

## **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 25 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.

#### **Recommendations**

2. 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.

#### **Background**

3. 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.

4. 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.
5. 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**

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

### **Partner Consultation**

7. 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**

8. 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.

9. 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**

10. 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.
11. 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
12. 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.
13. 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

14. 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**

15. 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 wellbeing 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

16. 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.

17. 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**

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

## **Analysis**

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

## **Council Plan**

20. 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**

21. 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)**

22. 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**

23. 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**

24. 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

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

## Contact Details

### Author:

Steve Flatley  
Connexions Service  
Manager  
01904 552367

### Chief Officer Responsible for the report:

Jon Stonehouse  
Director Children's Services, Education  
and Skills

Report Approved  Date 29.01.15

## Specialist Implications Officers

### *Financial*

Mike Barugh  
Principal Accountant  
01904 554573

### *Legal, Governance and ICT*

Andrew Docherty  
Assistant Director for Governance and ICT  
01904 551004

### *HR*

Mark Bennett  
Head of HR Business  
01904 554518

### *Property*

Philip Callow  
Head of Property Services  
01904 551004

### *Equalities*

Will Boardman  
Business Change and Performance Manager  
01904 551004

### 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