



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH Port Talbot COUNTY BOROUGH COUNCIL

Education Skills and Culture Cabinet Board

14 October 2021

Report of the Head of Head of Education Development - Chris Millis

Matter for Information

Wards Affected:

All Wards

Report Title: Youth Service Update

Purpose of the Report:

To provide Members with an update on the Local Authority Youth Service.

Executive Summary:

Neath Port Talbot Youth Service provides Youth Work support to young people within Neath Port Talbot. This is carried out by 35 full time and 54 part time staff using a range of provision.

The service is heavily dependent on external grants with 73% of its funding coming in from a range of sources, this has led to a shift away from open access services to a more targeted youth work offer.

Covid 19 has had a substantial negative impact on young people and the Youth Service. The lockdown period in particular stopped almost

all face to face youth work and closed the majority of the services to young people whilst we developed and adopted a virtual offer for young people. This new way of engaging and supporting young people has significantly reduced the number of young people who we have worked with during this period.

The Youth Service was very heavily involved in the humanitarian response to Covid 19 with the majority of the Community Lead positions being filled with Youth Workers. The Service also played roles in delivering food parcels, recruiting and training volunteers and setting up the volunteering database.

Community based youth clubs were closed during lockdown and were not set up to deliver a virtual offer to young people initially. This took longer than expected due to the demands on the IT section. During the 2020/21 period youth clubs were able to offer an online service to young people and supported 137 young people during 2020/21 through 12 youth clubs. These clubs provide young people with educational, social and recreational activities as well as giving young people access to youth work advice and support.

The more targeted youth work offer focuses on vulnerable young people and youth workers engage with these young people on a one to one basis and also using group work. This work was also affected by the pandemic and some of this also moved to a virtual youth work offer. The most vulnerable young people were still contacted on a regular basis and face to face support continued wherever possible.

Targeted youth work support is offered to Young Carers, LGBT young people, young people with speech, language and communication needs, Caseload young people from Early Intervention Panel, young people Not in Education, Employment or Training (NEET), Young people who are struggling in schools, young people with emerging mental health issues such as loneliness and social isolation, young parents, care experienced young people and young people who are at risk of homelessness.

The Duke of Edinburgh Award Scheme stopped during the pandemic and with the closure of schools, young people awaiting the expedition to complete their award are currently being identified with an offer being made to help them complete.

The youth service also offers young people relationship and sexuality advice both within schools and in their communities. This is delivered through youth workers who are also trained in sexual health.

The youth service has had a good year during 2019/20 with helping young people gain outcomes with 717 young people gaining a nationally recognised award. This equates to 11% of young people who have accessed the service which is above the Welsh average of 10%. The pandemic significantly reduced this figure for 2020/21

The Youth Council who provide opportunities for young people to have a say a matters and issues that impact on their lives have been very active during this year. The young people won a mock election event held virtually and they have been meeting regularly online to help promote children's rights. They are currently working on a number of issues including Free Fruit Trees for Schools, Reducing the use of single use plastics and Period Dignity.

The Youth Service continues to develop and respond to new challenges. This year we have coordinated the School Holiday Enrichment Programme, delivered Summer of Fun provision, successfully open our first ever Welsh Language Youth Club and responded to young people during a very challenging time.

Background:

Neath Port Talbot Youth Service currently employs 35 full time staff and 54 part time staff and 9 volunteers to deliver a range of supportive and educational activities to young people aged 11 -25. Please see the Youth Service Structure attached (Appendix 1).

Neath Port Talbot Youth Service sets out in its Vision to encourage and enable young people to have fun, participate in all opportunities available to them and to gain the skills needed to become happy, confident and fulfilled adults and members of their communities. This is backed up by the service Mission Statement to deliver good quality learning, social and recreational opportunities and activities through highly motivated, well trained and enthusiastic youth workers in safe and friendly places accessible to all young people.

In recent years there has been a shift towards more targeted Youth Work across Wales and within Neath Port Talbot which has come from external funding sources. During 2018/19 grant funding equated to 65% of the Youth Service budget and this has increased again for the 2020/21 financial year with 73% of the Youth Service budget coming from external grants.

Youth Service Provision

The Youth Service contact with young people has dropped from 28% (6,786 young people) in 2019/20 to 6% of 11-25 year olds (1,597 young people) for 2020/21. The Youth Service continues to provide a mix of universal, targeted and specialist provision. In 2019/20 this is above the Welsh average of 15%. Within the 11-19 year olds the greatest increase across Wales was seen in Neath Port Talbot, from 34% of the 11-19 population being a registered member in 2018-19 to 44% in 2019-20 and that placed us with the 6th highest percentage of members in Wales. The figures for youth work during the pandemic are not published yet so there are no comparisons to be made with the rest of Wales at this time.

Youth Clubs:

Neath Port Talbot Youth Service still delivers youth work to young people aged 11-18 via 12 community based youth clubs. These clubs are situated in *Blaengwynfi, Bryn, Croeserw, Cymmer, Sandfields, Taibach, Bryncoch, Cimla, Crynant, Cwmllynfell, Glynneath and Seven Sisters.*

Youth club provision is mainly located in areas of high deprivation but not always in those areas that have the highest numbers of young people or those with the greatest concentration of young people.

There are currently 12 community based youth clubs geographically spread throughout the local authority in a number of community settings for example; schools, community centres and or buildings (See Appendix 2). They each vary in relation to the number of nightly sessions and opening times offered to young people. Our Community Based Youth Clubs closed during the pandemic and were due to reopen just before the last lockdown was announced at the end of 2020. Clubs were set up to offer young people a virtual offer but this was difficult to get up and running due to the clubs lack of IT equipment. It was also very difficult to get young people to engage with some clubs in the virtual world as they were telling us they had spent all day on their screens for school and didn't really want to attend a virtual youth club. Our Community based Youth Clubs have also been hit by a large number of the part time staff leaving during the pandemic and they are finding it difficult to recruit to fill these vacancies.

