



Gloucestershire Youth Support Team Annual Impact Report

2019-2020

shaw trust



Sarah's story

A difficult start

Sarah was introduced to the **Gloucestershire Youth Support Team (YST)** at the age of 13. She was assigned to a **Youth Justice** worker after receiving a Referral Order for threatening behaviour with a weapon.

When this came to an end Sarah still needed some additional support to reduce the risk of her re-offending. It was also highlighted that Sarah was at risk of Child Sexual Exploitation; and due to suffering a number of different traumas in her life had increased levels of vulnerability.

Establishing positive relationships with professionals was key to her being able to move forward and therefore she was allocated a **Youth Worker**.

Sarah had a very unsettled upbringing and was moved in to the care of her maternal grandmother, due to concerns that her step father was physically and emotional abusing her.

Vulnerable

Sarah had a history of being groomed by gang members in a City outside of Gloucestershire, as well as by a known sex offender in Gloucestershire. Sarah had used Class A drugs between the ages of 12 to 14. Family relationships were very complicated, and Sarah would often be left thinking that she was to blame for things happening in the home. After a stay with Grandma, Sarah went back to live with Mum and Step Father and her other siblings. Sarah was often made to feel different from the other children and had no sense of belonging within the family unit.

Damage

Sarah's mental health and education suffered, she was diagnosed with anxiety and depression and she became home schooled. A number of referrals were made, and Sarah has had to re-tell her story over and over again and as a result disengaged with all professionals trying to help.

Starting to feel secure

The **YST Youth Work Team** became involved and supported Sarah in accessing positive activities, giving her some information advice and guidance on issues that were relevant to her and building a secure relationship that was consistent and needs led. This took time and patience.

Rejection

When Sarah turned 16 her parents asked her to move out the house as they had decided that they wanted to try and adopt another teenager. This was a massive turning point for Sarah, and it felt like everything was crumbling around her.

Hope

Sarah started living with her boyfriend and his mum, which worked well and she started to feel more secure and settled. However, Sarah knew she still needed support with her mental health and substance misuse. From the positive relationships she had managed to develop with the **Youth Workers** she started to work positively with the

YST Health Team. Over the coming weeks and months, Sarah started to become more positive, taking on new challenges and for the first time she had hope and could see her future in a more positive light. With support from her **Youth Worker** she put together some goals, one of which was getting back into education. This was going to be tricky due to Sarah not being in any formal education for three years. Through ongoing support with the YST, a **NEET Worker** from the team also became involved. They supported Sarah to access a **training provider** and start making positive steps forward. With the help of professionals working closely together supporting her personal needs and social development, challenging her in positive ways, Sarah built up her resilience so she could strive and make steps towards her full potential.

The interconnectivity between the specialist teams within the YST enabled Sarah to be

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Employment

The positive outcome, or perhaps just the beginning, is that in December 2019 Sarah found a job, and decided to look for accommodation of her own. For three years she hadn't heard from her parents or family but this hasn't stopped her, the positive support and relationships she built enabled her to move forward. She has been drug free for a number of months and is now able to resolve issues that occur in her life.



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Introduction

I am delighted to be writing to you as Director of the Youth Support Team (YST) in Gloucestershire.

Gloucestershire Local Authority recognises the importance of interconnected services for young people and therefore commission the YST to deliver a range of specialist services which, through the integrated structure allow for a holistic response to need. The YST comprises of a variety of health interventions, Youth Work, Youth Offending Services, support for children and young people not in education, training or employment (NEET), specialist child exploitation professionals, liaison and diversion practitioners, some of whom are based in the custody suite of the Police Station, professionals who are experienced and knowledgeable in housing law in and a team who provide support for young people who go missing from home or care.

In this report you will find details of the work carried out by our dedicated and talented staff. The passion, skill, respect and kindness shown has helped thousands of young people and their families across Gloucestershire.

The last few months have been one of the most challenging but also rewarding periods in the history of this contract. The national lockdown brought a set of unique challenges to delivery of services to vulnerable young people. The YST rose to this challenge admirably and moved to a blended delivery model of virtual engagement for some, while continuing face to face work with the most vulnerable.

The feedback from our young people has confirmed that we got the model right. Through our flexible approach on multiple social media platforms all young people were contacted and worked with during the extreme lockdown restrictions and subsequently.

The YST staff team are both knowledgeable and committed. Key to all of our work is robust co-production and feedback processes. As Director of Operations I need to be assured that any decisions I make are founded in the experience of young people and to aid this I have a care experienced young person as a mentor, who meets with me regularly to reflect on the work that is being completed and any developmental

ideas. One of the most powerful questions they ask me is “how will that affect me and your other service users?”. Our regular feedback processes ensure that we reflect on how our work is received by those that access our services and this year a comprehensive survey asking how young people preferred to be contacted received over 300 responses.

I am pleased to report that the YST are leading performance in the South West with our NEET and Not Known figures, our Youth Justice first time entrants and those entering custody.

We will be working tirelessly in the coming twelve months to develop further innovative and effective ways of working that have a long lasting positive impact on those we serve. We will continue to build on the unique benefits offered by a team with diverse specialist knowledge and skills, which allow for a seamless experience for young people needing a variety of supportive interventions.

Kat Aukett, Director of YST

Who we are

Shaw Trust is a charity helping to transform the lives of young people and adults across the UK and internationally. Gloucestershire Youth Support Team are one small part of this.

