

Case Study 1

YMCA Central Hertfordshire



Founded: The organisation has been operating for over 40 years and in May 2008 it set up the SPACE Youth and Community Centre as a pilot project, in partnership with 29 other local organisations.

Type: The organisation was a former provider of specialised Child Care and Accommodation and has entered into a new service area to impact the broader community and develop, 'a Living room on the High Street' which this case study is focused on.

Location: Welwyn Garden City, Hertfordshire

Project SPACE YOUTH AND COMMUNITY CENTRE

Key Points

Target group: The SPACE Youth and Community Centre is a place where everyone is accepted, belongs, contributes and develops. The venue and its programmes seek to draw young people from all backgrounds, especially those who are NEET or from broken families and those who engage in anti-social behaviour or suffer from risk taking behaviour which may lead to teenage pregnancy, obesity, life-controlling issues and criminal records. SPACE targets groups of young people who are at risk of under-achieving or at risk of offending. It also works with adults with mental health issues or other disabilities who feel isolated, uncomfortable or lacking in confidence and older people who are likely to be living on their own and feel isolated.

Targets and outcomes to be achieved: YMCA Central Hertfordshire undertook extensive consultation in developing its vision for the centre. As a result the SPACE Youth and Community Centre sought to achieve the following aims and objectives by December 2009:

Aims:

- A place where everyone is accepted, belongs, contributes and develops.
- A 'Living Room on the High Street'.
- A venue and programmes that would inspire participation and facilitate personal development.

Objectives:-

- To create a youth and community centre that will be a safe place to be, open to the community five days per week.
- To facilitate 180 youth visits and 100 adult visits per week, where visitors can access positive activities.
- 100 young people would report a positive change in behaviour.
- 40 adults and 30 young people to take responsibility in delivering SPACE, and to work with 25 partner organisations.
- To reduce the amount of anti-social behaviour in the town centre, thereby improving the urban environment, as reported by police and the Community Safety Partnership.

The story behind the baseline: YMCA Central Hertfordshire undertook extensive consultation and research into the community, the needs of young people, local businesses and statutory sector partners in gaining an understanding of what the local needs were prior to setting up the centre. The findings showed that 86% of young people, who were engaged, perceived a need for an accessible town centre venue where they could enjoy socialising and benefit from positive activities. The research reflected that only 28 young people attended any organised youth activity. 72 young people requested a venue for socialising, 62 young people wanted to be more involved in sports and 60 young people had either an active or passive interest in music. The research also revealed that most friendship groups orientated from school, with it being rare for young people to form significant friendships exclusively from the area local to their residence.

Case Study 1 YMCA Central Hertfordshire



The police had designated Welwyn Garden City town centre as a hotspot for anti-social behaviour. The local supermarket, Sainsbury's, identified that young people always gathered in the precinct outside their store and this was increasing with some experiencing challenges associated with such large gatherings.

Services being delivered: In response to the feedback received, YMCA Central Hertfordshire has worked hard to set the centre up and as a result has worked with 29 local organisations to shape and deliver a wide range of services and programmes on offer at the centre. Some of the partners involved are 12 local churches, the CAB, the Teenage Pregnancy Worker from the PCT, Substance Misuse Specialists from Future Hope, the local police, Welwyn Hatfield District Children's Trust, Hertfordshire County Council, Youth Connexions service and Sainsbury's (who provided a free lease for the duration of the project). Funding has been received from the Youth Opportunities Fund and the County Council's Prevention 513 fund.

The SPACE centre is open five days a week to the whole community and in addition to the services listed earlier, provides a free drop-in group for 11-13 year olds (Monday to Friday from 3-6pm), evening youth clubs and a wide range of free activity programmes such as sports, IT, Wii, crafts, holiday provision and football tournaments for young people to engage in. The YMCA and its partners operating from the centre use a range of informal educational techniques, including outdoor education with specialist providers and more formal advice, guidance and signposting to more specialist organisations when required. SPACE actively encourages youth volunteering and runs training programmes and encourages people back into employment. A Community Cafe has also been set up at the centre.

Evidence of the centre's performance in working towards positive ECM outcomes: YMCA Central Hertfordshire undertook an extensive evaluation of the project and listed below are some of the key successes that have been achieved by SPACE:

- The centre has 280 visits each week - 210 visits from young people and 70 visits from community members.
- 100% of the youth membership sample group reported that they had perceived a positive change in themselves since attending.
- 86% of young people reported that "someone else had noticed a positive change in them since attending SPACE".
- 71% of young people reported that they had been in trouble less (with police and schools) since attending the centre.
- 71% of 13-19 year olds reported inputting into the way that the centre is delivered.
- In the 8 months of the centre being operational, the Police Joint Action Group no longer considered Welwyn Garden City to be a hotspot for anti-social behaviour and saw this as a directly result of SPACE opening. The Sainsbury's manager and the Welwyn Hatfield Community Safety Partnership manager have reported a reduction in anti-social behaviour in the town centre since SPACE opened and recognise that the centre has contributed significantly to the change.

