

Case study one – Community and Partnership Officer

Issues Raised April 2017

- Initial Issues identified via LAT's/Schools around many children attending school without having any breakfast.
- Further concerns where identified via LASP workers around young people not having access to meals through the day during school holidays.
- Data in the North highlighted the rising levels of obesity in young people and families
- Data for some North wards also highlighted family poverty as a concern.

Actions

- Di Lambert, North CPO, contacted “His Church Charity” who had recently partnered up with York City Football Club Foundation to promote a “Breakfast for Winners project” to identify ways to expand access to this provision.
- Information fed back to City Wide Teams and shared with primary schools.
- LAT practitioners Martine Eddon, Sam Smart(North) and Sinead Tingley (West) fed-back information to all schools and liaised with schools in LAT's who expressed an interest in accessing the free provision.
- CPO liaised with partner organisation York City Football and agreed free sports activities during school holidays to identified families in the north. A healthy lunch was included in the offer.
- Clifton Ward Council and Huntington/New-Earswick Ward Priorities were revisited to reflect feed-back from CPO who highlighted an increase in local data around obesity in young people and families.
- Further information around access to food banks, community cafes and charities were collated and fed-back to LAT's
- CPO met with Fareshare Project (fighting hunger, tackling food waste) to discuss new partnership with Tesco. Information was fed-back to local partners and schools to highlight ways in which organisations could access food wastage at Local Tesco outlets across the city 5 days a week including school holidays.

Outcome

- Improvement in educational attainment and social inclusion through the provision of healthy, good quality breakfast cereal to school Breakfast Clubs and pupil premium children in Park Grove Primary School and Carr Junior School.

School Quote – “Some of the cereals were used at morning break; this gives the children a welcome energy boost in the run up to lunchtime”.



School Quote – “Some cereals and the nutrigrain bars were kept for children who on an occasional basis we are aware have come to school without any breakfast”

- Highlighted opportunities for organisations and schools to access city wide food waste distribution points in local communities. Opportunities across the city are now increasing and discussions around accessing support from a National initiative are taking place with CPO, St Lukes Church and Yorcafe in Tang Hall.
- York City will continue to offer free sporting activity places during school holidays as a result of successful ward funding applications. Extending offer of free places and lunch due to high number of places requested.
- Identified gaps in provision raised with Ward Councillors via CPO to address possibility of new ward/additional ward priorities:
 - Huntington /New-Earswick ward priorities revisited to include: Providing engagement opportunities throughout the ward for all, particularly young people and hard to reach groups
 - Clifton Ward Priorities revisited to include: Improve community wellbeing through a varies range of physical activities
 - Haxby & Wigginton: working in partnership with local communities
 - Guildhall Ward: More inclusive city centre communities

Next steps

Plans/discussions in place to work in partnership with CPO, St Lukes Church Clifton and Yorcafe to set up a 3- day pilot distribution point in Clifton of waste food from all major food chains in Clifton on 27th, 28th and 29th December 2017. Further work will be done to develop the links with other food stores, such as Marks & Spencer, and communities for the effective distribution of edible waste food.

Case study two – Communities that Care

Issues Raised Feb 2017

- Anti-social behaviour an ongoing issue in the community.
- PCSO requiring support to progress a community development strategy.
- Residents Association and Ward Team meetings highlighting problems and willing to invest in solutions.



Actions

- Tim Waudby CPO West working in partnership with PCSO, Police colleagues and Community Safety Hub to address issues and promote the Communities that Care model to partners and the community.
- Various meetings set up with school pastoral staff, community meetings and regular updates from ward councillors.
- Around £3,500 towards commissioning activities aimed at children and young people was allocated by the Ward Team.
- Multi-agency problem solving meeting at the end of the school year to address problems by some young people targeting high school students during and after school time.

Outcomes

We have enabled the delivery of a project of outreach youth work, working in partnership with the Rock of York to deliver the mobile 'pop up' youth sessions at St. Aiden's Church and Sanderson Court Community Centre. These have attracted 30-50 young people each Friday evening. Consultation with those who have attended has shown a strong wish for football opportunities in the area and more youth sessions. The last planned session will take place on 13th October 2017 and will be taking place at Sanderson Court Community Centre. The intention is that we can continue to offer these sessions through a more sustainable model in cross partnership with all the groups involved to apply for external funding to support workers offering a safe and fun place at the community centre one evening a week. This will enable better engagement with the young people and hopefully channel them into existing schemes and opportunities city wide.

Further work will begin in the coming months to provide after school sports sessions for primary aged children, with a focus on those from the Chapelfields estate in particular but will also be open to other local children and provided free of charge through Ward Funding. The LAT CPO has been working with York City Football Foundation and York Knights Foundation to offer these and will again try to find a way of making this provision more sustainable.

Case study three – Tackling anti-social behaviour

Issues Raised

- Concerns raised from Local Residents to Ward Councillors regarding nuisance behaviour from young people in and around Strensall shops and parks
- Reports from LASP's revealed an extensive range of complaints and concerns from Head teacher, community members and Army Welfare Officer at Strensall Barracks regarding young people's behaviour in the area such as:



- Large groups of children as young as Yr 4 to Yr 11 hanging around in groups together
- Banging on doors late at night and verbal abuse.
- Dog waste being thrown at windows of houses.
- Reports of house being entered whilst occupant was out.
- Threatening behaviour and intimidation of other local children
- Lack of identified youth provision in the area to support early intervention
- Young people consuming alcohol in Local Park and smashing bottles in play areas requiring Mum's of young children to take a carrier bag with them to clear and make safe before children can use play area and equipment.

