



Cabinet

10 February 2015

Report of the Cabinet Member for Education, Children and Young People

Rewiring of Public Services: Update on Business Case for Young People's Information, Advice, Guidance and Support Services currently located in Castlegate

Summary

1. This report seeks to update Cabinet on developments in relation to the transformation of Information, Advice, Guidance (IAG) and support services for young people. The report provides a summary of the developments that have taken place since the last update to Cabinet on the 25th November, particularly in relation to the outcome of the consultation with young people and partners during December 2014. The report also provides information regarding the meeting of the sub group on 19 December 2014 that has been tasked by the YorOK Board to develop revised proposals.

Background

2. It was agreed at the Corporate and Scrutiny Management Committee on 31 October 2014 that the proposals contained in the business case for the transformation of delivery of young people's information, advice, guidance and support services would be reconsidered and further work be undertaken on the model proposed in the business case. This was also discussed and agreed at the subsequent Cabinet member briefings in November 2014.
3. The YorOk Board was asked to assume responsibility for this work and that a sub group drawn from membership of the YorOk Board would develop this work and an update would be submitted to the YorOk Board meeting on 12 January 2015.

4. In addition to the above, it was also agreed at Cabinet that support would be made available for staff at Castlegate to explore alternative delivery methods including a staff mutual.

Consultation

5. A consultation plan was developed which included consultation with both young people and partners featuring different and appropriate methodology for these groups.

Partner Consultation

6. A consultation document was sent to approximately 200 individuals and organisations in December. The consultation focused on the proposal outlined in the business case (see appendix 1) the key headlines of which were:
 - to close the Castlegate Centre
 - to relocate counselling services to West Offices
 - to work in partnership with existing council services such as Housing, Benefits, York Learning and Future Prospects and partners including Jobcentre Plus, Citizens Advice Bureau, National Careers Service and the voluntary sector to ensure provision of information and advice services for young people

Feedback from partners

7. Twenty four responses from partners were received, including three from local authority (LA) partners, five from mental health charities, clinicians and children's health clinicians, four from schools, colleges and providers, three from Connexions staff, three from the housing sector and one from the Police and Crime Commissioner's office (PCC) and Job Centre Plus.
8. The following themes emerged from the feedback:
 - **Young people in teenage years and early adulthood need access to services in a venue that is welcoming and focused on their needs.**

The general view from the submissions by partners is that young people need to access a building where services are located to help them make the transition to adult life during teenage years and early 20s. A third of respondents viewed moving to West Offices with other services as part of a wider

offer as positive, provided that changes were made to the building to make young people feel welcome. Feedback was given about the experience at Castlegate and the need for this to be replicated if the service were located to another venue.

- **West Offices is not viewed as welcoming to young people and too corporate.**

This was a predominant theme in the feedback received, that West Offices, as it is currently constituted, is too large and too daunting, particularly for vulnerable young people. An example was given of a similar service delivered from York College, where provision is made to support vulnerable learners who feel unable to access student services in the main atrium. Steps could be taken to make young people feel welcome through a triage system that meets and greets young people as they enter West Offices.

- **There was some support for the West Offices offer if significant changes were made.**

Over a third of respondents felt that West Offices could provide a service to young people provided that changes were made to the building and the right support is available as outlined above. There is a perception from some partners that West Offices is where you go when you are in crisis and there would need to be a shift of emphasis to early intervention services to appeal to partners and young people. One view offered is that some young people like the anonymity of the building which helps to reduce stigma.

- **There is a need to train the wider workforce to enable them to engage and build relationships with young people.**

This is a general theme about partners working together to support young people. One view offered in the feedback was that CYC services may be more effective in supporting young people from one building but there was a plea for partners from outside the LA to be an integral part of those support arrangements.

Young People Consultation

9. In order to engage with as many young people as possible, a variety of methods were used including: a well attended session held at West Offices to explore the building; group sessions at

Castlegate; 1-2-1 sessions with more vulnerable young people;
Online.

10. Approximately 80 young people age 13 to 25 actively took part in the consultation and feedback. At least 30 young people have indicated that they would like to take part in further involvement in the design of services and the buildings from where they deliver services. Groups consulted included:
 - Yr11/12, school and college students
 - Castlegate users
 - Danesgate students
 - Show Me That I Matter Group
 - young offenders
 - young inspectors
 - counselling clients
 - York Youth Council
11. Some of the young people involved in the consultation events currently use West Offices through York Learning, Young Inspectors and Show Me That I Matter and expressed satisfaction with the building.
12. Young people completed questionnaires about where they would most like to access services and what they should look like. They ranked the following in order of preference:
 1. city centre
 2. online
 3. school/college
 4. community buildings

Feedback from Young People

13. The following themes emerged from the young people's consultation:
 - **Overall Branding Issue with West Offices**

Overall, there is a branding issue with West Offices. It is not welcoming and a more informal environment would put young

people at ease. There would be a need for friendly welcome/triage service.

Security at West Offices and their response is an issue for some young people who say they are challenged rather than welcomed when they enter the building. There is an opportunity for some training here.

- **No safe or private space to speak to adults**

A safe space to talk to a trusted adult was a primary concern for the young people involved in the consultation. There is currently no space for private conversations – no ceilings on the meeting booths for instance. They noticed that staff have facilities for private conversations but didn't observe similar facilities for face to face work with young people.

- **Lack of publicity and channels regarding access to services**

No publicity about current services displayed as you enter West Offices so young people feel confused when they enter the building. People to greet them or multi- media signage would help. Young people also felt that taxis and buses would be good places to publicise services for young people from West Offices. More resource needs to go into social media and online services to support high quality information, advice and guidance.

- **Young People value the current service**

High value is placed on quality IAG and support to inform choices about education, employment and training.

YorOk Sub Group

14. A YorOk subgroup comprising of colleagues from the LA, Connexions service staff, York College, the Clinical Commissioning Group, mental health clinicians, counselling services and the University of York met on 19 December to receive and consider the feedback received from partners and young people. The following themes emerged:
 - mechanism and governance structure needs to capture accountability for young adults age 19 to 25 through the Health and Wellbeing Board
 - opportunity to explore new models of delivery where partners can contribute through staffing, funding and location

- GPs value Castlegate as a single point of contact to support young people with a range of issues including health and well being and IAG
 - need to develop models with funding streams that allow services to be resilient to change
 - need to retain expertise of staff
 - investigate nearby Youth, Information, Advice and Counselling (YIAC) models like the Market Place in Leeds
 - potential multi-agency model centred around a young people's health and wellbeing hub
15. The sub group will meet again on 30 January to develop the model further and return to the YorOk Board in March with options which can be included in the revised business case to be submitted to Cabinet.
16. In relation to the development of revised business case, the proposed timeline is set out below as follows:

YorOk Sub Group refined proposal complete	February 2015
Cross Party Group approval of re-design	March 2015
YorOk Board approval of re-design	March 2015
Refined proposal to Cabinet for approval	Early Summer 2015

Options

17. At this stage this is an interim update, so there are no options presented.

Analysis

18. As no options have been presented (see above), then there is no analysis of each option.

Council Plan

19. This report relates to the council's corporate priorities, as set out in the Council Plan 2011-15 and other key change programmes.
- rewiring of public services
 - create jobs and grow the economy

- protect vulnerable young people
- build strong communities

Implications

Financial

20. There is a financial saving of £176k associated with the original Business Case which would be delivered by the closure of Castlegate and the re-location of remaining services. Due to the need for further consultation and re-submission of a refined Business Case, the full in year saving will not be achieved in 2015/16.

Human Resources (HR)

21. Whilst different options are still being explored there are no direct HR implications arising from this report. Staff are being engaged in the consultation process and their views being considered. There is support is available to staff. Any future staffing changes would be managed in line with agreed HR policy.

Equalities

22. A Community Impact Assessment (CIA) was carried out for the October Cabinet Meeting when the initial business case was submitted. The CIA will be refreshed when revised proposals come to Cabinet in early summer.