Case Study 4

East Thames Group

Harlow Foyer & East Potential



Type: East Potential is a social and economic regeneration charity and a subsidiary of the East Thames Group. It works across East London and Essex to empower local people to create a brighter future for themselves and make a contribution to their communities. East potential aims to raise aspirations, promote community pride and cohesion and give people a chance to succeed. East Potential is another service and subsidiary of the East Thames Group and is the largest provider of Foyer accommodation.

This case study focuses on the Harlow Foyer in West Essex, working in conjunction with East Potential and the Time for Youth programme.

Location: Harlow

Project Harlow Foyer, East Potential and Time for Youth

Key Points

Target group: Harlow Foyer, East Potential and Time for Youth support young people aged 16–25 years who are in need and have a range of complex and challenging needs, including mental health issues, learning difficulties and being involved in anti-social behaviour. In some cases, the young people have been victims of such behaviour. The schemes also resettle and support young people coming out of custody.

Service delivery: A range of support is provided to young people depending on their needs. The support planning process may involve working with the young person to maintain their tenancies and engaging them in a range of positive activities and short-term educational projects, including numeracy and literacy levels 1 & 2. Other support includes training on sexual health, safety and skills for life. Depending on the young person's support plan, they could be involved in training to become a volunteer and/or supported to enter further education, training or employment.

Intensive support services are delivered that engage young people in a range of group activities to develop their skills, provide new experiences and address issues such as self esteem and anger management. These positive activities give young people a focus and help them to avoid trouble. Specific programmes to address particular illegal activities such as car crime, fraud, anger management, and weapon related crime are also provided.

Harlow Foyer works very closely with the Careers Support service, Connexions, other VCS organisations, Social Services, Local PCTs, YOT and the Police. All parties work together to deliver a one-stop shop in the Harlow Foyer building, so the proximity to one another is really conducive to integrated working. Often these working arrangements are done on a 'bartering scheme', sharing their resources amongst one another, e.g. office accommodation in exchange for a training course. This allows them to maximise their resources at minimal additional cost and maximise the support offered to young people.

In addition to the one-stop shop, Harlow Foyer co-ordinates and chairs a Housing Joint Referral Panel. This panel is held fortnightly to address the housing and support needs of young people. The panel has excellent representation from all key partners including the Probation Service and a number of VCS organisations and the Local Authority. The panel offers a wealth of experience when considering each referral and this maximises the opportunities and benefits to the young people so they can get the most appropriate service.