The Youth Support Team works with over **6000 vulnerable young people** in Gloucestershire. We target specific groups of young people who are the most at risk of not making a successful transition into adulthood. This includes young offenders and those on the edge of the criminal justice system, unemployed young people, homeless young people, teenage parents, young people who run away from home and care, young people with disabilities/or learning difficulties and young people with substance misuse or other health needs

The Youth Support Team is a multi-disciplinary team comprising of Youth

Workers, Careers and NEET Specialists, Health Workers, Police Officers, Youth Justice Workers, Probation Officers and Housing Advice Specialists. We seek to identify young people at risk and intervene at the earliest opportunity.

We have over **134 dedicated staff** that provide joined services for children, young people and families in Gloucestershire. We are commissioned by the Local Authority and work in partnership with Commissioner's, Police, PCC, Health, NHS England, Education, Employers, Voluntary Sector and other Stakeholders.

Finances

GCC	£4,716,276.00
Other income generated to support our work	508,571.00
Total income	£5,224,847

Contacts

In the last year we made over **60,000** contacts with children and young people which includes:

- 3,600 working with substance misuse
- 3,000 through youth work delivery
- 4,500 working with in youth justice work

Our work focuses on the following main areas:

- Education, Employment and Training
- Youth Justice
- Diverting young people from Criminal Justice
- Housing
- Health
- Youth Work and Positive Activities
- Children and Families
- IRIS Day Centre
- Missing children
- Children at risk of Exploitation

Our vision and goals

- 1 To help and support young people make changes to their lives that have a lasting impact
- 2 For employment, education and training to be the norm for our children in care and care leavers
- 3 To champion, promote and find creative ways to help young people with disabilities (including learning disabilities) to find employment or be working towards this goal
- 4 To reduce the number of high risk and prolific offenders through creative and evidence based solutions
- 5 To help and support our young people to be good and effective parents - reducing the number of children that enter the care system
- 6 To motivate and encourage young people to be healthy and manage the risks they take effectively
- 7 To inspire young people living in our deprived estates to achieve and have a positive start to life
- 8 To support and empower young people and their families when things go wrong and to seek to find solutions to reduce young people going missing or becoming homeless

What we do



We support young people with drug and alcohol problems



We communicate our service offer and plans effectively



We are developing new ways of working with our most at risk, resistant and vulnerable young people



We provide positive activities to the most vulnerable young people



We provide early help to young people and their families



We work with children and young people going missing



We support young people with their housing and homelessness



We listen to young people who in turn inform our practice



We provide information, advice and guidance to young people into education, training and employment



Purpose and values

We care about young people

We support our staff and young people we work with to realise their potential and transform their lives.

We make a difference

Making a lasting positive impact for the people we support is the reason we exist. We deliver high performance across our services, helping young people transform their lives.

We are inclusive

We value the ideas, views and strengths of everyone we work with and support. Everybody is different and everybody is equal.

We are collaborative

Working together works better - its effective and efficient. The YST works with a range of partners to create better services and solutions.

We are honest

We are authentic, accountable and transparent in all we do.



To ensure our children and young people thrive and reach their full potential...

Working with partners



Gloucestershire Constabulary
People First Policing





Meet the teams

...

Youth Justice



The objectives of the Youth Offending Service (YOS) are many. We aim to provide early intervention, practical and effective partnership working, the progressive replacement of criminalising sanctions with child focused interventions and to meet the needs of the victims of young people. We work to ensure a speedy response through reducing bureaucracy and to recognise and respond to the underlying causes of offending and anti-social behaviour in order to improve long term impact. We recognise that children who offend are often themselves vulnerable young people where traditional criminalising sanctions can be both ineffective and inappropriate.

Our overarching aim is to support young people to achieve their potential and to prepare them to make a successful transition to adulthood.

We are in a strong position as a county. In 2019 the service performed better than both the southwest and national averages in relation to all three national outcome measures.

Most significantly as a result of Children First, during 2018/19 there has been an overall reduction in the number of formal sanctions delivered. More than **50%** of the total number of Youth Justice Interventions are now informal, which do not criminalise children.

Custody rates have also seen a steady downward trend over recent years and the number of children in Gloucestershire who receive custodial sentences each year is now firmly in single figures. There were **19** children sentenced to custody in **2015**, compared to just **four** in **2019**.

Children First is now embedded as business as usual in Gloucestershire. There continues to be a strong partnership and shared commitment to avoiding the unnecessary criminalisation of any child in Gloucestershire. Proven reoffending rates for Children First in **2019** was **19.1%**, compared to a national proven reoffending rate of **26.8%** for youth cautions, and **39.2%** for all court disposals.

This means we are also reducing the numbers of people who are victims of youth crime in Gloucestershire and contributing to keeping our communities safer.



Highlights

- Significantly reduced first time entrants in Gloucestershire through the Children's First Project.
- Reduced our custody rates so we are the best in the South West of England.
- Developed a tracking system that measures reoffending over a 12 month period.
- Continue to focus on our Restorative approaches for victims of youth crime. All victims of youth crime in Gloucestershire are contacted within two days of a Youth Restorative Intervention (YRI) or court outcome.
- We have an experienced Probation Officers seconded into the service who works with high risk young people and ensure successful transitions into adult services.
- We have established a Youth Justice and children with additional needs sub-group which is a partnership with Gloucestershire County Council.
- Gloucestershire Youth Support Team are sub-contracted by the 2gether Trust to deliver the children and young people's element of the Liaison and Diversion service within the county. Gloucestershire YST offer screenings to young people both in custody and the community who are suspected of an offence, to ensure their needs can be identified at the earliest opportunity and support offered.