Property

23. If future options are brought back to Cabinet for location of services in West Offices, amendments will need to be made to respond to the consultation and create appropriate spaces for young people. If other options are identified then more in depth property work will be needed to identify and secure alternative space. There may be one off and ongoing costs associated with all options.

Other Implications

24. There are no specific legal, crime and disorder or information technology implications arising from this report.

Recommendations

25. Cabinet members are asked to comment on the views from partners and young people as reflected in this document and to approve the suggested timelines and further work of the YorOk sub group.

Reason: to allow the work with YorOk partners to develop proposals to inform a revised business case to be submitted to Cabinet in early summer 2015.

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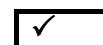
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Wards Affected:

All



For further information please contact the author of the report

Annexes

Annex 1: Consultation paper, December 2014

Annex 2: responses to consultation paper

Annex 3: Analysis of consultation and involvement with young people,
December 2014

Annex 4: Report to YorOK Board 12 January 2015

**City of York Council
Children's Services, Education and Skills
Transformation Programme**

**PARTNER CONSULTATION:
INFORMATION, ADVICE, GUIDANCE AND
SUPPORT SERVICES TO YOUNG
PEOPLE**

Date: December 2014

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Introduction

This document provides the outline proposal for transformed Services to Young People as part of the Children's Services, Education and Skills Transformation Programme.

Within the document, our proposals for delivering Services to Young People are described and partners are asked to comment on the proposed model.

Context

The Rewiring Public Services Programme is the City of York Council's transformation programme and was introduced in October 2013 to help the Council effectively manage the major challenges ahead. The transformation programme recognises that we need to be a more responsive and more flexible council – a council that puts residents first.

As part of the Re-wiring programme, Children's Services Education and Skills is transforming the way it delivers Services to Young People.

Phase one of the Services to Young People Transformation saw the Integrated Youth Services split into three new areas – Information, Advice and Guidance (IAG); Youth Offending Team and Personal Support Inclusion Service and Youth and Community Development. Phase 1 has been completed and achieved the savings of £340k.

Phase 2 involves a further stretch target of £500k of which IAG services need to achieve savings of £240k in 2015/16.

Whilst the proposals have been developed together in order to ensure synergy between the services, the focus of this consultation document is IAG services, also known as Connexions.

Underpinning principles

Across the work of transformation programme, we will adhere to the following principles:

- We will always protect the most vulnerable
- The transformation programme will ensure that defining the role of the local authority as the champion of better outcomes for all children and young people in York is maintained
- The transformation programme will ensure that the local authority maintains its statutory duties whilst working with partners to develop innovative models of service delivery through maintaining local relationships and enabling local partnerships and local solutions
- To ensure a cohesive Youth offer remains in place across the new service delivery arrangements.

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Information, Advice and Guidance

Current model

Information, Advice and Guidance (IAG) is made up of the statutory targeted school and college based IAG service, the post-16 IAG and support service and confidential counselling services currently delivered from premises at Castlegate and the Duke of Edinburgh programme.

This service is made up of a team of Connexions Advisors, a team of Personal Support and Inclusion Workers (PSIs), Information, Advice and Guidance leads, Counsellors and Youth Workers.

Connexions advisors work in schools, colleges and in the labour market delivering the local authority's statutory duty to support vulnerable young people at risk of NEET, including those disabled, looked after and disengaged from education age 13 to 19 (up to age 25 for disabled young people), focusing on providing careers advice, guidance support and positive challenge.

The PSIs provide advice to the 16+ age group, on how to access support on employment, Housing, Benefits and health. They support those young people who are NEET by providing a holistic service to help young people to address barriers to education, employment and training.

The counselling services offers confidential support to young people age 16 to 25.

The themes of this transformed service model were agreed at the July Cabinet and are as follows:

- Retaining a smaller core team of qualified advisers to deliver impartial careers information, advice and guidance to young people who are NEET or at risk of becoming NEET
- Providing a traded service to schools to provide additional support to them in the delivery of their statutory responsibilities
- Exploring the provision of services currently located at Castlegate through alternative venues
- Ensuring resources are utilised and distributed effectively
- Building capacity within communities.

Engagement and consultation

Engagement and consultation has been undertaken in relation to premises with young people who access services including via Castlegate and with professionals and partners who support this work. This has shown that whilst 50% of young people consulted would prefer Castlegate to remain open, they would attend sessions at an alternative venue in the city centre. The response was less enthusiastic regarding a proposal of community based provision with a majority preferring a city centre venue.

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Proposed model

The proposal is to provide targeted support for the most vulnerable young people in order to enable them to access education, employment and training, in line with Council priorities to support young people in the York economy, particularly those who are most vulnerable. We will link with partners to add range and variety to the existing offer.

The themes of this transformed service model were agreed at the July Cabinet and are as follows:

- Retaining a smaller core team of qualified advisers to deliver impartial careers information, advice and guidance to young people who are NEET or at risk of becoming NEET
- Exploring the provision of services currently located at Castlegate through alternative venues.

In response to the need to find £240k of savings, consultation outlined above and after analysis of the services provided at Castlegate, the recommended model is to close Castlegate and relocate post-16 IAG and existing counselling services to West Offices.

By relocating to West Offices, the service will offer a new reconfigured and coordinated post-16 young people's services as an alternative to the current service offered from Castlegate. The service will work in partnership with existing council services such as Housing, Benefits, York Learning and Future Prospects and partners including Jobcentre Plus, Citizens Advice Bureau, National Careers Service and the Voluntary Council to deliver the support currently given by the PSIs.

Counselling services will be provided in suitable accommodation ensuring a confidential and therapeutic service in line with best practice.

The proposal will retain the current Connexions service which will have statutory responsibility for delivering a targeted approach by supporting identified vulnerable young people age 13 to 19. The focus of the team will be to support vulnerable young people with Education, Health and Care Plans, Looked After Children and those disengaged from education to participate in education, employment and training in with the duty outlined in the Raising of the Participation Age (RPA).

Alternative models

The current IAG and support offer to young people from age 16 to 25 could be maintained but substantial external funding would need to be identified. This could include commissioning a Mutual delivering non-statutory support services for young people.

Questions for partners

Does the proposed model including a retained statutory IAG service and post 16 services offer the right level of service for vulnerable young people?

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What are your views on the proposed model to deliver post 16 services co-located with other services and providers from one city centre premises?

Do you have any other comments or views about how young people's IAG services should be delivered?

Name:

Job title:

Organisation:

Email address:

Please return your written responses to youth.service@york.gov.uk by midday on Monday 15 December 2014.

Annex 2:

Connexions consultation responses

Response no.	Does the proposed model including a retained statutory IAG service and post 16 services offer the right level of service for vulnerable young people?	What are your views on the proposed model to deliver post 16 services co-located with other services and providers from one city centre premises?	Do you have any other comments or views about how young people's IAG services should be delivered?
1.	Yes although any kind of cut is regrettable, with this model we should be able to continue to work with the most vulnerable.	There is concern around closing Castlegate and the supportive ethos of the staff and building, but it could be helpful to get young people used to accessing services at West Offices. Perhaps a more user friendly method of young people accessing services there could be considered.	Although budgets are under pressure it is essential to retain some services and further cuts must be avoided. Services for young people have experienced significant cuts in recent years and other areas of the council need to make a similar contribution to savings. Any ideas of how to retain services, such as the Mutual idea should be thoroughly explored.
2.	Not convinced.	I think training would need to be provided to current council providers of Housing, Benefits etc. to be able to work with the specific needs of young people. Especially vulnerable young people. I am concerned at how approachable West Offices would be for a young person and am very concerned at how a counselling service could be provided effectively at this location.	It would be a shame to lose the holistic nature of the young people's service, however if cuts have to be made perhaps the majority of the IAG services could happen within West Offices (but with thought given on how a young person would approach the building and then find the right person to talk to) and a different, more suitable, venue could be used to provide the counselling service?