One of the Volunteers within our Youth Clubs won the National Youth Excellence Award for Volunteering becoming our first ever winner of the Volunteer of the Year Award in Youth Work for 2019/20.

When fully staffed there are at least 4 youth workers in attendance in each night with, one worker in charge who is responsible for the operational, supervision and management of the youth club. The others staff work with young people to provide and develop opportunities and activities that foster learning and that respond to young people's needs. Youth clubs plan deliver and evaluate their work systematically, measure outcomes achieved with young people.

Outcomes include accreditation programmes, Junior Leaderships Awards and certification of achievements that provide recognition of young people's learning in relation to our curriculum framework.

Young people are also offered an opportunity to engage in a number of trips and events throughout the year that not only celebrate their achievements but encourage new cultural learning.

Other issues impacting on our community based youth clubs range from as discussed the reduction in numbers/footfall, staffing pressures due to recruitment issues. Club staff have also told us that there is added pressure on practitioners who are now having to work with young people who present complex health issues although not exhaustive they include; self-harm, sexuality and relationships issues.

Targeted provision:

Targeted provision is much more focused and can be aimed at specific groups of young people with particular needs such as NEETs or targeted due to certain characteristics such as young carers, LGBT or Speech and Language. This provision is funded through a variety of external sources including, WG Youth Support Grant, Families First, ESF Grant and Communities First Legacy Grant. Each funding stream has its own requirements and is subject to change dependent on the direction of the funding provider:

Families First:

Focuses on 3 main areas:

- Caseloads.
- Vulnerable Groups
- Young Carers

Youth workers focus on early intervention and prevention activities for young people. Caseloads are allocated via the Early Intervention and Prevention Panel. Vulnerable groups supported at present are the LGBT group, Speech, Language & Communication group and finally the Young Carers Club. Through Families First youth work interventions:

16 young people demonstrated and improvement in their speech, language and communication skills. = 100%

59 Young people demonstrate an improvement in emotional/mental wellbeing. = 83%

54 Young people report an improvement in own resilience = 76%

57 families have report an improvement in family resilience = 80%

58 young people have stated that their family relationships have improved. = 82%

Welsh Government Youth Support Grant:

Focus on 3 main areas:

NEET young people aged 16-25;

Youth Mental Health & Wellbeing;

Youth Work support for at risk of Homelessness young people.

NEET Support:

The NEET aspect of this grant has been provided to enable the authority to implement the Youth Engagement and Progression Framework along with employing The Engagement and Progression Co-ordinator post who oversees the development of systems and procedures to ensure young people are able to make an effective transition to post 16 employment, education and training. Working with schools, Careers Wales and post 16 education and training providers the co-ordinator focuses on early identification of young people at risk of becoming NEET and reengaging those that are NEET into employment, education and training.

During 2020/21 this work resulted in 135 young people having a positive outcome such as entering employment, gaining a qualification or engaging with other services from a referral.

Using the Careers Wales 5 Tier Model we have seen over the last 2 years a slight increase in the number of NEET young people aged 16 – 18. The Keeping in Touch team have helped over the last year identify tier one young people whose status is unknown to Careers Wales and move them into appropriate tiers. The KIT workers successfully moved 108 young people into a more appropriate Tier which equates to 71% - target was 70%

The team also helped NEET young people achieve successful outcomes. 201 young people received support target was 150 135 young people have achieved a successful outcome which equates to 67% - target was 60%

Some of these outcomes included 6 young people entered further learning, 52 young people entered paid employment, 11 young people entered work based learning, 66 young people received a recognised qualification and 25 young people engaged with a specialist service as a result of referral.

Youth Mental Health & Wellbeing;

The Youth Service has continued to deliver the Welsh Government funded Youth Support Grant aimed at the early identification and support of young people with emerging mental health, emotional or wellbeing issues and young people who are lonely and socially isolated.

This funding has also provided training for the Youth Service and partners on Youth Mental Health 1st Aid, Trauma Recovery Model (TRM) Training and Drawing and Talking training. This has resulted in all of the full time youth workers being qualified youth mental health first aiders and TRM trained. The 2020/21 Youth Health and Wellbeing team focused the following targeted groups:

- Electively Home Educated pupils in Years 7-11
- Young Parents
- Young Carers
- LGBT young people
- Care experienced young people

Youth Work support for at risk of Homelessness young people;

Welsh Government provide funding to support young people aged 14-24 who are at risk of homelessness through targeted youth work.

This funding is used to support young people using a 3 tier approach,

- Awareness raising workshops for schools & youth groups, developed in partnership between the statutory and voluntary sectors and young people.

- One-to one or structured group work support for young people identified as being at high risk of youth homelessness.
- Joint project work with housing providers, which will take a youth work offer into current housing provision. to young people in supported housing at Clairewood, Port Talbot YMCA and also Lewis Road.

European Social Fund:

The ESF Cam Nesa provision finished its delivery in August. This provision supported young people who were NEET and made a significant reduction in the number of 16-24 year old young people who are NEET through improved engagement specific to individual needs. This provision will be missed and has left a gap in the support for those young people furthest away from the labour market.

Cam Nesa achieved the following results:

Supported 243 NEET Participants into gaining employment upon leaving.

Supported 58 NEET Participants in education or training upon leaving

Supported 40 NEET Participants gaining qualification upon leaving.