Successes

Significant reduction in FTE from **216** children in **2013**, to **45** in **2019**

209 children were diverted away from the formal criminal justice system and into restorative interventions

At least **half** of the children diverted were open to Social Care at the time and **43%** had received at least one fixed term exclusion from school

Reoffending rates for Children First continue to be lower than the national average

Housing Advice Team

The housing team comprise of Practitioners who specialise in housing law. They work with Partners, District Councils, Housing Providers and Gloucestershire County Council to support young people who are homeless or have accommodation concerns.





Highlights

- Advise on housing law and homelessness.
- Advising and supporting Social Care colleagues with accommodation options and assisting with challenges and prevention from eviction work.
- Advocating for young people.
- Working with Gloucestershire County Council to identify appropriate housing for Care Leavers and Children In Care during the transition process through START meetings.
- Advising wider Children's Service's on duties under the Southwark Ruling, Homeless 16/17 year olds including delivery of training.
- Supporting the Staying Put Agenda for Care Leavers.
- Providing information, advice and guidance to young people about their housing and benefit options.
- Supporting young people and colleagues to identify emergency accommodation.

Successes

Worked with over **800** young people

270 care leavers have had long term work

278 young people under 18 years worked with preparation for their independence

224 care leavers were referred to duty on emergency basis

72 care leavers at risk had their accommodation saved following interventions from the housing team

45 care leavers had advice around staying put

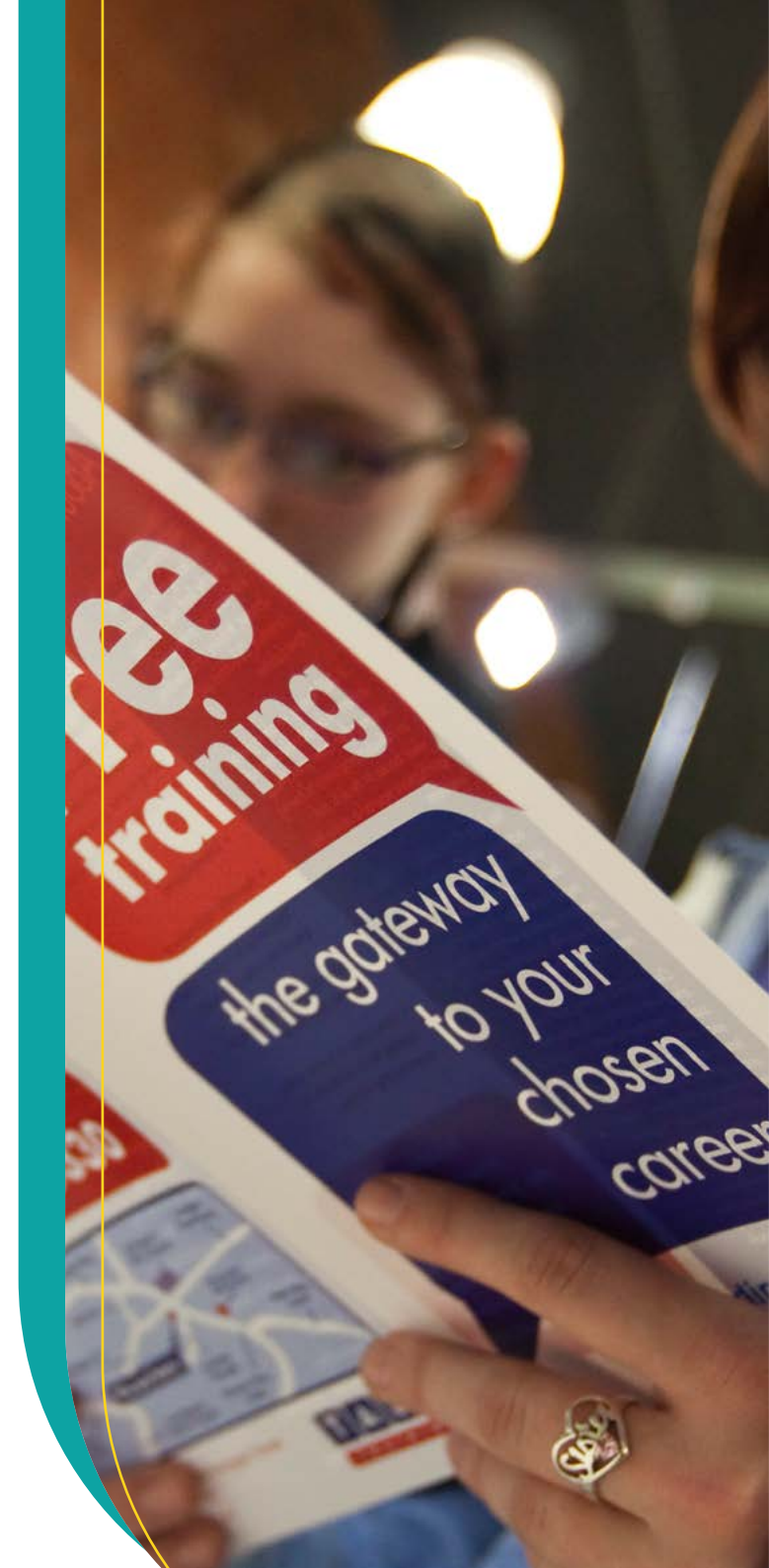
Education, Employment and Training Team

The Youth Support Team is commissioned by Gloucestershire County Council to provide support to young people who are academic age 16/17 (Yr12 & 13) and not in education, training or employment (NEET). We also follow up those whose destination is not known to establish if they are unemployed and need support.