Actions

- LASP worker Sam Smart pulled together multi-agency professionals meeting to discuss the ongoing issues in the Strensall area to agree a solution focused action plan to address concerns raised, link organisations together and improve communication across agencies
- CPO, Community Involvement Officer (CIO) and Ward Councillors drew up a specification for a consultation programme to capture the voice of young people with a view to offering youth engagement provision in the future. An initial value agreed from Ward Councillors for up to 5k
- CPO dispersed this opportunity to bid for this specification to over 200 partners across the city
- CIO co-ordinated bids and briefed Ward Councillors.

Outcomes

- The successful organisation delivered a 12-week engagement Program to universal young people in identified areas of Strensall from Ward Funding
- Ward councillors provided an additional 5k to incorporate weekly sports provision alongside outreach consultation work at local church hall. Bringing total amount from ward funding to 10k
- Audio consultation and video consultation were collated and fed back to councillors by young people
- Strensall "hot spots" were identified by Police and incorporated into the Operation liberate summer programme timetable
- Improved links with local PCSO, Robert Wilkinson Primary Academy and Strensall Army Welfare Officer
- 24 of the participants that attended the sessions were identified as living within the targeted areas of concern
- One young person who was known to the police for anti-social behavior volunteered with each session and has been a positive influence to the others, and police can see



progress. He has undertaken a football coaching qualification and also developed himself into a key figure that is well respected by the young people.

- Statistics from service provider recorded 79%, with 10 of the 24 attending 4 or more of the sessions.

Next Steps

- Local village hall committee is now confident and happy to support a long term project from their venue in the future at a reasonable rate to enable long term sustainability for future provision
- Application has been submitted to ward councilors to continue provision in the future

Case study four – A case study showing the impact of whole family working to reduce NEET

Starting Point

- The family was known to the Local Area Team (LAT) as a “troubled family”¹. Mum had approached the community links team leader for support with housing issues and then had dis-engaged.
- The school identified the family’s year 11 student as a potential ‘pre-NEET’ and had referred them to the European Social Fund (ESF) Project Officer for additional support with the post 16 transition into work and learning.
- In the summer the ESF Project Officer referred the young person into the LAT because of the family’s issues and circumstances.
- The school careers-co-ordinator also highlighted the family’s year 11 student to the LAT Learning & Work Adviser (L&WA) as a potential young person to become NEET.

What LATs Did/Facilitated

- The L&WA attempted to make contact with mum over the summer period to offer support to the young person with their plans around work and learning.
- The L&WA worked with the primary school (there was a younger child) and community links team leader to engage with mum through the school because mum has a good relationship with a member of the pastoral staff.
- As part of the September guarantee, the L&WA, with the support of LAT colleagues undertook a successful home visit to mum and the young person to inform about the September guarantee and the offer of learning.
- Mum and the young person said that they would like support and made an appointment to meet with the L&WA at 30 Clarence Street where a C.V was drafted and subsequently written up for the young person and post 16 options were discussed. The

¹ Troubled Families is a term for the national programme lead by the Department for Communities and Local Government.



young person wished to explore a course with York College and a meeting was set up with the relevant College department.

- Mum also asked for support into work. She said that she would like to meet the LAT Employment Adviser (JCP York).
- A home visit was arranged where the L&WA introduced the LAT Employment Adviser to mum. The L&WA also informed (and gave York College bursary application form) about the discretionary bursary (subject to means testing) and travel support. The L&WA also said that she was there to offer further support to mum and the young person.
- Mum said that she would like support from the LAT Employment Adviser and agreed to a subsequent meeting.

Impact

- The young person has been offered a start date with York College.
- Mum is working with the LAT Employment Adviser with a view to getting into employment. She is also working with him regarding issues around benefits.
- Mum agreed to the L&WA and the LAT Employment Adviser informing the community links team leader regarding progress and linking in with mum.

Case study five – Multi-agency working between Local Area Teams, Community Links (community group commissioned by Adult Services), school and Department for Work and Pensions

Presenting Problems:

X is a single mother referred to the scheme by a LASP. There were concerns over a potential eviction due to rent arrears and anti social behaviour due to domestic abuse and alcohol use. There were also concerns over the emotional well being of X's five year old daughter and her performance at school.

Work Completed:

A FEHA was started around the family and lead by the SEND worker at the school. York Families support worker assisted X in ensuring that all her benefits were correct and that she engaged in a repayment plan set up for her rent arrears. Eviction has now been averted. Assisted with repaying council tax debt and preventing this from going to court. Working closely with FEHA lead practitioner the York Families support worker encourage x to get back into work and she has now found a job which fits around school and which she is thoroughly enjoying. York Families worker requested assistance from Andy Long (DWP) to assist in this process and he has advised on Working Tax Credit and eligibility for childcare during school holidays.

Outcomes:

x is no longer drinking and is working 20 hours per week, claiming all correct benefits. Her daughter is now 'coming on leaps and bounds' at school and x reports that her behaviour at home is much more settled. York Families worker has invited x to participate in some recruitment training through



Community Links so that she can be part of any future interview panels. She has readily accepted this and has said that she would like to consider a career in the support work herself in the future – possibly starting with some sort of mentoring role.