Response no.	Does the proposed model including a retained statutory IAG service and post 16 services offer the right level of service for vulnerable young people?	What are your views on the proposed model to deliver post 16 services co-located with other services and providers from one city centre premises?	Do you have any other comments or views about how young people's IAG services should be delivered?
3.	In theory yes, providing it is in the right location and allows flexibility to meet the young people's needs. Needs to ensure duplication of support is avoided so staff to check with support providers or SAP to see if young person already working with an organisation and receiving support.	Think young people may struggle with this as direct feedback from young people confirms they do not like visiting West Offices due to the lay out of the building and volume of people entering / leaving etc. If an alternative venue was sourced for all services to be delivered from this would work better, but accept would be difficult to make cost savings required this way.	Due to the way Castlegate is currently set up young people are happy to attend as it does not appear formal to them. Drop in's work particularly well in my opinion and allows staff to carry out excellent work with young people. If service delivery model moved to an appointment basis this would deter some vulnerable young people from attending.
4.	The model relies on partnership working with outside agencies which are working under similar financial constraints – it may prove difficult to elicit the required response from all of these agencies	The ideal model would be to provide services close to home but there are distinct financial advantages for this centralised service and benefits in terms of partnership and holistic working from the client's perspective	None
5.	n/a	Potential volumes not so great as to create a resource problem for us	No
6.	Yes but alongside this it would be good to see online information such as futures4me considered as part of an overall plan for support less vulnerable young people with information.	This is realistic as long as locations reflect the needs of young people.	None.

Response no.	Does the proposed model including a retained statutory IAG service and post 16 services offer the right level of service for vulnerable young people?	What are your views on the proposed model to deliver post 16 services co-located with other services and providers from one city centre premises?	Do you have any other comments or views about how young people's IAG services should be delivered?
7.	<p>You recently sent a document asking for consultation on changes to services to young people. Whilst I fully understand the need for reduction in services because of large reductions in budgets, I am concerned by the slimming down of services for young people in York. York used to be a flagship for the range and breadth of high quality services for young people.</p> <p>Over the last year there has been a 20% increase in referrals to Child and Adolescent Mental Health Services in York, and this may in part be related to reduction in services elsewhere. This reduction in preventive services and tier one emotional and psychological services is likely to have a detrimental impact on young people and their futures.</p> <p>Specifically the plan to slim down Castlegate services and move some of them to West Offices is likely to have a further impact on young people. West Offices is not accessible to young people, unless very considerable attention is given to their needs in terms of entrance facilities, reception facilities and appropriate rooms that are friendly for young people. In my view it would be a better solution to work with partners to explore the possibility of an alternative to Castlegate in another venue. In particular, I would be keen to explore the option of a multidisciplinary multiagency venue. This has been talked about for some considerable time, and the radical transformation in services across the local authority, the NHS and the voluntary sector is an opportunity for us to pull together, work together and find joint solutions.</p> <p>My plea would be that prior to final decision-making to have some consultation meetings at a high level with the various organisations to make some joined up multiagency plans that fit with the children and young people's plan and the CAMHS strategy.</p>		

Response no.	Does the proposed model including a retained statutory IAG service and post 16 services offer the right level of service for vulnerable young people?	What are your views on the proposed model to deliver post 16 services co-located with other services and providers from one city centre premises?	Do you have any other comments or views about how young people's IAG services should be delivered?
8.	<p>I think the provision for counselling services in West Offices is completely unsuitable. Young people need a confidential and comfortable to go and talk to someone, especially the most vulnerable young people and I don't feel that West Offices is the best place for this. It is a very public place where they could bump in to anyone in reception or the main waiting area. I know young people often went to Castlegate for sexual health advice in a more informal setting than Yorclinic and this will be lost with the relocation to West Offices.</p>	<p>This is a good idea for some of the services though, as a young person's support worker I know that a lot of young people find West Offices an intimidating place and they may not be as inclined to pop in for a chat. There is also, again the problem, especially for very vulnerable young people, that they may bump into adults they may not want to see - many may avoid accessing services as they won't want to risk seeing people they wish to avoid, or certain people knowing they have been there accessing services, especially counselling.</p>	<p>Maybe services could be provided from existing sites which are separate to West Offices? Services which link to a choice of providers would give young people more choice also.</p>
9.	<p>From my perspective as a consultant in hospital care for children and young people I am concerned that any change may make it harder for young people to access support. The Castlegate centre is well established and young people are comfortable with using the service. There may be less use of resource if relocated.</p> <p>I am particularly concerned that services should be more focussed on early preventative work to help young people at an early stage of any mental health problem. In the hospital service we are commonly seeing young people with mental health issues such as depression, anxiety, eating disorders that have escalated to the point of needing inpatient hospital care. Early identification of young people at risk could enable better early intervention to support them with problems and prevent escalation to a more serious point. This does not seem to be a consideration in the review of changes to the current services.</p>		

Response no.	Does the proposed model including a retained statutory IAG service and post 16 services offer the right level of service for vulnerable young people?	What are your views on the proposed model to deliver post 16 services co-located with other services and providers from one city centre premises?	Do you have any other comments or views about how young people's IAG services should be delivered?
10.	<p>Yes, I think that the service is more about what's on offer rather than a location. The current service is not freely accessible to 'all' young people, and feel that having the new model in place will mean that this is broadened out to more young people than just a select few. The location and joint working model will give scope for the more vulnerable young people to be offered a space away from other services in the building, so don't see major problems there.</p>	<p>I think it is a good idea, and I think that the age range that this will be covering is appropriate, as it will be modelling a 'one stop' model to the service. I do feel however that working with the younger end of the client group has clear limitations from the West Offices. And also sometimes you can have young people at 16 where it is not suitable for them to be around adult service.</p>	<p>I think that there is a lot of duplication with the older end of the client group 18 + with other services, and don't see the bespoke element of the work being tied to just one agency, more which is the most appropriate one.</p>
11.	<p>No.</p>	<p>Danger that vulnerable young people maybe excluded from accessing services due to their behaviour not being understood i.e navigating and managing the reception system could in itself cause anxiety and tension for the yp creating a barrier to accessing services.</p>	<p>Castlegate or other specific venue geared up to meet the needs and be relevant and accessible to the young people.</p>

Response no.	Does the proposed model including a retained statutory IAG service and post 16 services offer the right level of service for vulnerable young people?	What are your views on the proposed model to deliver post 16 services co-located with other services and providers from one city centre premises?	Do you have any other comments or views about how young people's IAG services should be delivered?
12.	No.	<p>The proposed model suggests a separation of services, which, from our experience, can prove to be problematic for young people. Often young people can present with a complexity of needs, which may not be relevant to specific services, which could result in young people receiving fractured support, rather than a holistic support service.</p> <p>The proposal offers no early intervention service, rather, all proposed services are more suited to young people presenting in a crisis or high level of need (i.e. young people need to be at the 'end of the road' before they are eligible to access service provision).</p> <p>Having no specific space for young people to go and feel safe and supported could be of detriment to their wellbeing and could act as a barrier for them to access support.</p>	<p>Although we appreciate and understand that financial cuts need to be made, there remains a strong need for effective early intervention and frontline work. Providing reactive services rather than early intervention support could have financial implications moving forward. We would welcome partnership work between voluntary and statutory services to enable us to continue to provide vital support to young people, in a way that is more cost effective and mutually beneficial.</p> <p>Providing quality early intervention support can determine how people view and access services in the future and therefore having a 'one stop shop' type of provision, city centre location, would be beneficial for young people transitioning between support services.</p>

