

## 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?

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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.

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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>		

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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>		

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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>

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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>

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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 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><a href="http://modgov.york.gov.uk/documents/s93042/Annex%20C%20-%20Castlegate%20Petition%20Comments.pdf">http://modgov.york.gov.uk/documents/s93042/Annex%20C%20-%20Castlegate%20Petition%20Comments.pdf</a> [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"> <li>• 52% of those seeking help with homelessness are under 25.</li> <li>• Councils are preventing homelessness amongst homeless young people in just 1 in 5 cases.</li> <li>• More than half of young people become homeless because of a relationship breakdown, mainly with their parents.</li> <li>• Homeless young people face a range of complex problems – more than 6 in 10 are not in education, employment or training for example.</li> <li>• Half of agencies believe the problems faced by young people have got worse since last year.</li> <li>• 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.</li> <li>• 74% of homelessness organisations were unable to support a young person due to limited capacity.</li> </ul> <p>- See more at: <a href="http://www.homeless.org.uk/facts/our-research/young-and-homeless-">http://www.homeless.org.uk/facts/our-research/young-and-homeless-</a></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:  <a href="http://www.cypnow.co.uk/cyp/news/1075588/welfare-reforms-increase-youth-homelessness#sthash.CjWU0xVb.dpuf">http://www.cypnow.co.uk/cyp/news/1075588/welfare-reforms-increase-youth-homelessness#sthash.CjWU0xVb.dpuf</a></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>		



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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>		