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# Central Bedfordshire Youth Support Service Annual Report 2014 - 2015

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@CBYouthVoice

Welcome to the first annual report of the Central Bedfordshire Youth Support Service (YSS). The past 12 months have had many successes, including growth in our provision for those with the most complex needs and the active participation of Young People across a number of projects. We have also begun to reshape our provision to more effectively and efficiently deliver better 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 works to ensure the needs and wishes of young people are heard, represented and they are supported to navigate their pathways to personal, social and economic success.

We make a direct contribution to the following strategic priorities of Central Bedfordshire, including:

- Young People are supported by the YSS to improve their **educational attainment**, make progress and achieve their goals throughout their learning journey. They have appropriate knowledge and skills to enter and succeed in the workplace.
- The YSS will **protect vulnerable Young People**. They feel safe and are happier as a result of the interventions and support they receive, and are diverted away from offending behaviours.
- Young People have high aspirations that are supported by their families. They are offered a range of services through the YSS, including **early help and support to improve their life chances**.
- Young People are **emotionally, physically healthy and feel positive**. With support from the YSS, they are able to make informed choices and understand the impact of harmful risky behaviours.

## 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 includes:

- **Youth Work and Positive Activities** - Opportunities for informal education, youth work and volunteering projects
- **Information, Advice and Guidance** – Careers guidance and support for securing education, employment or training opportunities

- **Targeted Youth Support** – Focused work for young people who need more support such as those who are leaving care, with disabilities, or who are homeless
- **Thematic Youth Support** – Specialist services such as drugs and alcohol support, sexual health and emotional health

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 and 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 planning and delivery should be based on consent from young people
- Our practice should be planned and delivered in line with an evidence of 'need' and 'what works'
- Our delivery should be impartial and consider the range of opportunities available for young people
- Our provision should promote the voice of young people
- 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 supervision opportunities
- We recognise the need to work flexibly, holistically and collaboratively with a range of partners
- We promote the welfare of young people and protect them from harm

## Case Study

E is a young person with complex issues which include Special Educational Needs and Disabilities (SEND) as well as Mental Health issues. E also lives in difficult family circumstances (domestic abuse and parental drug use) and the family are well known to a number of local services. E had poor school attendance and refused to attend school from year 10. Our SEND Personal Advisor worked with E to help raise their aspirations and overcome barriers to education. However, no strategies initially seemed to work.

After year 11 (end of statutory schooling), our SEND PA knew there was probably a small window of opportunity to re-engage E. Our SEND PA did an unannounced home visit and fortunately E was home. They met several times to talk and formulated an action plan. This included access to mental health support and accessing a supported place at college. After attendance fell, our PA was able to help quickly re-engage E. E requires ongoing motivation and recognition of why they are doing the course and not taking the 'easy way out'. However as the year has progressed. E has needed less support as has started to see achievements. The self-esteem of E has now grown. E could have easily been "written off" as someone who wouldn't engage or succeed because of family reputation and past failures

## 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, Impartial IAG 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, those in the criminal justice system and Young People experiencing homelessness.

## **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 amongst 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

A is a young person seeking Asylum. The Youth Support Service (YSS) has been working with A for a number of years.

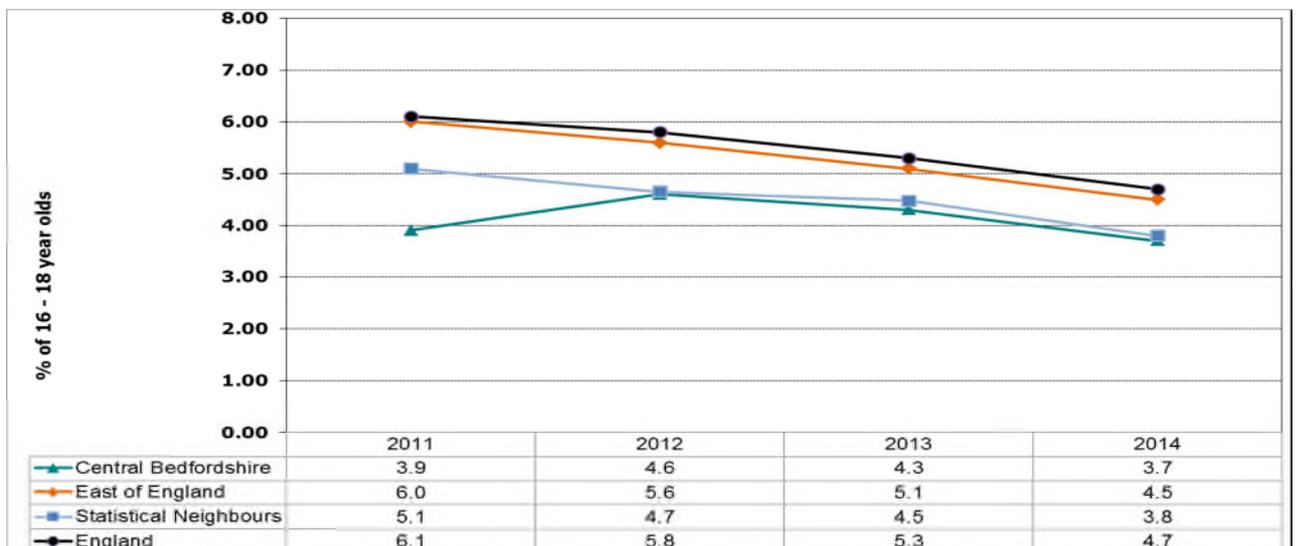
Initially, the YSS supported transition from year 11 to year 12. This involved regular contact with A, the allocated social worker, college and the foster carer. It was identified early on that A was struggling to access the curriculum due to a language barrier. The YSS liaised with college and the Corporate Parenting Team to locate extra resources for an 'English for Speakers of Other Languages' (ESOL) course.