Response no.	Does the proposed model including a retained statutory IAG service and post 16 services offer the right level of service for vulnerable young people?	What are your views on the proposed model to deliver post 16 services co-located with other services and providers from one city centre premises?	Do you have any other comments or views about how young people's IAG services should be delivered?
13.	<p>Whilst the statutory provision for IAG should be able to be met through effective forward planning the ability of the smaller team to offer impartial careers information, advice and guidance to young people who are at risk of becoming NEET in schools may be compromised. This is because forecasting the future number of individuals and personalised support needed for an individual is variable and unpredictable year on year.</p>	<p>The location at the west offices is rather corporate and intimidating and not very student friendly.</p> <p>York College reception would be a better alternative.</p>	<p>Have a manned telephone based helpline rather than only the labour intensive face to face model.</p>
14.	<p>the reason that Castlegate works so well is that it is a holistic model that is young person centred. Young people coming to Castlegate often don't know what it is they need help with, or think the solution lies in a different area. Advice needs for young people are very complex, and effective early intervention as well as later intervention means being able to advise across a broad range or issues, not as discrete bodies of knowledge. The holistic approach also means we would offer condoms alongside housing advice, or talk about going back to college to finish the course they abandoned 2 years ago when they got kicked out of home. Castlegate also works hard to break down or get round the barriers for young people, for example by being a dedicated place for young people's issues, that is staffed by workers trained to work with young people; information about clients is shared across the team, and there is an ethos of understanding of psychological motivation and barriers as well. there is a wealth of evidence that shows early intervention of the kind offered at CG saves the public purse money, and is the most effective way to offer</p>	<p>I don't think west offices is a suitable venue for delivering a service to young people, if that is what the question means. i think though it should be a separate place to deliver from within the city centre.</p> <p>trying to make west offices work for vulnerable people of all ages is a laudable aim - but that doesn't mean that young peoples services need to be located there for this to happen - it should be an aim of the Council anyway. Barriers to services mean that people don't get the help they need as early as they could, and this costs the public purse more as they are picking up the pieces at a later stage. it is in the interests of the</p>	<p>It has always been recognised that youth information advice and counselling services do not always sit well within the local authority, partly because of perceptions about being part of the local authority (for example we have always been allowed to play down our CYC branding) and also due to sometimes there being a conflict of interest (helping young people challenge decisions made by CYC). To allow it to set free and set up a mutual will give it proper independence, and the ability to attract funding as part of the voluntary sector gives the potential to be sustainable. I won't go on about this - I've written a whole proposal on it!</p>

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	<p>intervention with this age group. I don't agree that the welfare side of our work can be picked up by different staff teas in WO - a young woman came in on Wednesday for help around housing and unprompted said "i have 3 tickets in my bag from West offices - they didnt help me there, and didn't expalin things to me even when i tried to tell them that i didnt understand and was asking for some information about whether i would get any help with the rent if i took a room on, but they kept telling me i'd get a letter about the NYHC thing and wouldnt give me an idea of if i could afford somewhere, and i got so frustrated. all 3 people i spoke to told me to come to Castlegate! and you've just explained it all to me and what my choices are and what help i can get, and it feels much clearer now and I know what I am doing".</p>	<p>council therefore to recognise that barriers do exist, and work to break these down, not just argue that people need to get over them! for example we need to accept that some young people are suspicious about what they see as the establishment; CG works to help communicate between yp and authority as a matter of course, modelling these adult skills, but doesnt mean the barriers don't exist in the first place. This is just an example of a barrier - I'm not saying it is an issue to all young people. However if WO were only accessible up aflight of steps, would we say that this is okay as most people are mobile? It feels like the barriers that exist for young people to access services aren't taken seriously because they relate to their age and development.</p> <p>A separate centre delivering for young people is about recognising and working to overcome these barriers. for example, CG is safe and welcoming; young people get</p>	

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		<p>to speak and build relationships of trust with the same small team of people, who make internal referrals without the young people realising this is what is happening; in WO they are walking into a large intimidating building full of people, many of whom are there for other business such as meetings; for customers it is confusing (who do i need to see? what's this ticket business? what do i need to say to the person at the desk, do they want my whole story? am i waiting in the right place? what is everyone thinking about me? does that person know my mum? what shall I say if she asks me why I'm here? have they called my number out yet? do i go to the desk or is someone coming to get me? can everyone on the floor above hear me talking?); they then see a worker who can only deal with the issue they come in for rather than a range of issues and how these relate and impact on each other.</p> <p>In CG the workers have the skills to put people at their ease, tease</p>	

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		<p>out the issues, help prioritise, offer advice, talk through tactics and psychological barriers, recognise the importance of mental health and emotional wellbeing; I'm not saying that none of the advisers at WO can do this, clearly - but in WO you need to know what you are going in for to get help, and the advisers can often only deal with their one area of expertise - after this they may make a suggestion of who to speak to but this is not followed up and will depend on the worker's interests and time and knowledge, it is a well meant suggestion of what else might help and relies on the young person's capacity to access this. what happens to the young person that goes in to get help looking for a job, because they think this is the way to deal with the fact that they are homeless? Or the person that wants to claim JSA but actually they are barely functioning emotionally and mentally?</p> <p>The Council say they are committed to delivering council</p>	

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		<p>services that better fit the needs of the people they are delivering to, and that they accept a 'one size fits all' attitude to service delivery is not appropriate. Yet moving everything into WO seems to me to go against this commitment.</p> <p>[a note about security guards ; In WO they have and need security guards partly because the Council are the gatekeepers of resources such as housing and money, which has the potential to cause problems if denied; they are also 'the authorities' which can cause conflict, and also there are a lot of people milling about and waiting in WO so potential problems may not be identified until someone is kicking off. CG does not need this kind of intervention due to the size, the familiarity with clients, the way we work, and that we are not making decisions about entitlement.]</p>	
15.	No - needs to be higher	Good idea to centralise if the provision is adequate	I understand the rationale behind the reduction in services but feel it is a step to far.

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16.	<p>We would have concerns around phrases used in the document i.e. " a smaller core team" and how the service will be defining 'vulnerable'. Would this include a short term vulnerability, a long term vulnerability or both?</p> <p>The definition of young people needs to include 19-25 year olds. We now know from neuroscience, that brains don't mature until well into the 20's – so although British young people are legally adult at 18, developmentally they may well still be maturing. I know that the 19-25 year olds who use our services (particularly the IPA service) in college, are often the most vulnerable and also the most chaotic. This transition period, as young people embark on adult life, is arguably when they need support and guidance most. The reciprocal negative influences between mental ill health and practical difficulties such as debt and homelessness are well known.</p> <p>As presented, we do not feel the proposal offers the right services for young people. Vulnerable young people are not just those who are listed in 4.2 and vulnerable young people are not the only young people who may need to access the service. Replacing a small, dedicated centre with a large, multi-functional building cannot be a step in the right direction.</p> <p>At York College, we find that young people who have been attending classes, and who are used to the large building still have problems accessing Student Services due to the open nature of the building. Some young</p>	<p>Co-location services for 16-25 year olds is the strength of the Castlegate model. Research has shown that young people find it extremely difficult to access services due to fear of stigma, and confusion. The West Offices building is magnificent and therefore it is also intimidating. Perception of accessibility (will they understand / can they help me?) is crucial. Creating a separate entrance to the building is not a suitable answer. A service for young people needs to be as accessible as possible. The beauty of the Castlegate system is that because it is holistic, young people can access a variety of services within the same building and then be referred between teams as appropriate - even introduced to other workers which can help greatly with lessening the fear. We need to be able to think about physical location of service and the psychological impact this will have on service users.</p> <p>The proposal above clearly states</p>	<p>We appreciate that money needs to be saved because all services are under such pressure. Cutting services to young people is a false economy. If they fail to access and therefore fail to receive help when they are most vulnerable, that is during transition from childhood to adulthood, they are far more likely to remain dependent on external services or worse end up in the criminal justice system. Long term this not only will be expensive but have a huge human cost.</p> <p>Even against a backdrop of cuts and savings, it seems to be a backwards step to reduce a well-rounded, holistic service to a basic, impersonal and inaccessible service. Good intervention at an early age is vital to the life chances of the young people in need of help and will save tax payers in the future through reduced welfare and health bills. Studies show that young people do not function in the same way as adults and they do not become adults overnight on</p>