Communities First Legacy Grant:

This grant provides School based youth Work support for young people aged 14-16 in years 9-11 of all secondary schools within Neath Port Talbot. The Legacy Youth Workers support young people identified by their schools, using the Vulnerability Assessment Profile and discussions both within and outside of the school environment. The Legacy team also transition with the young people at the end of year 11 to best support them into a positive Education, Employment or Training destination.

Year 11 destination statistics collated by Careers Wales indicate that the number young people transitioning from school into Not in Education, Employment or Training (NEET) has reduced steadily from 7.1% in 2009 to 2.2% in 2019. The latest information from Careers Wales shows Neath Port Talbot's lowest ever figure of 2.1% was achieved last year 2020 (See Appendix 3). We are very proud of

this result and the Legacy Youth Workers and partners were able to support young people during the Pandemic and lockdowns.

We are expecting a difficult time with transitions this year due to the knock on effects of the pandemic on school leavers.

Duke of Edinburgh Award Scheme

The Duke of Edinburgh Award Scheme has been hit particularly badly by the pandemic. With the closure of schools and activities resulting in a backlog of young people awaiting to finish the award this year. This has been made more complicated with the Duke of Edinburgh Award Officer leaving this post and creating a vacancy.

We are currently working with all Schools, young people, external providers and the Duke of Edinburgh Award Head Office to address this matter as soon as possible. The post is currently out to advertisement.

Relationship and Sex Education [SRE]

The Youth Service make a significant contribution to the delivery of RSE within the local authority and support the lessons in the locally devised SRE Key Stage 3 SRE pack. The pack enables partners and professionals [Teachers, Youth and Nurse Practitioners] to deliver SRE in secondary educational schools across NPT to provide a cohesive approach to SRE. The approach provides a consistent educational experience for all young people within the county borough, adhering to relevant Welsh Government SRE recommendations. In addition a Senior Officer within the core Youth Service team manages the NPT SRE group which brings together all relevant partners involved in SRE reporting to the VAWDASV Leadership Group.

Relationships Advise Drop in Service [RADS]

Is a free, confidential, non-judgemental service accessible in a number of our community venues [youth clubs/schools/colleges and mobile provisions] at convenient times for young people and

delivered by highly trained youth practitioners in the field of sexual health and young people. RADS practitioners deal with a range of issues including; safe relationships, contraception, pregnancy, abortion, sexually transmitted infections [STI's], LGBT and many other health issues. Additionally, they provide barrier contraception, pregnancy testing, advice and support to access secondary sexual health and other health service to address; substance misuse, eating disorders, smoking cessation, sexual exploiting, abusive relationships, self-esteem and mental health issues. The Youth Services RADS manager provides a daily on-call emergency service for RADS. Issues regarding this service relate to the withdrawal of funding from the LHB [RADS was funded by the LHB from 2001 - until 2017].

Outcomes for Young People

During 2020/21 period the number of young people achieving a nationally accredited outcome from the Youth Service dropped significantly due to the pandemic with 129 individuals gaining awards. During the 219/20 period this figure raised from previous years with 717 individuals being awarded either a Duke of Edinburgh Award or a Qualification ranging from entry level to level 3. This is above the Welsh average which was 10%.

During 2018 the Youth Service Received a Youth Excellence Award for its work with the Youth Council and also received the Bronze Quality Mark. During 2019 the Youth Service received the National Participation Kite Mark. During 2020 the Youth Service was successful in reapplying for the Bronze Quality Mark and also one of the Volunteers won the Youth Excellence Award for the Volunteer of the year and the Youth Council won the Senedd Mock Elections.

Quality Mark:

In January 2020 the Youth Service was once again successful in achieving the Bronze Quality Mark for Youth Work. This was achieved at the highest possible level with no recommendations. The

Quality Mark Self-Assessment was held in particularly high regard by the Assessors.

Youth Council:

The Youth Council is supported by the Youth Service who fund a dedicated worker, venue and travel costs to projects and events which include reward activities. The local authority cabinet members are also considered partners along with the young people resident in NPT.

We are currently recruiting for the new Youth Council through all secondary schools, partners and young people. The new Youth Council will increase the number of seats available to young people and will consist of young people aged 11+ who were elected through a democratic process. The Youth Council is the representative voice of young people aged 11-25 in Neath Port Talbot and has been recognised as the first point of contact for youth engagement in decision making by the Local Service Board and County Councillors.

The members come from schools and a range of targeted groups such as, LGBT young people, Young Carers, Sixth Form pupils, College and University, Families First young people and also Looked After Children. The new seats on the Youth Council will be held by young people from the Vulnerable Learners Service, a Welsh Language Representative, Youth Homelessness Rep, a BAME Rep, a Rep from the YOLO (children's services youth forum) and also a Rep for Mental health.

Other roles within the Youth Council

The Youth Council have representatives on the British Youth Council, Children's Commissioner Advisory Panel, and Abertawe Bro Morgannwg Youth Health Board and also on the advisory group for ongoing health related projects. This work involves members attending meetings to feed in to national participation events and

campaigns/promote youth council work locally to raise the profile of NPT Youth Service and local authority.

Youth Mayor and Deputy Mayor:

The Youth Service continues to support the elected Youth Mayor and Deputy Youth Mayor. Both act as the voice for all young people across the local authority and will shadow the Mayor of Neath Port Talbot. We are hoping to build on the Calendar of events during this year as previous years have been disrupted by the pandemic. The Calendar will be managed in partnership between the Mayor office and the Youth Service.