A was moved into semi-independent accommodation. During this transition period, A had not attended the ESOL programme and there was risk they may not progress at college. A was supported by the YSS to re-engage and gain the necessary communication skills to progress both in college and the world of work. A was supported to apply for and attend further interviews for art and design programmes in college and was successful in securing a place.

## Our Year in Numbers – Highlights

### Participation in Education, Employment and Training

- Central Bedfordshire reported a NEET average of 3.7% in 2014 (2013 figure was 4.3%). This was lower than the national (4.7%), regional (4.5%) and statistical neighbour (3.8%) averages. In order to have reported in the top 25% of local authorities, Central Bedfordshire would need to have reported a NEET average of 3.5% or less (a reduction of 0.2% or 17 young people)
- The overall % of Young People who are NEET in Central Bedfordshire continues to fall year on year – please see the table below:



- Central Bedfordshire reported a Not Known average of 7.8% (2013 figure was 11.0%) This was considerably lower than the statistical neighbour average (11.4%) and also lower than the national average (9.0%). In order to have reported in the top 50% of all local authorities, Central Bedfordshire would need to have reported a not known of 7.0% or below (a reduction of 0.8% or 69 young people)
- 5,236 (91.4%) 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 an increase of 3.4% compared to 2013, which equates to around 200 young people
- During the academic year 2013/14, 380 home visits were carried out by the Youth Support Service. Overall, 143 (38%) young people were successfully engaged

## Involvement of Young People in decision making

- 5,976 or 23.76% of the Youth Population (13 – 19 years old) were supported to participate in the national Make your Mark campaign. This is significantly higher than the regional and national averages – please see below:

	2012			2013			2014		
	CBC	Regional	National	CBC	Regional	National	CBC	Regional	National
<b>Ballots</b>	5,990	18,845	253,637	1,718	34,759	478,386	5,976	65,960	876,488
<b>Turnout</b>	23.82%	3.28%	4.31%	6.83%	6.16%	8.12%	23.76%	11.69%	14.88%

- We have ten young people trained as ‘Young Commissioners’ and all youth support tender exercises have actively involved Young People

## Securing high quality Impartial Advice and Guidance

- 6 out of the 10 schools/academies approached have signed up to IAG minimum standards over the past 12 months
- There were 937 interventions made by the intensive personal advisers (who work with looked after children, YOS and young people who are homeless and 1,733 interventions made with young people with SEND
- In September 2014, 79.2% of 16 and 17 year olds, who were looked after, YOS or in hostel accommodation had offers of learning

## **Commissioned Youth Support**

- 71 young people (86% of those supported) received an accredited V Inspired award (V10, V50 or V100) as a result of their volunteering
- 229 (40% of those supported) young people who were NEET were supported to progress to education, employment and training

## **Our Resources**

- YSS budget for 14/15 = 2 million
- YSS budget for 15/16 = 1.8 million

The YSS will continue to face and manage financial pressures across Central Bedfordshire, including;