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	<p>people with anxiety problems, including those receiving counselling elsewhere and those on EHCPs, are taught off-site as the size of the building and the openness of the atrium is too overwhelming and intimidating. Some young people have to be met by learning support staff in order to be able to walk through the door.</p> <p>Services are being reduced to target just the most vulnerable, and these are the young people who will find it most difficult to walk through the door of West Offices. They are also the young people who will most benefit from having access to a holistic approach and being able to access more than just basic statutory services in one friendly place.</p>	<p>that provision will be provided through a number of alternative venues as only the basic statutory services will be provided in the city centre premises and will be co-located with adult services run by the council. The beauty of Castlegate as a central point is that it offers a single, easy-to-access point of entry in a youth-centred environment where knowledgeable staff provide a holistic approach to well-being. West Offices can be intimidating, particularly for those with mental health problems, is adult-centred and will not offer all of the services a young person might need on site.</p> <p>Where young people have to be referred on, or sign-posted to other services because they are not offered on site, there is a real risk that they will not engage. There is also a risk that the services being cut will not be available anywhere else and that young people will be left in need.</p>	<p>their 18th birthday.</p> <p>Young people, especially vulnerable young people do not engage in the same way as adults either, and their needs are different. This means that specialist staff are needed, not just to provide IAG, but right from Reception onwards. Hard-to-engage young people will not stick around if they have not been dealt with appropriately.</p> <p>An example:</p> <p>"When I was 23, I used the Youth Enquiry Service to access counselling following the death of my brother. If I had not had access to this service, I know that it would have taken me far longer to get off benefits and back to work. Given that I was experiencing a very distressing time, I would have felt very uncomfortable accessing counselling at somewhere like West Offices. The YES building was youth-orientated and welcoming, and I felt like I was in the right place. At that time, I was</p>

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			a confident young person who had been to university and had been living independently for 5 years and would still have had problems using services at somewhere like West Offices (the old housing office at Library Square was oppressive enough)."
17.	<p>Whilst the proposal is a strong offer, I fear that the most disengaged will not attend West Offices and therefore through partnership working, outreach hubs could be timetabled monthly from other premises e.g. providers, libraries, youth centres etc. to ensure services remain accessible, particularly to those in communities away from city centre who may have barriers to access.</p>	<p>I am concerned this removes the impartiality of IAG and streamlines referrals into Local Authority services and away from charities, independent providers and employers. So long as guest specialists are permitted to utilise the space for their provision of IAG and services this will resolve this problem.</p> <p>I do feel it is a good model for internal referrals and ensuring information is shared between the services involved. It may also remove the stigma of young people going into certain services as at West Offices they will all access what they need without anyone identifying why they are there.</p>	None

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18.	<p>The focus of the proposal are specifically tailored to the NEET and vulnerable client group.</p> <p>The post 16 age group, being significant numbers of both NEET and vulnerable with additional and multiple needs young people, are currently being supported by staff working within Castlegate including the PSI team. By losing the whole of the PSI team the impact of additional workload on the remaining connexions team would be considerable, and potentially could cause training issues for the remaining staff, particularly staff who work in schools.</p> <p>The holistic model of Youth information, advice and counselling, currently provided by Castlegate meets the needs of the most vulnerable, including statutory provision, as well as providing the right level of support and services for young people who recognise their own personalised needs to overcome barriers.</p>	<p>Currently existing council services and partners including: housing, JCP, CAB, Schools and colleges, and health services including: GP's, mental health services, midwives as well as many voluntary sector partners all refer and signpost to Castlegate. Would the proposed model of delivering post 16 services from one city centre premises be West offices? Would services within west offices have the capacity to deal with referrals and signposting from those mentioned as well as others? Castlegate is doing so and doing it well.</p>	<p>The following comments and views are taken from a document discussed at the most recent cabinet meeting. I consider them to be my own views too and must be considered as part of the consultation process.</p> <p>http://modgov.york.gov.uk/documents/s93042/Annex%20C%20-%20Castlegate%20Petition%20Comments.pdf [28 pages of comments not reproduced here]</p>
19.	<p>The proposed model will not offer the right level of service to the young people of York for the following reasons-</p> <p>The proposal seeks to reduce counselling services offered to young people by removing access for those aged 20 to 25. This age group will no longer have an open access, youth focused counselling service, despite the fact that the average age of onset of psychotic symptoms is 22 (The Mental Health Policy Implementation Guide, London: Department Of Health,</p>	<p>Relocating other services currently offered at Castlegate to West Offices is wholly inappropriate. Young people (particularly those who are most vulnerable and difficult to engage) need to feel welcomed and comfortable in an environment designed with them in mind. Many young people who currently use Castlegate will simply not have the courage to enter this</p>	<p>City of York Council should give serious consideration to how current staffing levels and a young person focused drop-in facility can be maintained. Commissioning a Mutual may be one way this could be achieved.</p>

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	<p>(2001)). The counselling service offered at Castlegate is key is identifying young people at risk of developing mental health issues and in reducing suicide attempts.</p> <p>Young people are more likely to access a counselling service if it is part of an open-access drop in facility aimed at young people. Bringing the counselling service into Council offices will severely reduce the number of young people who feel comfortable with accessing the service, regardless of how confidential the rooms in West Offices may be.</p> <p>Services for young people in York are already severely stretched and many vulnerable young people are being missed.</p> <p>The number of young people admitted with deliberate self harm to the Children and Young Persons ward at York Hospital is unprecedented. Nationally the number has increased by 63% in the last 10y (Young minds 2011)</p> <p>This proposal seeks to reduce numbers of staff trained and focused on working to engage with hard to reach young people. The result will be more young people falling through the gaps and the long term consequences will resulting in young people falling through the gaps</p> <p>My own experience of West offices as senior professional who attends occasionally for multi-agency meetings is that it is noisy confusing venue. It certainly could never be described as "Youth friendly".</p> <p>Services provided at Castlegate need to be maintained</p>	<p>large, faceless building designed for providing services for adults. Services provided at Castlegate need to be maintained and provided from a suitable location, separate from advice services for adults. This may not be at Castlegate, but should not be at West Offices either. The Council need to look into other options.</p>	

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	<p>and provided from a suitable location, separate from advice services for adults. This may not be at Castlegate, but should not be at West Offices either. The Council need to look into other option</p> <p>Young people are more likely to access a counselling service if it is part of an open-access drop in facility aimed at young people.</p> <p>Aside from the counselling services Young people need access to qualified careers advisors so they can feel informed, empowered and involved in decisions about their futures. Reducing careers advice services risks creating a disaffected generation with no knowledge of how their skills can fit into the future labour market. The long term result of this will not be to 'grow York's economy', it will achieve the opposite.</p>		

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20.	<p>YAYH does not feel that there is sufficient emphasis on the importance of early intervention, particularly for those who may fall outside of the remit for statutory assistance. This may have dramatic unintended consequences in terms of resource pressure on partner agencies and will have considerable personal detrimental impact for those young people who will be effectively marginalised and excluded should the reorganisation as planned go ahead.</p> <p>We are concerned that this consultation does not offer any alternative to the re-organisation that has already been proposed and no options analysis has been presented with any meaningful costing, resource and impact analysis. Furthermore, we feel that this present consultation document does not present any further alternatives or analysis as was called for by Cabinet.</p> <p>It is imperative that any proposal needs to be developed in conjunction with young people who use the service and wider service delivery partners to fully assess impact and consider outcomes. Widening access to effective services should be regarded as an optimal outcome with this taken forward in a holistic and person centred framework.</p>	<p>Co-location can work but careful thought needs to be taken as to the suitability of the physical location when working with vulnerable young people. It is evident that West Offices in their current configuration would not be suitable.</p>	<p>We feel that is important for the current model of IAG and support is retained and that further work is undertaken to explore the benefits of setting up a staff mutual or other delivery mechanism that enables this to be taken forward. To this end, we recommend that the current model is maintained and work is undertaken to move this position forward.</p>