Have your say campaign:

The Youth Service have helped promote the Have Your Say Campaign to Young people from Neath Port Talbot. To date over 300 paper copies of the survey have been submitted and the number of online surveys is unknown at this time. The take up of young people completing this survey is very encouraging and the views of young people will be well represented.

SHEP and Summer of Fun:

This year was the first year for the Youth Service to coordinate the School Holiday Enrichment Programme (SHEP). More than 300 schoolchildren across Neath Port Talbot attended a 'Food and Fun' scheme during the summer holidays to encourage them to keep healthy and active.

Pupils from Melin Primary School, Awel Y Mor Primary School, Upper Afan Federation Cymmer Afan, Ysgol Cwm Brombil and Ysgol Bae Baglan attended the scheme which was organised by Neath Port Talbot Council's Youth Service.

Everyone who attended had the opportunity to enjoy a wide variety of physical and fun activities as well as learning about the importance of

healthy eating. Plus, each day everyone got a healthy breakfast and lunch.

Run over a three week period, the Youth Service also linked up with Swansea University, University of Wales Trinity St David, Andrew Scott LTD, Arts & Crafts, Play Work and Cricket Wales to deliver different themed sessions for the children.

The Youth Service also receive additional funding to provide Summer of Fun activities to children and young people. 38 young people enjoyed activities such as Summer Youth Clubs, A day at Folly Farm for Young parents, the LGBTQ+ group and others, Young Parents Pamper Day, Family Beach Days and Tir Morfa Activity Days, Dance Project, trips to Heatherton Park and Oakwood Park and a range of activities in partnership with Pontardawe Arts Centre.

Youth Service During the Pandemic:

The Youth Service responded to the pandemic by working from home along with the majority of Local Authority staff. We could access young people via schools or community based provisions such as youth clubs. Other provisions were also closed to the public and young people such as the Job Centres, Community Buildings etc.

Staff were redeployed to help support the humanitarian response to the Pandemic by taking role within the Safe and Well service as Community Leads and also helping with the development, recruitment, safeguarding and training of community volunteers. Staff also helped in the Food Hub and with the delivery of food parcels. Youth Workers were also helping schools deliver free school meals to young people, and also supporting young people who were particularly vulnerable such as young carers.

Youth Work did not stop but our offer became more flexible and online. An example of how each section responded to the pandemic can be found in Appendix 4.

Additional Grants.

This year the youth service was successful in applying for Leadership funding to develop its first ever Welsh Language Youth Club and also to expand the Cook Slow Learn Fast Project which teaches young people how to cook healthy meals on a budget.

Case Studies.

Please see Appendix 5 for examples of the case studies showing the impact that Youth Work and Neath Port Talbot Youth Service has had for young people during the last year.

Financial Impacts:

There are no implications linked to the report but Members should note that the Youth Service is now 73% externally funded through external grants all of which are currently annual funding streams.

Integrated Impact Assessment:

There is no requirement to undertake an Integrated Impact Assessment as this report is for information.

Valleys Communities Impacts:

No implications.

Workforce Impacts:

No implications.

Legal Impacts:

No implications.

Risk Management Impacts:

Funding streams associated with Neath Port Talbot Youth Services work is currently funded through external grants which currently expire on the 31st March 2022. There is ongoing work seeking extensions on the Communities First Legacy and a CRF bid to help fill the gap left by the closure of the ESF Cam Nesa Grant. The

Youth Support Grant is Welsh Government funded and reviewed on an annual basis.

Consultation:

There is no requirement for external consultation on this item.

Recommendations:

This report is for information only.

Reasons for Proposed Decision:

This report is for information only.

Implementation of Decision:

This report is for information only.

Appendices:

Appendix 1 – Youth Service Structure

Appendix 2 – Youth Clubs Info

Appendix 3 – Destination figures

Appendix 4 – Youth Service during the pandemic

Appendix 5 – Case Studies

List of Background Papers:

