



City of York YorOK Board (Date)

AGENDA 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.

The 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?*

Feedback 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.