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21.	<p>It is felt that under current financial constraints, the level of service being provided is adequate. It is not clear from the above whether the reduced service will provide a service for an equal amount of clients. Some reassurance about maintaining a level of service for the most vulnerable and defining who they will be would be beneficial. It is not clear whether there will still be a traded model with schools? How will the model interact with other supporting services and agencies (such as Supporting Families), in order to allow cross pollination of support and assistance where required.</p>	<p>There are both Pro's and Con's to this Service being provided within the same location. Co-location does offer access to all services under one roof and this will support both the sharing of information and direct accessibility and should impact on timeliness of services being delivered which I would anticipate will be measured.</p> <p>However, some young people may not feel comfortable with accessing such a large and overwhelming building which is very busy and potentially intimidating for some vulnerable youngsters. Castlegate presented itself as very much a young person friendly environment and I anticipate that some work must be undertaken within West Offices to offer the same reassurance to vulnerable young people. A different entrance or a route into the service should be discussed prior to launch. It is unclear if access arrangements would be in place to allow users of the location to remain separated from other agencies, at least on entry.</p>	<p>Good assessment of needs and appropriate use of partners will impact on cost effectiveness and quality of this service. It is essential that young peoples' needs are assessed early on and because this client groups' needs will change, the IAG offered will also have to do so, it is essential that progress is tracked and measured effectively and this might include the impact other services have on the individual. It is key that the service has continuing and developing knowledge and understanding of the local labour market and maintains strong links with local employers, including experience days/placements etc.</p>

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22.	<p>In separating the provision of services, in partnership with other agencies, there is a concern that young people will not access the level of support needed. This move appears to limit an essential range of support to young people, in particular the most vulnerable who are least likely to attend appointments if they are unfamiliar with the service or worker.</p>	<p>Placing the services within the West Offices presents a barrier as young people may find it difficult to access as it is an imposing building and requires confidence to approach and enter the waiting system. Separating the service between agencies makes engagement less likely and joint problem-solving and support more difficult. The current service offers a holistic approach. This ensures that young people who access the service are provided with a level of service that encourages engagement and recognises that their lives are often complex with inter-relating issues that need to be addressed. It also ensures that the young person's priorities are likely to be addressed and this</p>	<p>Benefits advice for young people is very complex. The advisers at Castlegate have specialised knowledge reinforced by joint working and information sharing between colleagues with different expertise. When we get calls to our Advice Line it is very clear that the issues a young person face interlink and a one-stop response is essential.</p> <p>Universal Credit is coming to York in February 2015. This could impact on young people in particular. Some young people will be worse off under the new system, particularly 16 and 17 year olds who need help with rent who under the old system would be eligible for Housing benefit. Disabled students are particularly disadvantaged. Some young people may be entitled to in-work benefits for the first time. Universal Credit also has more rules around work-related activity and a tougher sanction regime for those who do not meet these. If young people are accessing the benefits system for the first time they may need more support to ensure they understand and meet these requirements. It is essential that young people get the right</p>

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23.	<p>These proposals do not provide the right level of service for young people. Services are needed for young people up to 25 years. Practical support and legal advice is needed to ensure young people are able to deal with and overcome any issues they face, in order for them to get their lives on track, have a prosperous future and have a positive role in the community.</p> <p>A number of policy changes have had an impact on young people, including the change in school leaving age and changes to welfare benefits. These have a significant impact on vulnerable young people, many of whom do not have the family back up of others.</p> <p>Research from JRF 'WELFARE SANCTIONS AND CONDITIONALITY IN THE UK' September 2014 reports 'what is most clear from the available UK statistical evidence is that young people are more severely affected by the rapid growth in benefit sanctions than other age groups... the under-25 group has had a consistently higher sanction rate than other age groups, and individuals in this group account for 41 per cent of all sanctions issued under the new regime from October 2012 to December 2013.</p> <p>It has also been suggested that they may be more likely to live in insecure or chaotic circumstances that make it difficult for them to comply with the strictures of the welfare system, and/or have less experience in how to navigate a highly conditional system (Fitzpatrick et al., forthcoming; YMCA, 2014)</p>	<p>Whilst co-location can have benefits to delivering these type of services, it is important to ensure that services are located in an appropriate venue. Services for young people need to be delivered in a suitable environment such as one that is non formal, welcoming to young people and allows noise as well as confidential services.</p> <p>West Offices is an extremely formal environment that may intimidate young people. West Offices is not a friendly space that is welcoming to all, or one which inspires trust for young people.</p> <p>Advice services in the City are already seeing a high demand for services and does not currently have space capacity to meet the needs of young people currently using Castlegate advice services.</p> <p>Potentially services could be developed to meet the specific needs of young people in the way other specialist services have been developed, but this takes time to and resources to do. Different</p>	<p>Young people who do not have family support networks must be a priority in order to provide positive futures. This makes sense both socially and financially. These services are the cornerstones of the priorities of the City to be a healthy city, poverty free city and a fairer City. We need to explore all options to ensure the City continues to provide a range to advice and support services to meet these needs.</p>

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	<p>Recent research from Homeless Link, based on responses from 207 frontline homelessness charities and local authority housing departments, the 2014 report provides a picture of the experiences of young homeless people in England highlights the following trends</p> <ul style="list-style-type: none"> • 52% of those seeking help with homelessness are under 25. • Councils are preventing homelessness amongst homeless young people in just 1 in 5 cases. • More than half of young people become homeless because of a relationship breakdown, mainly with their parents. • Homeless young people face a range of complex problems – more than 6 in 10 are not in education, employment or training for example. • Half of agencies believe the problems faced by young people have got worse since last year. • Charities report that homelessness caused by financial problems due to benefit reductions has increased six-fold. 90% believe sanctions have affected young people's ability to access accommodation. • 74% of homelessness organisations were unable to support a young person due to limited capacity. <p>- See more at: http://www.homeless.org.uk/facts/our-research/young-and-homeless-</p>	<p>approach needs to be taken with young people, these skills are not present in services you are expecting to take the place of Castlegate. It is important that the City does not lose the expertise from current services, as these will be more costly to develop once lost. This should be taken in to account in looking to commission alternative provision.</p>	

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	<p>research#sthash.LQMhRiDd.dpuf</p> <p>Homeless Link chief executive Rick Henderson said: "These findings highlight the impact that capping welfare for young people is already having on their ability to find housing. "Homelessness among the under-25s is increasing in many areas while unemployment, rising rents and cuts to homelessness and youth services are leaving many with nowhere to turn."</p> <p>- See more at: http://www.cypnow.co.uk/cyp/news/1075588/welfare-reforms-increase-youth-homelessness#sthash.CjWU0xVb.dpuf</p> <p>Work being undertaken by the Advice York partnership has identified an increased need for advice services for young people as a result of the disproportionate impact of welfare reforms.</p> <p>We need to ensure that young people have access to support and advice which helps them address these issues; without this support young people will not be able to make best advantage of counselling and careers advice and guidance services.</p> <p>These services need to be provided in an appropriate and accessible way for young people.</p> <p>Services need to provide consistency and trust between young person and adviser.</p> <p>Services which prevent homelessness, enable financial</p>		

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	<p>and emotional sustainability for young people will be more cost effective in the long run and preventing up of problems resulting in more costly, longer term interventions.</p> <p>The definition of vulnerable is extremely narrow and is not an inclusive approach. Focusing only on an exclusionary based approach, reserved only for the most vulnerable, means it will be more difficult for young people to access the service and raises stigma of using the service.</p>		

Response no.	Does the proposed model including a retained statutory IAG service and post 16 services offer the right level of service for vulnerable young people?	What are your views on the proposed model to deliver post 16 services co-located with other services and providers from one city centre premises?	Do you have any other comments or views about how young people's IAG services should be delivered?
24.	<p>I am a Consultant Paediatrician at York Hospital. It concerns me that the consultation exercise does not seem to be including major stake holders such as paediatricians. We work very closely with CAMHS Services in York and also with Education Services. Paediatricians are concerned about an increasing number of children with mental health problems, many of them coming through to hospital as direct hospital admissions with self-harm. They are also coming through clinic outpatient referrals from GPs. The provisions of services to this needy group I feel are being compromised by continual reorganisation of service provision often with an associated loss of service. It is complicated by the fact that the CAMHS Services are also under a review of commissioning. I would hope that you are liaising closely with the local Commissioning Group as it is distinctly possible that CAMHS Services could be re provided by a different and distant provider which will inevitably lead to some degree of reconfiguration of CAMHS Services. Currently York CAMHS Services are provided by Leeds and York Partnership Foundation Trust.</p> <p>We have weekly liaison meetings with the Lime Trees Team and it has become apparent at those discussions that there is significant concern about the lack of service provision for Mental Health Services and for support services in general for teenagers with problems. The closing of Castlegate and the reduction in counselling services is of significant concern to us.</p> <p>So I would make the following plea that there is further liaison on a multi-agency basis with the service commissioners and providers and that it is recognised that at a time when you are reducing resources in this area there is a rising tide of need that must be addressed. This has been recognised as high priority by the Royal College of Paediatrics and Child Health, it has also been recognised recently in a recent Government document (see Government Health Select Committee Report on child and adolescent mental health services) on mental health services in children which has identified a paucity of services that are poorly organised for this group of children. It also highlights a serious and deeply in growing problem with the commissioning and provision of children and adolescent mental health services.</p>		

Where should your services be and what should they look like? A young person's consultation report by Jennie Noble , January 2015.

