worked through all the jumbled up stuff and sorted it to different piles in my head. Really helped and now I can match to different jobs.”

Parent of a Young Person working with 4YP – our IAG provider

“H is doing really well in his new job and X (the 4YP adviser) couldn’t do enough to help him, she came out to the house and helped us do a great CV for H, she researched information for us about how H could take his CSCS test and much more - nothing was too much trouble.”

Young Person attending Arlesey Youth Centre run by Groundwork

“I feel welcome in the youth club; it’s a safe place to express who I am. The staff are really supportive, I feel accepted and staff take my needs into account.”

A NEET Young Person volunteering as part of the Volunteering Commission with CVS

“Volunteering has impacted my life by giving me essential skills to put on my CV to help get a job. It also has made me feel good knowing that I am doing something positive to help others.”

Our Resources

The YSS has delivered £2.44 million in savings or a 57% reduction in its budget since 2010. Our efficiency target for 2016/17 was met through more efficient commissioning of the targeted youth work service. Our overall budget for 17/18 is just over £1.8 million.

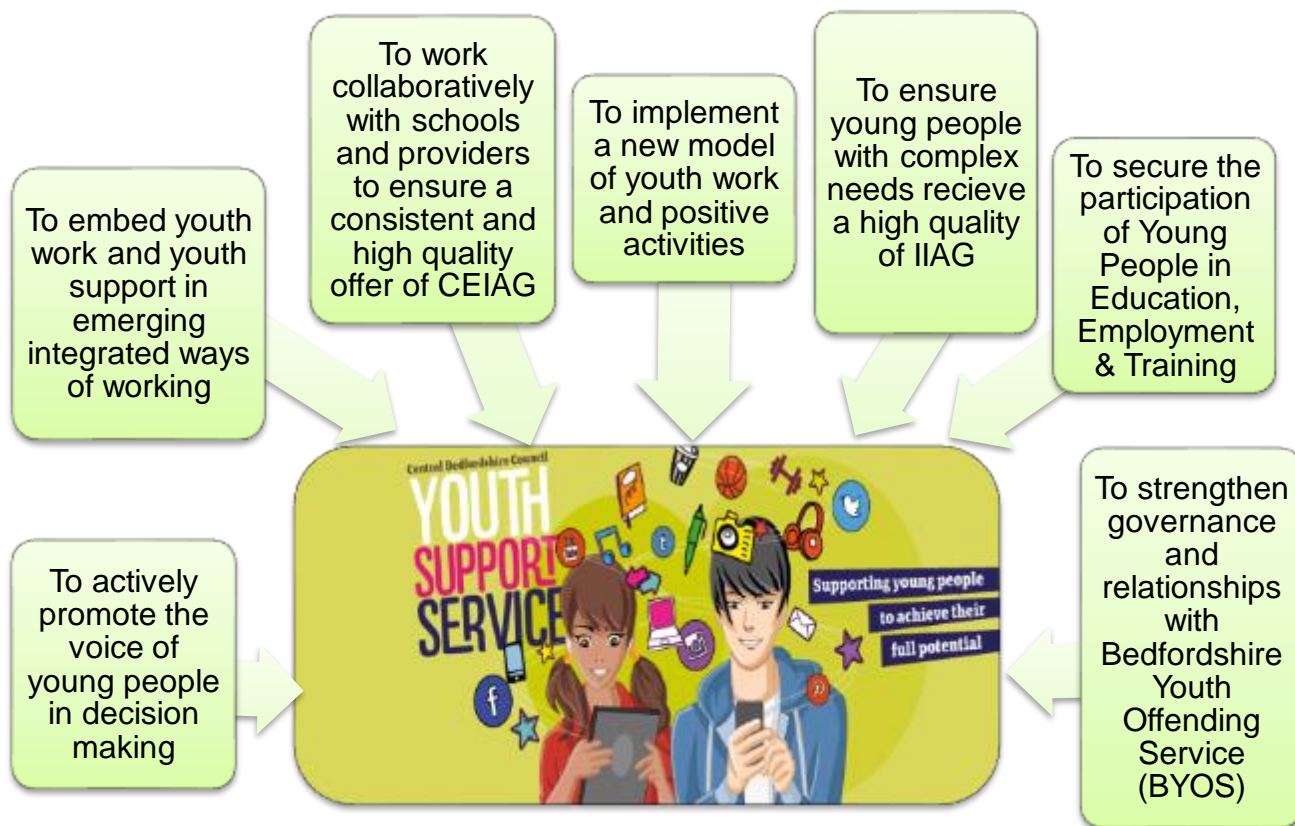
Pressures

- A growing population of young people aged 13-19 with growth of new housing in our most disadvantaged wards.
- Our young people who are NEET continue to be spread widely across Central Bedfordshire which makes cost effective delivery extremely challenging.
- 72% of our young people whom are NEET have other complex barriers such as being vulnerably housed or having mental health difficulties. 22% had received, or were receiving, mental health services.
- A growing demand for our services from young people with complex needs – including unaccompanied asylum seeking children, young people placed on remand and young people with special educational needs and disabilities (SEND).

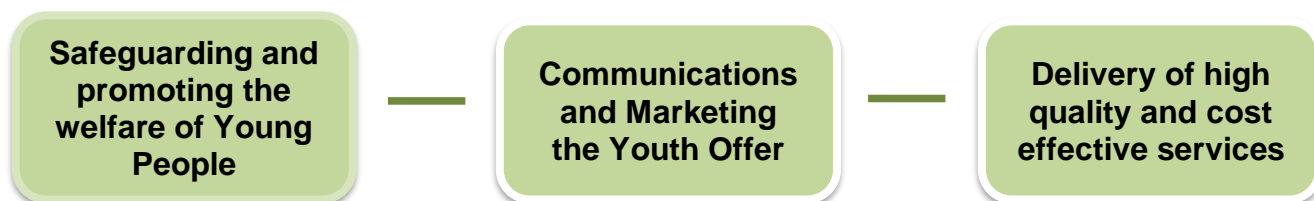
Cost benefits and efficiencies

- Costs controlled by shifting from temporary to more stable and skilful staff.
- Every NEET young person adds £56k in additional costs to taxpayers over their lifetime.
- The opportunity to introduce new commissioning arrangements to purchase post-16 learning for young people with complex needs.
- Shift towards an evidence led and community focused model.

Our Priorities for 2017/18:



Our Cross Cutting Themes for 2017/18



Contact us...

If you have any questions regarding the Youth Support Service, please contact one of the following:

Youth Support Service Manager

Angela Perry

by telephone: 0300 300 4484

For Youth Support Commissioning:

Jackie Squire – Youth Commissioning Officer

by telephone: 0300 300 6566

For Engagement and Tracking:

Tracey Smith – Engagement & Tracking Officer

by telephone: 0300 300 4975

For Youth Participation:

Lisa Wright - Senior Youth Worker

by telephone: 0300 300 5342

For 14-19 Partnerships:

Isobel Taylor – 14-19 Partnerships Officer

by telephone: 0300 300 4897

For Impartial Information, Advice and Guidance for Young People with Complex Needs:

Chloe Brennan - IAG Team Leader - YP with Complex Needs

by telephone: 0300 300 5898

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