We provide careers advice and guidance with regard to education, employment and training to children in care and care leavers (aged 16- 25) and their Social Workers/ Leaving Care Workers within the 11+ teams; as well as providing intensive one-to-one support for those who are NEET.

The performance data that is produced by the Department for Education indicates that we are currently the leading county in the region, coming in at quintile two (Quintiles go from 5 to 1 with 5 being the lowest performing and 1 the best).

We have introduced the Work Star tool to provide a way to assess young people's readiness to access employment and training and to show the progress they make while working with YST. We have also introduced a new tracking team that focuses on identifying all NEET and not-known young people, which has improved performance in these challenging times.





Highlights

- Continued development of in-house functional skills qualifications.
- Community calling.
- Introduction of a careers scheme.
- Work it out programme for Children in Care and Care Leavers.
- Development of strong working relationship with DWP to support care leavers.
- Contact centres to ensure we keep in touch with all young people enabling us to target help appropriately.
- Strengthening links with training providers to expand apprenticeships, traineeships, work placements and volunteering opportunities.
- Promote our SPIED bulletin.

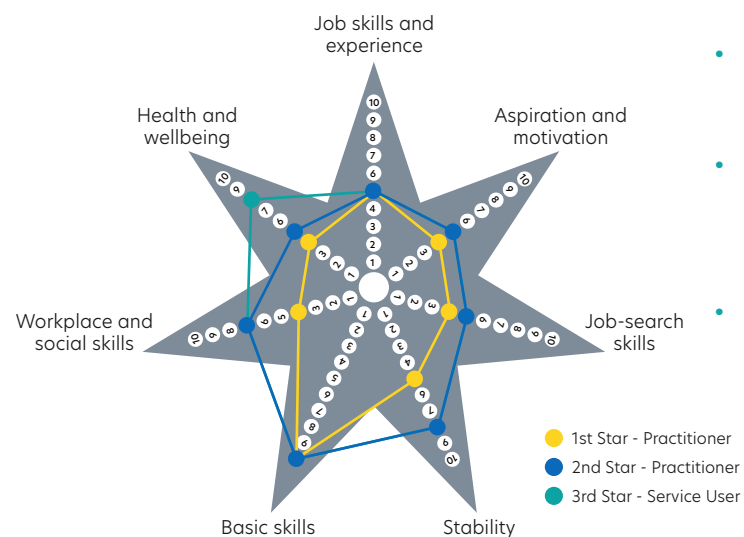
Successes

NEET performance exceeded the target (**2.17%** in March **2020** beating last year at **2.28%** in **2019**)

Not-knowns performance also exceeds target at **1.42%** in March **2020** below last years at **2.63** in **2019**

NEET and Not Known performance sits in quintile **2**, which is the best in the South West

Consistently good September Guarantee performance



Health Team

The health Team within the YST is made up of Speech and Language, substance misuse treatment, physical health, and sexual health and teenage pregnancy

Speech, Language and Communication:

- Trained over 100 staff across YST, Social Care and Custody.
- Presented work to the Quality Commission on the work done within Gloucestershire developing accessibility.
- Adapted language for young people including:
 - > Changes within YRI agreements
 - > Changes to defendants guides to court
 - > Changes to letters to young people returning to court
- Developed a range of resources including:
 - > Does it hurt someone? (helping young people understand the effect crime has on others)
 - > Good Practice On The Telephone
 - > Foetal Alcohol Syndrome Disorder & Communication
 - > Resources around understanding Covid-19
 - > Development of information about Probation
 - > Section 32 visual support for SW
 - > Discussions with CYPs/NHS colleagues regarding Selective Mutism Joint Pathway

Substance Misuse

Referrals to Substance Misuse have continued to rise over the year. Developments to combat this have included:

- Substance Misuse CROs reviewed the youth justice Tier 1 & Tier 2 substance misuse programmes as a joint development project with our speech and language therapist.
- We delivered tier 3 structured group work to young people in a Forest of Dean secondary school specifically on Cannabis. All who finished the programme reduced their use and did not need ongoing treatment after the group work.
- Developed two training sessions that will be delivered through Microsoft Teams in Quarter 1 20/21. One is formal education about cannabis and the other looks at how to support young people who are using drugs but not yet in a place where they feel ready to work with a Substance Misuse Worker.
- New forms and tools are being developed by the Substance Misuse CROs. Some of these will support treatment, others will be available as a resource to YST practitioners and wider children's services.

- We are looking into targeted social media advertisements and taking our referral form online to increase access to our service.

Physical Health

The number of contacts with young people have continued to increase throughout the year and family contacts have doubled.

- We have mapped out the different pathways for how vulnerable children in Gloucestershire can access a full health assessment and have met with both school and Children in Care nursing teams.
- Our pilot clinics continue which focus on youth justice work. The aim is to assess as many young people coming through youth justice as possible. In doing this we start to understand their health needs better and develop resources effectively.
- Developed and promoted a Microsoft Teams consultation/training session that covers health services that are currently available to staff and young people.