N/A

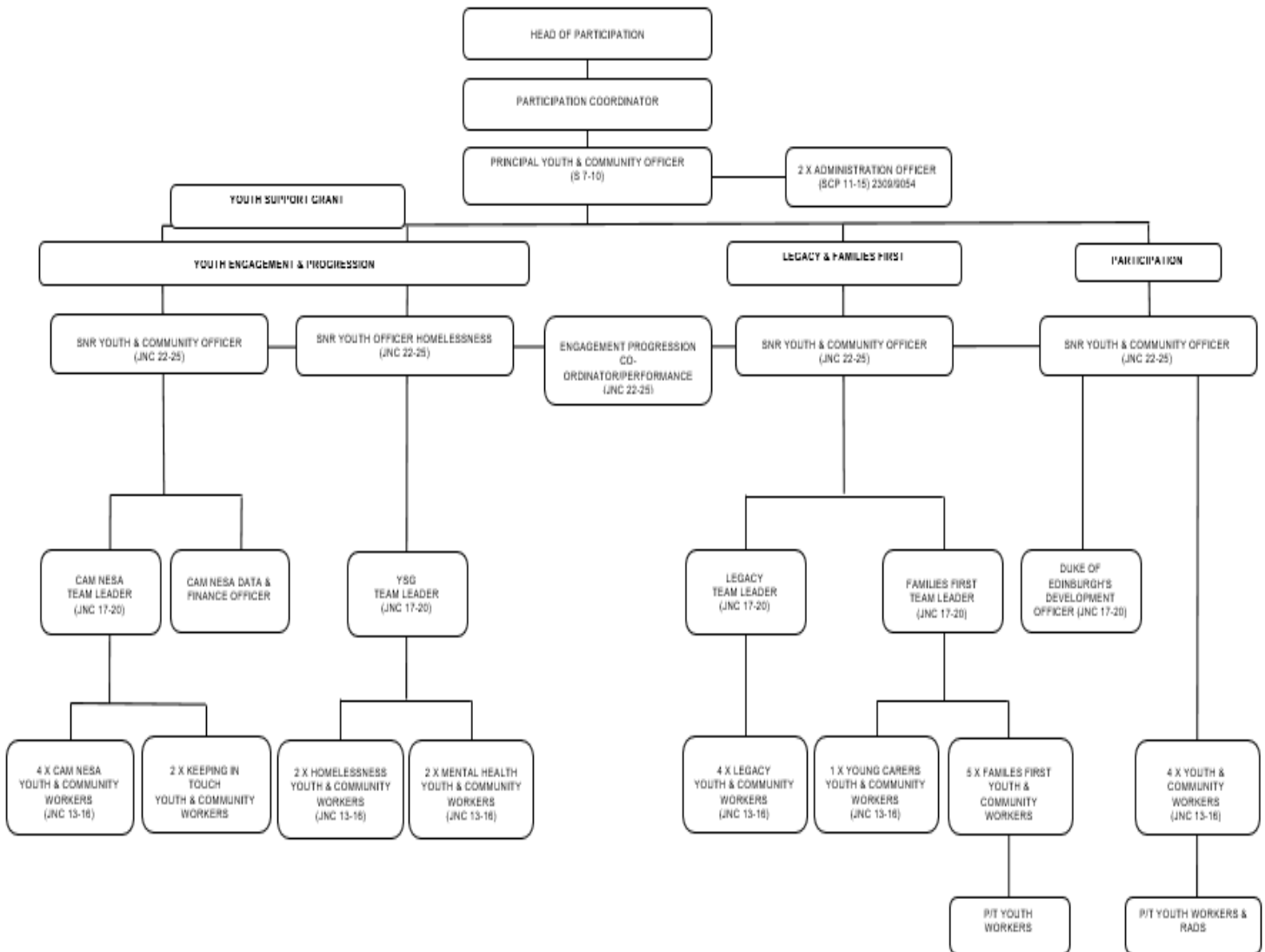
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Appendix 1