Background

It is crucial that the Council operates services that meet the needs of Children and Young people and that every effort is made to hear and understand these needs so that they can be reflected in the services on offer. This consultation took place at a time of transformation for Young People's information, Advice, Guidance and Support Services in November and December 2014 and seeks to present key themes and recommendations made by potential and current service users. The consultation is designed to engage with as many youth voices across the city offering a range of opportunities to inform and shape the way, City of York Council delivers young people's services.

Summary

The following report will describe the methodology for engagement, reflect on building principles, present most popular models for service delivery and make recommendations for further work. This piece of work engaged with 81 young people within the age range of 13-25. The consultation itself was designed with the ideas and guidance of the Young Inspectors and The Youth Council. Both groups are voice and influence vehicles for York young people. Youth Councillors and Young Inspectors gave views on how the event, group work, online consultation and paperwork should look and took part in the consultation themselves.

Methodology

- A large event was used to reach out to as many service users as possible and was open to Year 11's and Castlegate users.
- Use of smaller and more targeted group work was used to speak to those who would not go to a big event or identified with a different young person's group.
- For those who wouldn't attend a smaller group session 1-2-1 consultation slots were made available.
- The young people who didn't have time or would not engage face to face were encouraged to make use of an online survey.

Over the period of 2 weeks in November and December 2014, 9 face to face sessions were delivered, engaging the following groups:

- Youth Offending team
- Youth Council
- Young Inspectors
- York Learning and other West Office Users
- Castlegate users
- Castlegate counselling clients
- Danesgate students
- Year 11's and some 6th form students
- Show me that I matter (LAC)

Services blueprint- Most young people agreed that the following things are very important.

Services are:

- Easy to find and easy to get to
- You feel safe getting there
- Its free to use
- That you know who you need to speak to before you get there
- That you are greeted positively when you come in- You feel welcome
- Open outside work/school hours
- That staff are friendly and helpful
- That staff talk to you in a way you understand
- Confidentiality- That users know what happens to the information they give
- Easy for people with disability or learning needs to use
- That staff are trained to work with young people
- Being able to build up a positive working relationship with a member of staff- reducing times you have to tell your story
- There is a wide choice of services under one roof
- There is information to take away with you

Most popular services used by respondents

- Help to get a job/ apprenticeship
- Career guidance
- Joined a group/youth club
- Just wanted to talk to somebody
- Housing/kicked out/eviction
- Claim benefits/ crisis loan
- Meet up with a support worker
- Sexual health/condoms/STI
- Counselling
- Rights/ legal advice

Most popular ways to access services

- City centre building
- Online
- Community hubs/schools and colleges

Key themes from group work

- Young people like to be able to see the same person
- Want to feel safe that they are not being overheard
- Don't want to be identified as using a particular service
- Worry about running into people they know- York is a small city so very hard not to be seen
- It really helps if you can relate to people around you and identify the service as a place for you
- Access to mental health support before problems get out of control
- Asking users and potential users is essential when designing services
- Young people want to feel respected, treated as an equal and not judged
- Support to beat addictions needs to be easier to access with less stigma
- Safe places and safe people are important for a successful transition
- The first experience of a building or service is the most important

Castlegate users felt:

- Castlegate had really helped them to overcome difficult obstacles in their lives
- That the people who greeted you was more important than the building
- That security at West Offices is needed to protect customers and staff
- Learning difficulties and disability are barriers and needed further thought and work
- That positive working relationships have been built up with staff and concern over what is going to happen next

Counselling clients felt:

- Being able to use the same room for counselling sessions was important
- More consultation needed to be done if decision is made to run counselling from West Office
- In an ideal world counselling would continue to be run from Castlegate, however the group felt that a compromise may be able to be found with further work
- More discussion needed about navigation of the building- Clients often arrive/leave session upset/distressed. It would be difficult to walk through the busy open plan customer centre
- Phones could be made available so clients could privately call counsellors to collect them
- West office works well for business purposes but for people in crisis its 'too business'

Young Inspectors and Show me that I matter felt:

- You should know who your support worker is and be able to contact them by walking into West Office
- Feeling judged by staff was of particular concern to both groups

YOT felt:

- Security are sometimes too quick to intervene when young people are shouting and distressed
- Concerns about feeling overheard and being judged

Key themes/ observations about using West Office generated through group work:

- Lack of availability of confidential spaces
- 121 spaces around the customer service area not seen as confidential
- Not seen as an easy place to come when in crisis
- Environment has a business feel to it
- Security viewed by some as unnecessary, although others felt it was important to have a presence to protect customers
- Not enough publicity of services running from West Office- Just know its a council building
- Some young people found it intimidating to be asked why they are there by security
- Issues navigating the building- Where do you go?
- Some young people felt building ok if you have an appointment but not clear how you would navigate service if you just wanted to talk to somebody
- An assumption is made on reading and writing ability. Asked to fill in forms when assessing services. How does the building break down barriers for disabled users? Blind, deaf, decreased mobility users? Different learning needs etc

Recommendations to improve feel for younger more vulnerable young people

- Background music
- Better use of the space between the front doors- Greeters to welcome and engage users
- Advertise services on bus's and taxis
- Increase availability of access to online services- Greater privacy when using computers/ making phone calls (screen guards)
- Informal areas or sections- More use of colour and comfy seating- not so open plan
- Less security presence on ground floor/ entrance
- Website- Could be improved so easier to use
- More thought to a separate entrance- concerns on how this would work though
- The tours helped to breakdown misconceptions about the building and some young people were interested in leading the tours themselves.

Evaluation and recommendations

Overall respondents liked being asked for their thoughts and opinions and enjoyed the relaxed discussion driven atmosphere. The opportunity to talk to front line staff and have the opportunity to discuss issues with their peers was particularly useful to most young people

31 respondents said that they would be happy to be involved in similar work, this shows there are plenty of York Young people who are ready and willing to get involved in the important work of designing services. Further engagement is needed and there are other methods of investigation that could be used to inform further transformation.

It is important that some time is spent exploring the ideas and recommendations that have been brought to light by this piece of work. The implementation of these recommendations will demonstrate to young people that not only are their voices heard and valued but they are powerful enough to change decisions and shape the services they need. The services blueprint, methodology for engagement and information gathered should be made available across the different transformation strands e.g. Community hubs, Childrens centres etc

Some resource should be put into producing a report with the Young Inspectors that includes feedback from all young people involved, so the consultation findings can be shared with participants and other young people across the city.



City of York YorOK Board (Date)

NDA ITEM: No

TITLE: Rewiring of Public Services: Update on business Case for young people's support services.

This item relates to the following:
CYPP Priority:

Supporting those who need extra help at the earliest opportunity.

Reaching further: links to a strong economy.

Performance Indicators:

The number of young people age 16-18 who are not in education, employment and training (NEET)

Background:

It was agreed at the Corporate and Scrutiny Management Committee on 31 October 2014 that the proposals contained in the business case for the transformation of delivery of young peoples support and services would be reconsidered and further work would be undertaken on the model proposed in the business case. This was also discussed and agreed at the subsequent Cabinet meeting held on 10th November .