Sexual Health and teenage Pregnancy

ReSET programme delivery continues, with ReSET L1 and L2 Sexuality & Teenage Parents being delivered over the last year. Bookings via Eventbrite have impacted positively on the reach, with a wider range of professionals attending. Work includes:

- Ongoing delivery of healthy relationships work with Teenage Parents.
- Accessed support for numerous Teenage Parents via Gloucestershire Bundles, accessing baby equipment/clothing.
- All training feedback rated as excellent.
- Supported Teenage Parent's engagement with Hospital Education Craft Event, that has also had a positive impact with Teenage Parent's from across the county providing each other with peer support.
- Continued to support the fortnightly antenatal clinic at the hospital in person, and during lockdown virtually. Attendance enables provision of advice and guidance directly to Teenage Parent's around benefits, staying in education, housing and how to access baby equipment and clothing when needed.

- Joined QUAG Assessments panel as an independent assessor for Healthy Schools and Mental Health Champion awards.
- Worked with a project linked to Gloucester GP surgery to help them set up a sexual health drop-in.
- Three teenage parents were supported to return to school, two into Year 10 and one into Year 11.



Successes

Performance is consistently good

Assessment and Plan timeliness is a key strength

100% leaving treatment in a planned way (March 20)

100% in EET on discharge (March 20)

100% of YP with a **50%** reduction in primary drug use on discharge (March 20)

Children and Families Team

We have a small dedicated team that sits within Social Care Teams. They support young people aged 11-18 who:

- are at risk of exploitation (sexual/criminal)
- have multiple missing episodes
- are repeatedly supported by Child Protection plans
- are on the edge of care

We work alongside Social Workers and apply structured case management responsibilities (assessment, analysis, planning, intervention, and review) to support adolescents who are on Children in Need and Child Protection plans.

We offer consultations with Social Workers, to provide the opportunity to discuss the concerns and next steps of young people. This may include signposting to other support agencies or a referral into our team.



Successes

Working alongside parents to help them understand on-line risks and enable them to keep their children safe on-line

Working alongside young people who are being exploited online and enabling them to understand the risks and be safer in their use of social media and reduce the risk of exploitation

Completing harmful sexual behaviour work with Young People.

Completing work focusing on managing emotions

Focusing on relationships within families and supporting positive parenting, leading to a reduction in risk, and step down from CP plans

Accompanying young people to ABE interviews during lockdown allowing police investigations to continue and progress

Working with young men at risk of criminal exploitation or on the fringes and focusing them on education or training, with the impact that they are engaged in ETE and there is a reduction in risk

Good engagement of young people who have struggled to engage with other agencies, for example one young man refused to engage with social care or us for about 10 weeks, but the C&F practitioner persisted and has now completed the assessment and is carrying out structured work

Day Provision Team

The IRIS day provision team have provided one to one bespoke programmes of activities based on the foundations of care, compassion and consistency of approach. The team are skilled in building authentic relationships which enable young people to build resilience, confidence and self-esteem. Through both on-site and assertive outreach, they assist young people to build on their strengths, celebrating their achievements and ultimately supporting their successful transition into long term stable provision.

Intervention programmes are structured around the three occupational therapy outcomes of self-care, productivity and leisure. Young people are offered graded interventions, aimed to develop the young person's motivation to engage in self-care, productivity and leisure to increase young people's resilience, confidence and self-esteem to sustain change, whilst building on existing strengths and recognising, celebrating and accrediting achievements.

Outcomes framework

As part of the offer of IRIS Day Provision, the young people's outcomes are captured at the beginning and end of involvement. The Base Outcomes tool is used, and through this method, we are able to focus interventions on the weaker areas for development. It also enables us to capture the distance travelled through their journey with us, whilst highlighting areas of work still outstanding for the network to continue to address, once their day provision intervention ends.

IRIS Intensity indicator

As part of the assessment of impact, Young People are assessed against the 5 IRIS Intensity indicators at the beginning, throughout our involvement, and at the end. These 5 areas are:

- Risk
- Engagement and Relationships
- Stability (Environmental)
- Productivity (education, hobbies and interests)
- Mental and Emotional wellbeing