STRUCTURE 2020



Appendix 2

Youth Clubs In Your Area

Cwmlllynfell
Youth Club

The Welfare Hall

Tues 6:30pm-8:30pm
Weds 6:30pm-8:30pm

Bryn
Youth Club

The Community Centre

Fri 6:00pm-8:00pm

Blaengwynfi
Youth Club

The Library and
Public Hall

Wed 5:45pm-7:45pm

Glynneath
Youth Club

The Training Centre

Thurs 6:30pm-8:30pm

Seven Sisters
Youth Club

The Community Centre

Thurs 6:00pm-8:00pm

Brynoch
Youth Club

The Community Centre

Thurs 7:00pm-9:00pm

Crynant Youth Club

The Community Centre

Tues 6:00pm-8:00pm
Fri 6:00pm-8:00pm

Cymmer Youth Club

Afan Valley
Swimming Pool

Thurs 6:30pm-8:30pm

Taibach
Youth Club

The Community
Education Centre

Tues 7:00pm-9:00pm
Thurs 7:00pm-9:00pm

Cimla Youth Club

The Community Centre

Mon 6:00pm-8:00pm

Sandfields
Youth Club

YSGOL BAE BAGLAN

Tue 7:00pm-9:00pm
Thurs 7:00pm-9:00pm

Croeserw Youth Club

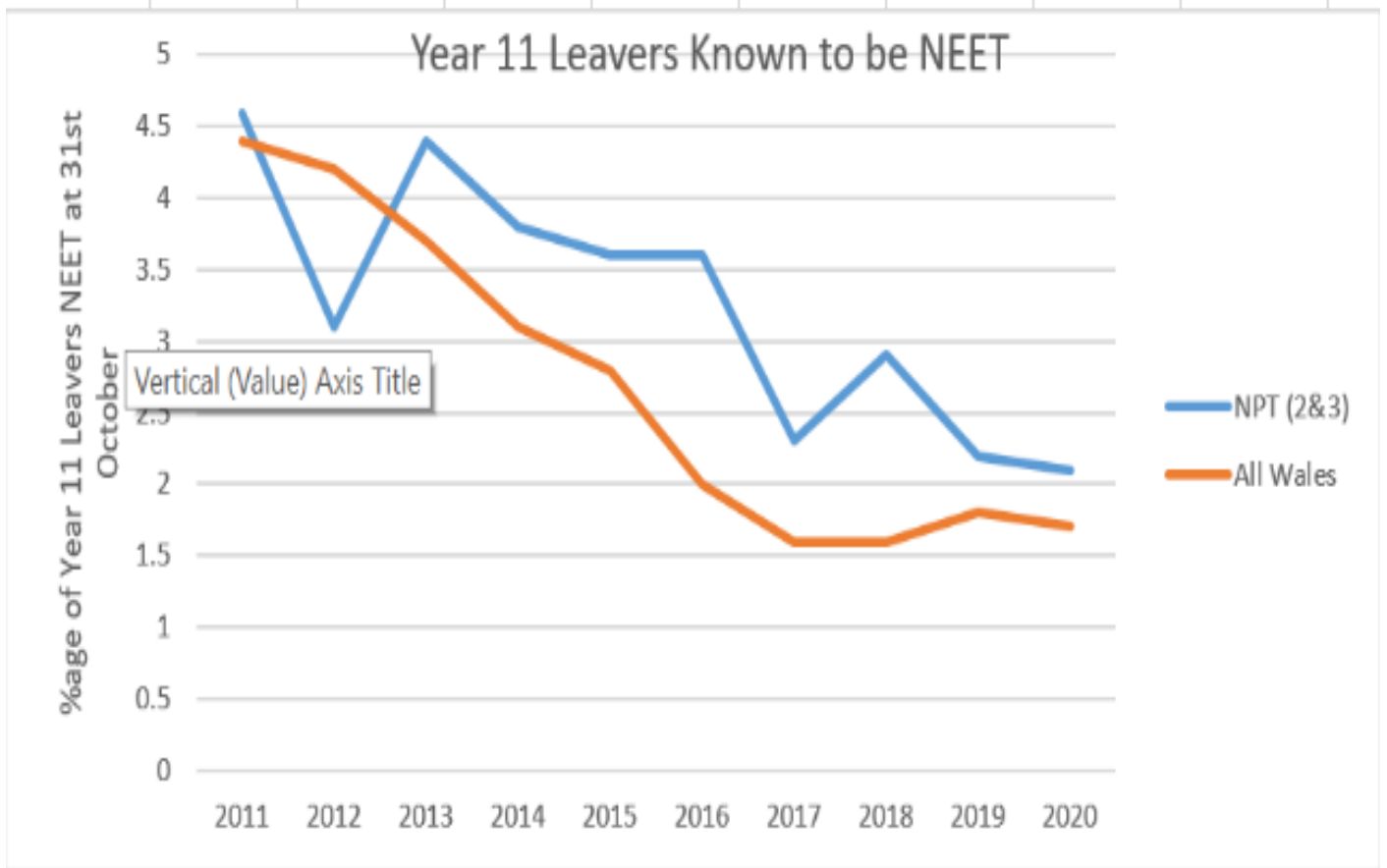
The Community
Enterprise Centre

Mon 6:00pm-8:00pm



For more information contact the Youth Service on 01639 763030

Appendix 3



Appendix 4

Neath Port Talbot Youth Service Summary During Covid 19

Kit Cam Nesa are providing the following services to young people aged 16-25:

- Weekly contact with a Youth Worker via, phone call, text, email, Zoom or MS Teams
- Online quiz for Young People via, Youth Service social media accounts
- Wellbeing discussion sessions via Zoom
- Various accredited online courses, organised by a Youth Worker, such as food hygiene, customer service, LGBTQ+ awareness, CSCS practice sessions, COSHH, Manual Handling, Fire Warden and health and Safety.

Youth Workers are also offering help with C/V creation or updating, job search, job applications, interview skills, work based learning opportunities and enrolments in Colleges.

There is also the facility for Young People to utilise the “Ask a Youth Worker” facility, which is accessed through the admin mobile number and then through whatever platform is best suited to the Young Person.

The KIT Cam Nesa team have run open online competitions for Young People, such as “What Does Lockdown Look Like to You” this is accessed through the Youth Service social media accounts.

Youth Service Core & Youth Support Grant Teams:

The Core & Youth Support Grant teams are providing the following support/services to young people:

- Weekly keeping in touch and wellbeing contact - [phone calls/text/email/ Zoom/Skype/MS Teams and virtual youth clubs],
- Cook Slow Learn Fast project where young people learn how to cook healthy food via slow cookers
- Delivering emergency resources to young people [i.e. food parcels/baby nappies baby food/formal]
- Supporting and delivering IT resource to young people [i.e. to keep in touch and enable them to finish their coursework in college]
- Signposting young people to additional support services [i.e. food banks/substances/mental health homelessness services]
- Online quiz for Young People [through Youth Service staff contact emails and social media]
- Supporting the Ask a Youth Worker provision.
- Providing a Relationship Advice Drop-in Service (RADS) telephone advice service
- Accredited online courses - food hygiene.
- Uploading various resources to social media [i.e. recipes and word searches etc.]
- Supporting young people with safeguarding issues and related services

The Youth Council are having regular support from the Youth Worker and meeting to discuss various issues. They have written letters to Welsh Government expressing their concerns over Covid 19 and the lockdown.

Families First & Legacy

The Families First & Communities First Legacy teams are providing the following to young people:

- Using Zoom online to provide a weekly virtual youth club for;
 - Young carers
 - Young people with speech, language and communication needs

- Young people from the LGBTQ+ community
- Using Kahoot to design online quizzes to engage young people;
- Walk & Talk one to one sessions with young carers, LGBTQ+ and caseloads;
- Garden sessions with young people which are one to one meetings with the young people often held in their front or back gardens,
- Meeting young people outside, in public area such as parks, beach fronts etc
- Emergency responses for young people who have been in crisis including bereavement support with other agencies and supporting young people to access CAMHS and crisis teams; supporting young people who had phoned youth workers stating that they had been feeling suicidal.
- Emailing young people worksheets, and information sheets such as self care, routine planners, “I statements” to help discuss feelings, anger management worksheets etc;
- Giving young people details of a range of online resources and apps that might be helpful;
- Food Parcel Support to young carers, and young people and their families who were struggling and the LGBTQ+ who needed support;
- Providing regular telephone support to vulnerable young people and their parents who have been referred for Families First youth work support, including referring to other agencies to access additional support such as the NPT Safe and Well scheme, to help with collecting prescriptions, shopping etc;
- Attending the weekly Early Intervention and Prevention Panel in order to continue to allocate vulnerable young people to a range of support services, including domestic violence, counselling, parenting and youth work;
- Liaising with the Schools Based Careers Workers to ensure Year 11 leavers are given the right advice on their options when leaving school, a