The YorOk Board was asked to assume governance for this work and that a sub group drawn from membership of the YorOk Board would have oversight of this work and an update would be submitted to the YorOk Board meeting on 12th Jan 2015.

In addition to the above, it was also agreed at Cabinet that support would be made available for those interested staff at Castlegate to explore alternative delivery methods including a staff mutual.

This report provides a summary of the developments that have taken place since 10th November, particularly in relation to the outcome of the consultation with young people and partners and the meeting of the sub group on 19th December 2014.

Consultation:

The consultation document was sent to approximately 200 individuals and organisations on Monday 8th December with a deadline for returns by 15th December. The consultation focused on the proposal outlined in the business case (see below) :

To provide targeted support for the most vulnerable young people to enable them to access education, employment and training, in line with Council priorities to support young people in the York economy, particularly those who are most vulnerable linking with partners to add range and variety to the existing offer.

The themes of this transformed service model were agreed at the July Cabinet and are as follows:

- Retaining a smaller core team of qualified advisers to deliver impartial careers information, advice and guidance and support to young people who are NEET or at risk of becoming NEET.*
- Exploring the provision of services currently located at Castlegate through alternative venues.*

In response to the need to find £240k of savings, previous consultations and after analysis of the services provided at Castlegate, the recommended model is to close Castlegate and relocate post-16 IAG and existing counselling services to West Offices.

Relocating to West Offices, the service to offer a new reconfigured and coordinated post-16 young people's services as an alternative to the current service offered from Castlegate. The service working in partnership with existing council services such as Housing, Benefits, York Learning and Future Prospects and partners including Jobcentre Plus, Citizens Advice Bureau, National Careers Service and the Voluntary Council to deliver the support currently given by the PSIs.

Counselling services provided in suitable accommodation ensuring a confidential and therapeutic service in line with best practice.

The proposal retains the current Connexions service which will have statutory responsibility for delivering a targeted approach by supporting identified vulnerable young people age 13 to 19. The focus of the team will be to support vulnerable young people with Education, Health and Care Plans, Looked After Children and those disengaged from education to participate in education, employment and training in with the duty outlined in the Raising of the Participation Age (RPA).

Feedback was sought on the following questions:

- 1. Does the proposed model including a retained statutory IAG service and post 16 services offer the right level of service for vulnerable young people?*
- 2. What are your views on the proposed model to deliver post 16 services co-located with other services and providers from one city centre premises?*
- 3. Do you have any other comments or views about how young people's IAG services should be delivered?*

back from partners:

We received 24 responses from partners, including 3 from Local Authority (LA) partners, 5 from mental health charities, clinicians and children's health clinicians,

4 from schools, colleges and providers, 3 from Connexions staff, 3 from the housing sector and 1 from the Police and Crime Commissioner's office (PCC) and Job Centre Plus.

Feedback to question 1 showed 5 respondents mainly from LA partners and the PCC, thought that the model offered the right level of service, 3 gave qualified support and 11 from health, counselling, housing partners, schools and colleges and 2 Castlegate staff, thought that the model did not provide the right balance. Concerns were expressed about a lack of emphasis on early intervention whilst the future of the counselling service was an issue for some respondents despite assurances in the consultation paper that the existing counselling service would be retained.

On question 2, 4 respondents from the LA , a training provider and the PCC supported the idea to locate post 16 services within one building . 8 respondents from a secondary school, Job Centre Plus and housing, expressed qualified support provided that West Offices was reconfigured and more was done to engage and support young people in using the building and the services located in them. 8 respondents from a secondary school, FE College, health, counselling, housing and 2 Castlegate staff were against this idea, responding mainly about West Offices being inappropriate and too corporate to meet the needs of vulnerable young people.

In response to question 3, no clear messages emerged but respondents used the opportunity to advance ideas such as a Mutual and stronger multi-agency working to provide a solution.

The following themes also emerged:

Young people in teenage years and early adulthood need access to services in a venue that is welcoming and focused on their needs

The general view from the submissions by partners is that young people need to access a building where services are located to help them make the transition to adult life during teenage years and early 20s. 1/3 of respondents viewed moving to West Offices with other services as part of a wider offer as positive, provided that changes were made to the building to make young people feel welcome. Feedback was given about the experience at Castlegate and the need for this to be replicated if the service were located to another venue.

West Offices is not viewed as welcoming to young people and too corporate.

This was a predominant theme in the feedback received, that West Offices, as it is currently constituted, is too large and too daunting , particularly for vulnerable young people. An example was given of a similar service delivered from York College, where provision is made to support vulnerable learners who feel unable to access student services in the main atrium. Steps could be taken to make young people feel welcome through a triage system that meets and greets young people as they enter West Offices.

There was some support for the West Offices offer if significant changes were made.

Over 1/3 of respondents felt that West Offices could provide a service to young people provided that changes were made to the building and the right support is available as outlined above. There is a perception from some partners that West Offices is where you go when you are in crisis and there would need to be a shift of emphasis to early intervention services to appeal to partners and young people. One view offered is that some young people like the anonymity of the building which helps to reduce stigma.

There is a need to train the wider workforce to enable them to engage and build relationships with young people.

This is a general theme about partners working together to support young people. One view offered in the feedback was that CYC services may be more effective in supporting young people from one building but there was a plea for partners from outside the LA to be an integral part of those support arrangements.

Feedback from young people:

Approximately 80 young people age 13 to 25 have provided feedback. Groups consulted include:

- Yr11/12, college students and Castlegate users at a consultation event at West Office on 12th December
- Danesgate students
- Show Me That I Matter Group
- Young offenders
- Young Inspectors
- Counselling clients
- York Youth Council

Some of the young people involved in the consultation events currently use West Offices through York Learning, Young Inspectors and Show Me That I Matter and expressed satisfaction with the building.

Young people completed questionnaires about where they would most like to access services and what they should look like. They ranked the following in order of preference:

1. City centre
2. On line
3. School/college
4. Community buildings

Key themes from the young peoples' feedback:

- Overall, there is a branding issue with West Offices: not welcoming with no space for private conversations – no roofs on the meeting booths for instance. They noticed that staff have facilities for private conversations but didn't observe similar facilities for face to face work with young people.
- A safe space to talk to a trusted adult was a primary concern for the young people involved in the consultation
- More informal environment to put young people at ease.
- More resource needs to go into social media and on-line services to support high quality information, advice and guidance.
- No publicity about current services displayed as you enter West Offices so young people feel confused when they enter the building. People to greet them or multi- media signage would help. Young people also felt that taxis and buses would be good places to publicise services for young people from West Offices.
- Security at West Offices and their response is an issue for some young people who say they are challenged rather than welcomed when they enter the building. There is an opportunity for some training here.
- Need for friendly welcome/triage service- as above
- High value placed on quality IAG and support to inform choices about education, employment and training.

Alternative provision:

One key contribution talked about the need for partners from health, the local authority and the voluntary and community sector to explore the option of a multidisciplinary, multiagency venue offering a range of support to young people to improve outcomes as envisaged by the Children and Young People's Plan and the CAMHS Strategy.

Views of the Sub group:

A YorOk subgroup comprising of colleagues from the Local Authority, Connexions service staff, York College, the Clinical Commissioning Group, mental health clinicians, counselling services and the University of York met on 19th December to receive and consider the feedback received from partners and young people. The following themes emerged

- Mechanism and governance structures needs to capture accountability for young adults age 19 to 25 through the Health and Well Being Board.
- Opportunity to explore new models of delivery where partners can contribute through staffing, funding and location
- GPs value Castlegate a single point of contact to support young people with a range of issues including health and well being and IAG.
- Need to develop models with funding streams that allow services to be resilient to change
- Need to retain expertise of staff
- Investigate nearby Youth, Information, Advice and Counselling (YIAC) models like the Market Place in Leeds

The sub group will meet again early in the New Year to discuss and develop the model further and return to the YorOk Board in March with options which can be included in the revised business case to be submitted to CYC Cabinet.

Recommendation:

Board members are asked to comment on the views from partners and young people as reflected in this document and to approve the further work of the YorOk subgroup.

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: 12th January 2015.