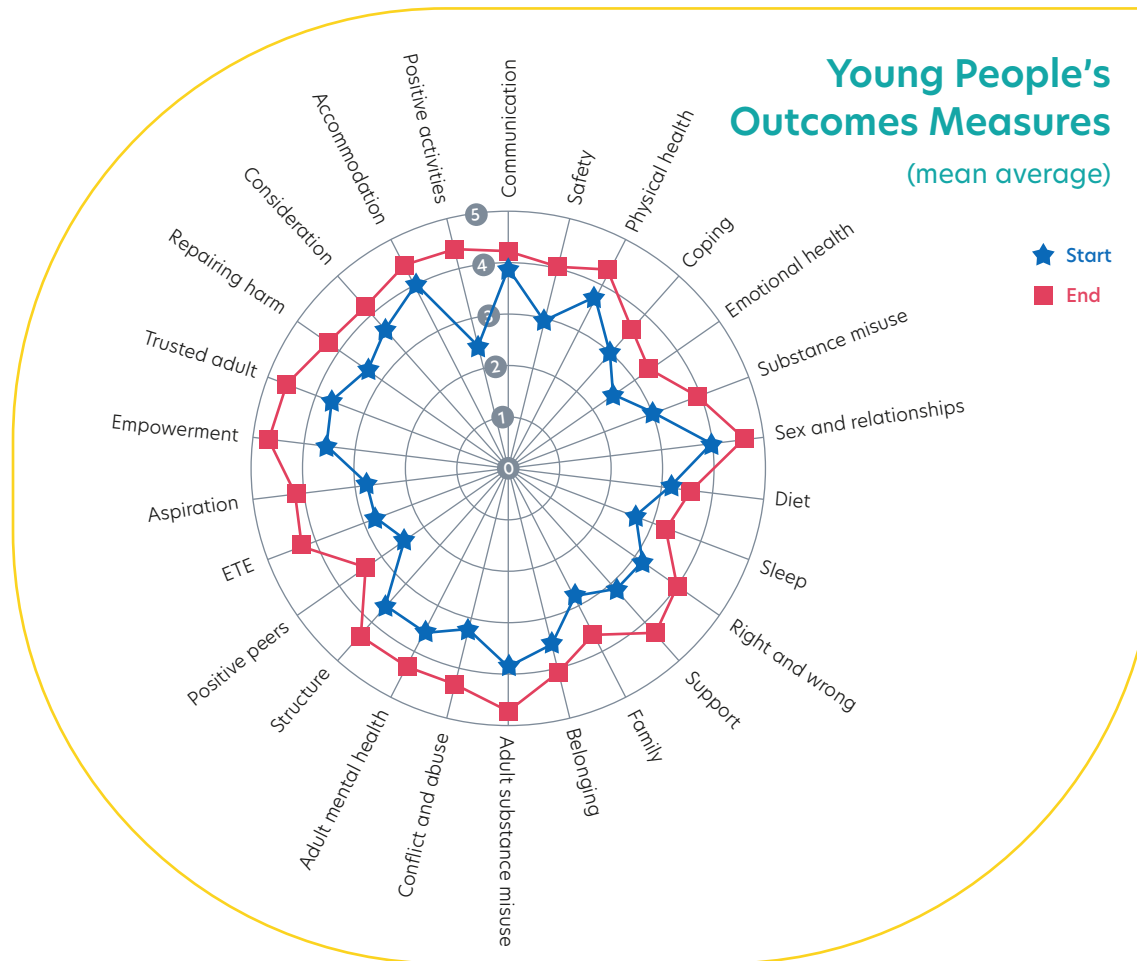
These are assessed as either:

- **Red** (significant issues/barriers)
- **Amber** (some issues, but starting to address barriers/establish protective factors)
- **Green** (less issues/barriers/increased protective factors)

These domains map the outcomes that IRIS as a project are trying to achieve with young people. The IRIS Day Provision, whilst supporting all the domains, specifically focuses on the productivity domain.

The day centre has worked intensively with 52 young people.

The majority of referrals come from social care, but there are a small number that were referred by Tier 4 mental health units.



Successes

Of all the young people who have closed to Day Provision - **89%** were in some form of education, employment or training at the end of our involvement.

Youth Work and Positive Activities Team

Youth Work

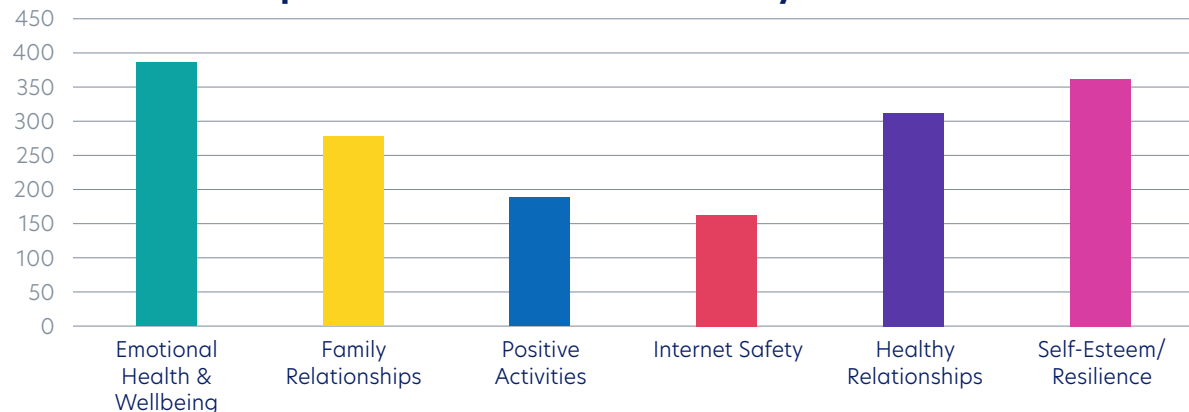
We have worked with over **3,000** young people and delivered over **300** structured youth work programmes. We have a small team of youth workers that cover the county delivering a range of youth work activities. These include some centre based group work programmes, one-to-one work, detached outreach work and support for risky and vulnerable young people that are worked with in our statutory services.

We work with young people regardless of setting, background and location. We deliver services that include:

- Programmes that raise self-esteem, motivation, challenge and develop the skills required for adulthood and reduce risky behaviour
- Detached youth work in communities to connect with young people and develop programmes to address needs

- A youth health champion pilot project to empower young health champions to better understand healthy living
- Work with minority groups and communities to break down barriers
- We have 5 Targeted Learning Difficulties & Disabilities Youth Clubs supporting over **40** young people over the county
- We have an LGBTQ+ Targeted Youth Club supporting **15** young people
- Partnerships with private, public and third-sector organisations to develop capacity for other youth provisions throughout Gloucestershire County
- Training programme to support part time staff and partner agencies, raising standards of practice across the Gloucestershire County
- Support young people to become independent through keeping them study ready, work ready and active