- providing regular telephone support to Year 11 leavers that have been identified as needing additional support to transition into a positive post 16 destination
- Other interventions included - Telephone calls to young people, parents, Careers Officers and other agencies. Staff provided links between Work Based Learning Provisions and young people including access to summer programmes, helping with young people with Online applications for work based learning provisions and Colleges.
- Home visits to young people to carry out welfare checks,
- Sexual health support for young people
- Online training for staff and young people this included E learning on topics such as VAWDASV and GDPR & Cyber Awareness. Online food hygiene courses for young people at level 1 and 2; Email CSCS training practice links to young people, helping young people online with IOSH certification etc
- Helping young people apply for bank accounts online and supporting them to access credit union and food banks
- Working with the Traveller Community on the Traveller site completing application forms for post 16
- Meeting young people in schools to help with transitions
- Working with housing options and Llamau with young people in year 11
- GCSE results day support with youth workers in attendance at schools;
- Liaising with NPT College to help support young people transitioning;
- Face to face work with young people to help support them transition
- Emailing colleges to ensure the young people have accepted the link for interviews and places for colleges;
- Supporting parents and young people to have assessments to see if they can access additional support when they attend college;
- Contacting colleges wellbeing support officers to ensure young people get the right support for their wellbeing and gender identity;
- Care and support reviews with social service and families;

- Referrals to Childrens Services and the Team around the Family
- Support for families who have struggled during the pandemic, this has also included supporting families whose English is their second language
- Medication support for families;
- Helping families whose financial situations changed due to the young person becoming post 16,
- Helping young people get their NI numbers;
- Being a friendly and supportive voice at the other end of the phone has helped families and that have often been in crisis;

YOUTH HOMLESSNESS PREVENTION TEAM

CASE STUDY

Referral received asking for additional support for one young resident. A breakdown in family relationships led to the young person becoming homeless and he was subsequently offered temporary supported accommodation by one of the NPT providers.

At the temporary accommodation the young person presented with challenging behaviour reflected by incidents of him smashing up his room and being confrontational with staff. During our first meeting staff from the provision attended to support. The young person was previously a member of one of our youth clubs where I was the worker in charge and this history broke down any barriers to him engaging with us.

Initial support for the young person included changing his doctors' surgery to a local provision and transporting him to and from the surgery. Walking any distance was an issue due to his disability along with keeping any appointments. The young person had not been to the GP since his move to the accommodation. Due to anxiety the young person also asked for support attending the GP consultation. The young person was referred for counselling and due to his low mood also prescribed anti-depressants.

Prior to the pandemic the young person had weekly face to face support along with weekly phone calls during lockdown. This included budgeting healthy eating and anger management. The young person often rang during working hours if something was bothering him or he needed support with anything. One example was the heating going off at the provision which had a negative impact on his condition especially his mobility. Following a phone call the providers sorted this out immediately.

Over the past three years the young person has engaged well in all projects and activities on offer – one example below:

The young person was supported to complete an Introduction to Energy workshop. We took this approach as the young person was waiting for a date to move into his own disabled active home accommodation and had anxiety and concerns relating to the bills and choices he needed to make. The workshop included comprehensive information in an age appropriate format covering: What is energy? Heating and water systems Affording bills, Budgeting, Types of payment, Understanding bills, Green energy, energy efficiency, energy saving tips, making the right choice, choosing an energy supplier and smart meters.

The young person was also signposted to U switch to find the cheapest energy supplier as he particularly wanted to choose a green supplier. He then identified a green supplier from the list and signed up with support from his youth worker who checked his choices to ensure he was getting good value for monies. The young person received support to discuss and identifying which bills he would likely to be paying – how to contact the providers and encouraging the young person to complete the ‘tasks’ and feedback to the youth worker – this way the young person would upskill his independent living skills/knowledge and be more likely to maintain his accommodation.

This approach enabled the young person to have a voice in all matters and decisions concerning him and his future.

The young person also gained the confidence to volunteer at the NPT Youth Service’s Youth Homeless Conference which was massive for him and demonstrated distance travelled in relation to his mental health and well-being confidence and self-esteem.

Prior to the Youth Homelessness Conference the young person had volunteered to tell his story for the benefit of other young people by taking part in a film project. Other young people who had experienced homelessness were also involved. Although the young person did not want to appear on film he sat with youth work staff to write his experiences down and we arranged for an actor to play his part. The young person was fully involved in the project and fed back ways we could improve which was brilliant. The film was then shown

at the conference and is a valuable resource for early intervention use.

When the young person received his moving date the youth support team provided assistance with new pots and pans and a coffee table which was also donated. The young person also signed up to the Cook Slow Learn Fast project with the youth support team as he was living on processed food and not cooking.

A successful PIP application and subsequent back payment enabled this young person to save these monies for his upcoming move.

Encouraging and motivating the young person to make to do lists then ring and arrange bills/payments with the providers was a learning curve and while initially nervous he quickly gained confidence and kept his youth worker up to date with every choice action. This confidence will serve him well in managing his bills and as mentioned maintaining his tenancy.

We also liaised with the providers who managed the new accommodation throughout the waiting and moving in period for example recently providing the young person with the contact number for repairs when he had initial problems with his washing machine – the young person then rang the youth worker and said he had reported his windows and was waiting for the team to arrive and fix which was a good step forward for the young person who was becoming less reliant on the support needed. We were currently his only support. The young person was also supported to budget for all bills and he then arranged direct debit for council tax, water rates, tv licence, electric as above and broadband.