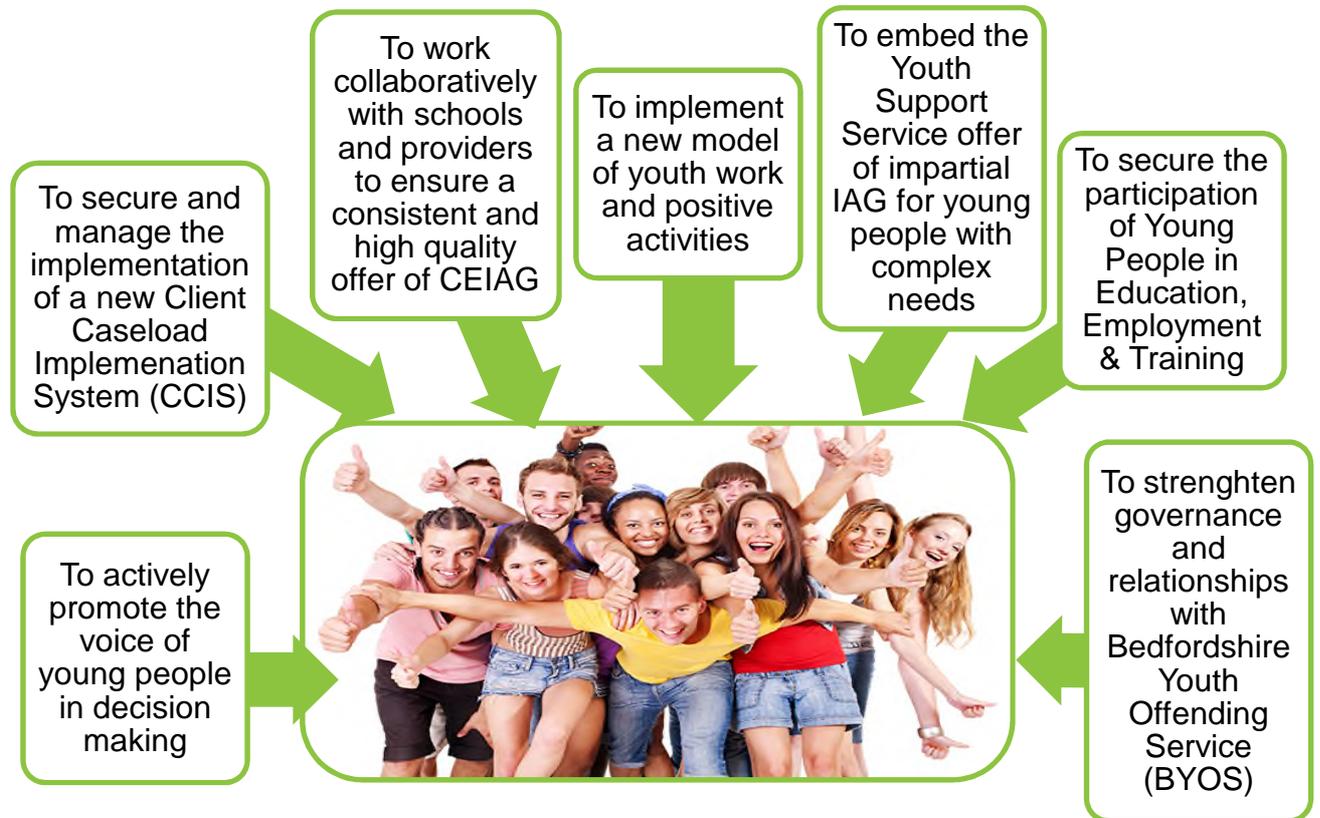
## **Pressures**

- A growing population of young people aged 13-19 with growth in our most disadvantaged wards
- Our Young People and NEET cohort are spread widely across Central Bedfordshire which makes cost effective delivery extremely challenging
- Further reductions in resources for targeted youth work and positive activities
- Increasing remand costs – demand led

## **Cost benefits and efficiencies**

- Costs controlled by shifting from temporary to permanent staff
- Every NEET young person adds £56k additional costs to taxpayers over their lifetime
- Shift towards an evidence and community led model

## Our Priorities for 2015/16



## Our Cross Cutting Themes for 2015/16



## 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 auditors
- Monitoring of performance against agreed measures, standards and outcomes – including regular feedback and involvement of all partners
- Peer mentoring and support
- Independent Safeguarding Audits from commissioned services

## Contact us...

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

### **Youth Support Service – Manager**

James Dove – Youth Service Commissioning Manager  
by email: James.Dove@centralbedfordshire.gov.uk  
by telephone: 0300 300 5145

### **For Youth Support Commissioning:**

Jackie Squire – Youth Commissioning Officer  
by telephone: 0300 300 6566

### **For Engagement and Tracking:**

Tracey Smith – Engagement & Tracking Officer  
Direct Dial: 0300 300 4975

### **Youth Participation:**

Lisa Wright - Senior Youth Worker  
by telephone: 0300 300 5342

### **14-19 Partnerships:**

Rachel Felton – 14-19 Partnerships Officer  
by telephone: 0300 300 5775

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

Angela Perry - IAG Team Leader - YP with Complex Needs  
by telephone: 0300 300 4484

on the web: [www.centralbedfordshire.gov.uk/youthsupport](http://www.centralbedfordshire.gov.uk/youthsupport)

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