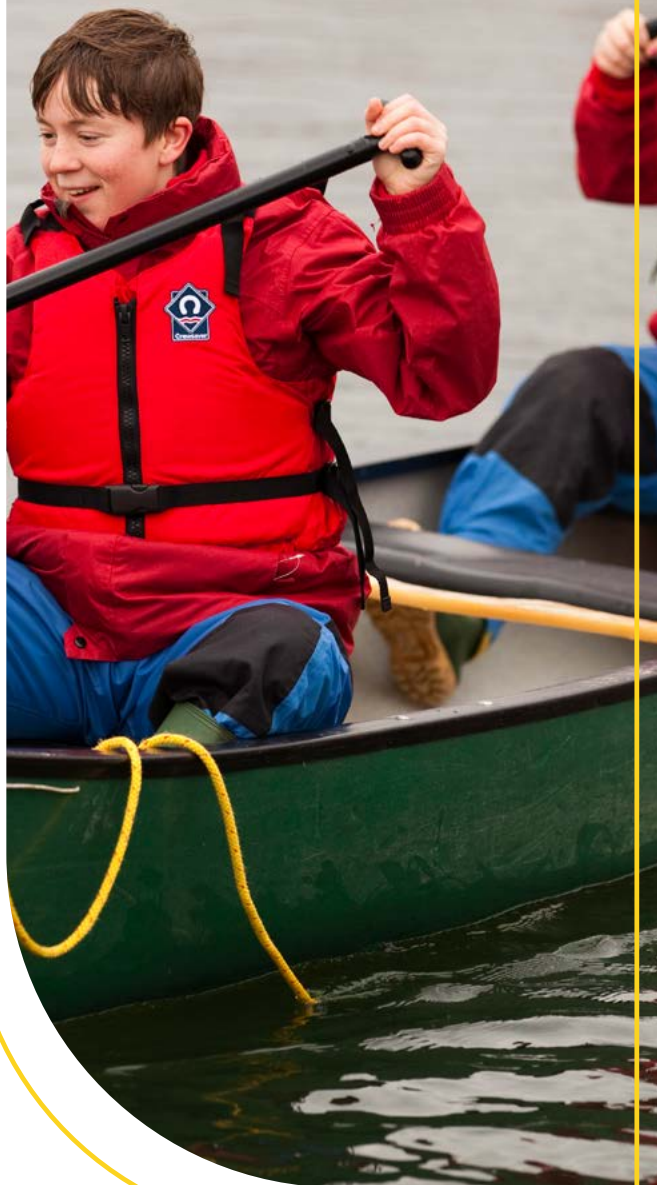
Most prevalent issues covered by Youth Workers



Activities Team

We have two outdoor education instructors who deliver a range of outdoor and adventurous activities both in group work and one-to-one settings. These have included:

- Archery
- Bush craft
- Environmental art
- Rock climbing
- Mountain biking
- Canoeing and kayaking
- Team building
- Residential experiences
- Bespoke activity programmes, no programme is the same as another.



Successes

Young people are **95%** more likely to engage with other YST teams after engaging with Activities team

BASE Outcomes Indicators evidence that after involvement with the team, they score higher on 'Coping', 'Emotional Health' and 'Positive Activities' than before.

High level of support for Children in Care and Care Leavers to engage them with services, provide transport and develop independent living and positive activities

110 staff from YST, schools and other agencies achieved a L3 First Aid qualification; **23** achieved a L2 Food Hygiene

Operational throughout lockdown to engage high risk young people with positive occupation

DofE

The Youth Support Team has the largest number of DofE Award participants enrolled in Gloucestershire. This includes:

- Independent young people and home-schooling groups as well as targeted youth support.
- SEND and Alternative Provision Schools which now have a Service Level Agreement with us to deliver the Award. We support, and quality assure award programmes to enable these young people to work towards their DofE Award at all levels.
- Provide training for adults so that they have the qualifications and skills to support the award. 42 adults have been trained or assessed as Supervisors, Assessors, or achieved an outdoor leadership qualification.
- **44 Awards** have been completed across the Licence Area, with **233 Participants** registered with the Award.



Highlight

A highlight of the team's work over summer 2019 was delivering a successful Additional Needs Open Expedition (ANOE). Young people with a range of additional needs from across the UK came to the Forest of Dean in order to attempt their DofE Expedition Section. Most had never met each other prior to the event. Together with a group of enthusiastic, experienced volunteers, the Activities Team delivered training, practice and assessed expeditions and the result was that all 18 young people were successful in completing this section of the Award – for the majority this was the most difficult section of the award to achieve. The resilience and determination demonstrated by the participants was inspiring and was only made possible by the commitment and skills of volunteer staff.

18 young people from across the country achieved their Expedition Section, and as a result they have all achieved the full award – 6 at Gold, 4 at Silver, 8 at Bronze.



Missing Children and Young People Team

In Gloucestershire anyone under 18 years old is automatically deemed as 'Missing' – there is no absent category.

The Missing Children and Young People Team work to ensure that policies, procedures, forms, training and support are reviewed and implemented. Any young person who has a missing episode in Gloucestershire is fully supported and information obtained is used to keep young people safe.


As a team we have a strong integrated partnership with the Police, Education, Commissioning and all levels of Social Care to track all missing young people. This follows compliance that every young person who goes missing is offered a Return Interview. We also offer Independent Return Interviews to all young people not open to Social Care or to any young person who

requests it. We ensure all appropriate risks are known, recorded and assessed.

A Return Interview is a conversation with a 'trusted professional'. It gives the young person a chance to talk through what happened before, during and after the missing episode. Return Interviews are completed within 72 hours of being 'found'.