To date the young person has been supported to reach out to his siblings and has re-established contact with both. However, no contact to date with mum or step dad. The young person is now independent and no longer needs our support – the evaluation was positive. We are very proud of him

CAM NESAs

Participant Case Study

Participants Initials:	OH
Cam Nesa Participant Number:	NPT473
Cam Nesa Worker Name:	Jayne
Partner:	JCP

Briefly, describe why this young person is NEET, and referred to the Cam Nesa?

Olivia is NEET and claiming Universal Credit. She was referred by her Jobcentre Plus Work Coach for employability support.

How were the needs of the young person identified?

After initial discussion with Olivia, her career goal of becoming an animal groomer were identified. We discussed possible routes for this, however the course fees and equipment were too expensive for Olivia to purchase.

What support has the young person received / taken part in? *(If external provision was sourced for this young person, please name the organisation)*

We sent a query to Pembroke (Regional Operational Group) to see if the project would fund the course Olivia needed to reach her career goal. As a result of the funding being approved, a work experience placement was arranged working in partnership with JCP so Olivia would still be eligible for Universal Credit which completing her qualification.

How has this young person progressed? What have they achieved?

Olivia has now completed her Level 2 (passed) and Level 3 (final practical assessment delayed due to Covid, course work passed). Feedback from Olivia and the employer is very positive.

What is the next step for this young person?

As a result of the funding, work experience placement and support offered to Olivia and the employer, the employer has now applied for Kickstart funding to employer Olivia for 6 months placement. The application has gone through and Olivia's start date is imminent.

What does the young person feel or say about their progress? (*Please supply a quote/comment if possible from young person*)

Olivia's long term career goal is to open her own dog grooming business and is now on the way to fulfilling this career choice. Olivia is more than happy with the support she has received along her journey and states "if it wasn't for Cam Nesa funding my course, I would not be where I am today. The support I have received has been amazing and I am truly thankful".



Legacy Case study

We supported a young person from Ysgol Bae Baglan throughout her time in year 11. The support we provided was varied and delivered in many different ways.

The young person was brought to our attention by the school for very low attendance and suffering with anxiety. This young person also had no support from home and their parent was willing for them to stay off school. We made a plan to pick up the young person and take them into school to try and get them back into a normal routine. This process went on for many months. The young person also suffered from mental health issues and was under CAMHS and local GP. Due to the anxiety issues the young person would miss appointments on a regular basis and forget to take the medication. We then had to liaise with CAMHS and GP practice in order for the young person to receive medication regular, which we also had to collect from the pharmacists. We would also have to make regular GP appointments and accompany the young person to attend. Sometimes the CAMHS appointments would fall during the school day so with permission from the school we then took the young person to these appointments as well.

The young person also had confidence issues, so we support them to make new friends with other young people in the borough by running engagement activities and coffee mornings. This helped the young person to develop better communication skills with their peers. We regularly liaised with social workers and TAF in order to get the best support possible for the young person and their parent. Due to there being limited funds in the household we also supported the family to access supplies from a local food bank on a few occasions. From this we identified that the young person was entitled to free school meals and was unaware of it. We then liaised with the school and FSM was arranged but because of the young person's anxiety and would not mix with large groups the school allowed them to access the canteen before other pupils.

The main aim was to support this young person to transition from secondary education but they still had many barriers in order to do so. One of the main barriers to transition was that they did not have the right documentation to open a bank account and to also sign up with college or work based learning. In order to get the correct documentation in place we worked in partnership with TAFF, which was achieved after a lengthy process. Once the correct documentation was in place we then accompanied the young person to the local Credit Union where they opened up an account. Due to fears that the parent would take the first pay from them we again accompanied them to the credit Union to withdraw the funds.

During the pandemic we kept in touch with this young person every weekly. Then in order to transition the young person was supported to attend interviews with work based learning providers and chose to sign up with Skills and Training. Once they had started we then kept in touch with them and the Skills and Training to make sure that everything was going ok.

After full year of support the young person transitioned when there were multiple barriers to do so.



What young people are saying about engaging with the Youth Support Team..

- I love the cooking, it's such a sense of achievement when we are all sitting down together eating a meal that I have made.
- *I tend to get really anxious but spending time doing the cooking helps me to keep this to a minimum.*
- I've started English and Maths classes, and have a more positive outlook for my future.
- *When I first had my baby I felt like everyone was against me, then a Youth Worker got in touch and I feel like I can talk to her and I know she isn't judging me.*
- I have a good relationship with my Youth Worker and I can talk to her about anything. I am having another baby and I feel less anxious because I know my Youth Worker is there for me.
- *I can cope better, manage my moods and temper, tell people how I feel helped me look forward to moving on and living independently.*

The Youth Support Team have been working with young people with the aim of preventing them from experiencing youth homelessness.

In 2020/2021, **100%** of young people asked said they had improved knowledge of the support services available to them.

91% of young people asked had accessed a specialist service.

81% of young people asked said their financial literacy had improved.

36 young people who have experienced homelessness have received support with the aim of preventing a reoccurrence of homelessness. **90%** of those asked reported feeling more positive about the future following engagement with the Youth Support Team.

The Youth Support team and Flying Start have been providing Young Mum's with a range of support and opportunities. In 2020/2021 a total of **17** Young Mum's have benefitted from virtual projects, walk and talk sessions, garden visits, welfare phone calls and play sessions.

The Youth Support Team have adapted the way they engage with young people during 2020/2021, delivering a 10 week virtual slow cooker project, 'Cook Slow, Learn Fast'. **41** young people took part, learning how to cook a range of healthy meals for themselves and their families.

In 2020/2021 the Youth Support Team have engaged with groups of young people with the aim of reducing isolation and loneliness. **97%** of young people who took part stated that the project gave them the opportunity to make new friends or stay in touch with friends.