A monthly RAG meeting takes place to assesses the top 20 high risk Missing and Exploited children. A monthly MACE meeting is then held with all key partners to review all those deemed high risk.

Easy guides have been developed for practitioners to follow, highlighting examples of good practice.



Over 90% of all children who went missing consistently engage in a Return Interview within a week of going missing



Successes

Increase of Return Interviews offered and completed

Consistent increase of trigger plans completed and updated which has reduced missing episodes from placements and curfew breaches

More timely strategy meetings

Feedback from young people on their experiences of Return Interviews

Training social workers across social care

Reviewed and update data performance reports

Members of Youth Parliament



In Gloucestershire we support three Members of Youth Parliament (MYPs) who were elected in 2019 and will complete a two-year term until the next elections in Feb/March 2021.

The Gloucestershire MYPs are:



Jamie Burrell

Cheltenham and Tewkesbury

Jamie's manifesto focus is
young people and
public transport



Dominic Thomas

Gloucester and Forest

Dominic's manifesto focus is
young people's use of
social media



Hanna Doherty

Stroud and Cotswolds

Hanna's manifesto focus is
young people and
mental health



October 2019

In October the MYPs were given the opportunity to visit the European Parliament in Brussels on invitation by Martin Horwood.

They attended the South West Convention 2 in Exeter.

The most important part of the MYP calendar in October is the count of the Make Your Mark ballots.



November 2019

On the 8th November Members of UK Youth Parliament came together in the House of Commons Chambers to debate the issues to campaign on for the year ahead, as decided by the Make Your Mark ballot results.

The 5 national issues to be debated were:

- Protect the Environment (UK)
- Put an End to Knife Crime (Devolved)
- Mental Health (Devolved)
- Tackling Hate Crime (UK)
- Curriculum to Prepare Us for Life (Devolved)



Final words

Gloucestershire MYPs are often busy working in their constituencies. They are also working to support an initiative by Gloucestershire Hospitals who are looking at developing a youth forum

Hanna meets with the Stroud Youth Council regularly

Jamie has been distributing a questionnaire to young people based on his public transport campaign

All three members continue to be involved in Gloucestershire County Council's county wide Youth Forum development.

How we communicate

We recognise that we need to ensure that we communicate effectively with all of our stakeholders. This year we have:

- 1 Developed a Directors news update to the service monthly
- 2 Staff drop-in sessions
- 3 Designed online seminars for staff on a range of health issues
- 4 Improved our use of social media to communicate with young people which has been especially helpful during the Covid-19 lockdown
- 5 Developed our marketing materials for parents and partners so that it is clear who we work with and how to contact us
- 6 We have developed quarterly reports for key areas of our service such as Youth Offending so that our partners are well informed and can plan more effectively
- 7 We use case studies to help people understand what we do and what we achieve

Youth Support Team internal projects

Quality and Performance Framework

Our well-developed Quality and Performance Framework ensures performance is tracked and measure are put in place to achieve targets. The quality framework enables staff to support young people and families to have access to a good quality service that meets their needs.

Risk Management

We are introducing a new approach to the management of risk within the Youth Support Team to improve the Safeguarding of young people. This includes:

- A common approach to risk planning
- Sharing risk plans
- Expanding the remit of High Risk Planning Meetings
- Senior Management oversight of the YST risk register

Feedback from Staff and Users

We are serious about listening to feedback from our staff and customers. We have:

- A yearly staff survey
- Topic specific staff surveys
- Feedback fortnight from our young people each quarter
- Group work and one-to-one evaluations
- A robust compliment and complaints system

Internal Communications

- We share good practice
- We share compliments and complaints
- We share anonymous case studies for learning purpose
- We use information gained to inform our learning and development



Staff welfare

The youth support team continue to believe that it is important that those that care for others are cared for. With this in mind we have carried out the following activities:

1

A six monthly Staff Recognition Award event takes place celebrating staff achievements. The feedback from staff is that they very much enjoy being able to nominate their colleagues and have their good work recognised. The feedback from those that receive an award is that it is “humbling” to be honoured this way by their friends and work colleagues

2

A Christmas party for all YST staff, including food and fun games

3

Offer of health and wellbeing coaching sessions to those who feel this would be helpful

4

Regular communication from the Operations Director including regular emails and drop-in staff surgeries which take place at different venues to allow access for all

5

Annual staff conference

Looking forward

1

In the coming 12 months we hope to have our work as a fully connected youth support service independently evaluated in order to demonstrate both the benefit to young people and partners and its cost effectiveness in terms of economies of scale

2

We plan to develop our support for other third sector youth work provision within Gloucestershire, in order to ensure that a high standard of delivery is accessible to all children and young people

3

We will be looking for funding to bring additionality and innovation to existing provision

4

We will look to draw down expertise and capacity from the wider Shaw Trust charity including from Ixion, a national training provider

5

We will be developing links with the innovative Trevone House provision in Gloucestershire to ensure that young people receive a joined up service and have access to specialist additional support at the earliest opportunity

6

We will continue to build on the high performing NEET team in Gloucestershire given the effect of Covid-19 on the opportunities for young people and in particular those who are most vulnerable



shaw trust

How to contact us

Telephone: **01242 242825**

Post: **Youth Support Team, Whaddon Youth Centre, Dart Road, Cheltenham GL52 5QX**

Web: **youthsupportteam.co.uk**



Shaw Trust Registered Charity No. England & Wales: 287785. Scotland: SC039856.
Registered address: Black Country House, Rounds Green Road, Oldbury, B69 2DG