Case Study 4

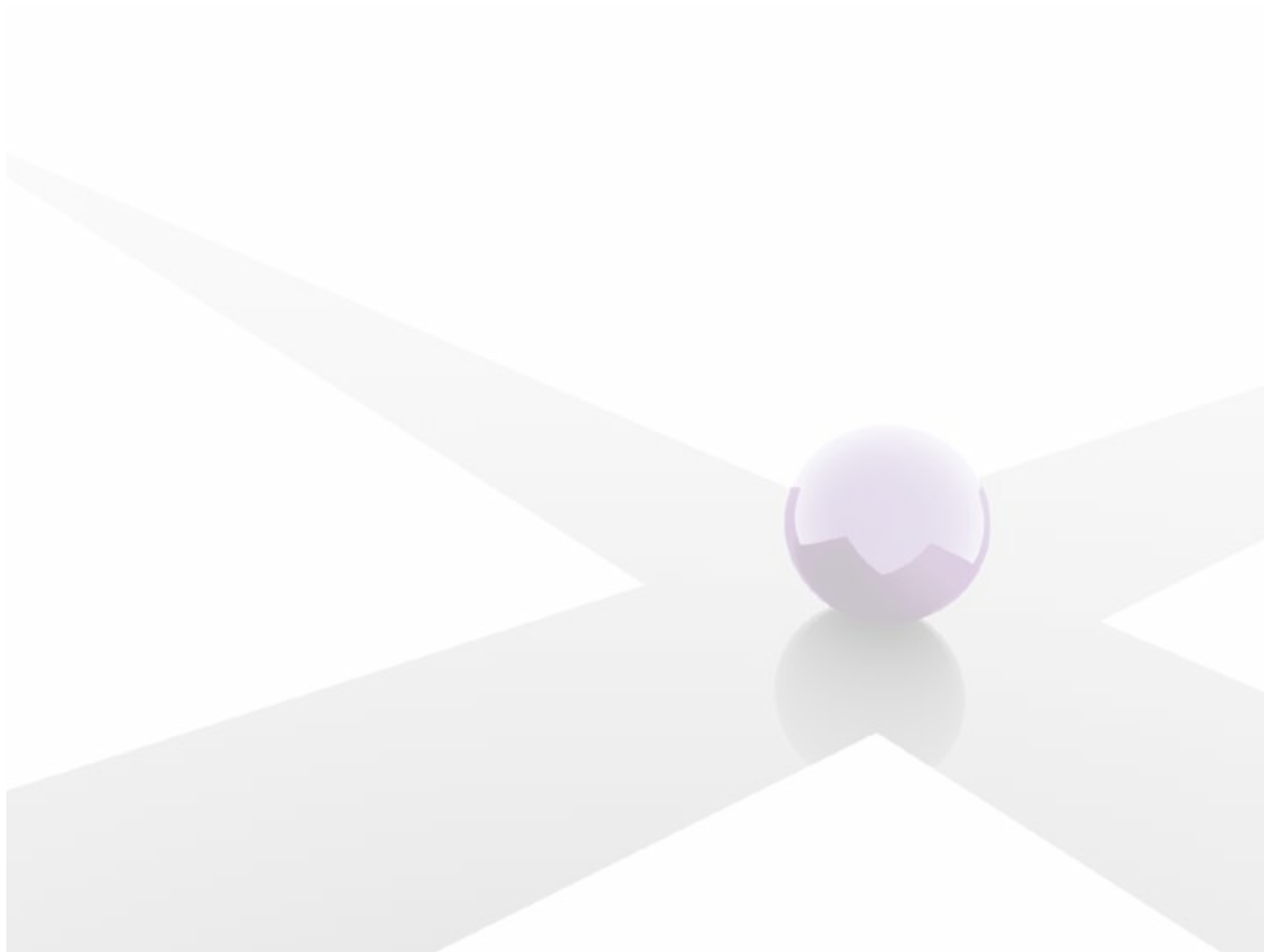
East Thames Group

Harlow Foyer & East Potential



Outcomes: A young person, who was well known to the Crime Forum for taking drugs and antisocial behaviour, was referred to Harlow Foyer. After working with the young person it became apparent that his parents were not supportive of him attending further education and placed little value on his educational development. The Support Worker encouraged and supported this young person into further education and he is now in his second year of college and doing very well. He has also turned his life around and is not hanging out with his previous peer group. The young person stated it was the first time he had received support and encouragement to further his education.

Harlow Foyer works to increase the number of young people engaged in voluntary work - or into further education, training and employment - to reduce anti-social and offending behaviour and has been instrumental in supporting Essex's Children Trust to achieve its MPC objectives.



Case Study 6 SexYOUality



Founded: SexYOUality has been in operation in Cambridgeshire since 1993.

Type: SexYOUality is a charitable organisation that was set up to improve the lives of young lesbian, gay, bisexual young people across Cambridgeshire.

Location: Cambridge

Key Points

Target group: SexYOUality works with the young people aged between 14–25 years to engage them in a range of positive activities and volunteer/trainer programmes to promote the positive image of Lesbian, Gay and Bisexual (LGB) young people in their community. It supports young people to come to terms with their own sexual orientation and provides support and advice, information and signposting to other agencies when needed.

The story behind the baseline: Many young people who first access the charity are in crisis situations and at the point of non-engagement having been exposed to verbal abuse (75% of the young people who have accessed the service) or having been victims of discrimination and bullying. Some have been kicked out of home, excluded from school or are facing significant internal conflict in coming to terms with their identity and sexual orientation.

Service delivery: SexYOUality empowers young people to engage in a range of activities and opportunities. The charity provides a safe space where young people can drop in, speak to other members and staff directly and/or participate in a range of different activities from discussion groups, attending film nights, putting on events at local festivals and undertaking research projects, to name but a few. Young people are able to access the Young People's Trainer Project where they are able to learn volunteering skills and techniques to support other LGB young people.

The charity works with the Cambridgeshire County Council Youth Service, police and local schools to improve the image of LGB young people, tackle hate crime and tackle homophobic discrimination. SexYOUality leads a variety of positive image campaigns where young people are involved in designing and creating posters, flyers and postcards that are distributed to the wider community and schools. Positive Image workshops are held in schools and are led and facilitated by some of the young people who have attended the trainer project to become a volunteer and who share their own experiences and tackle the issues around labelling and stereotyping.

Outcomes achieved: One young person commented - *“For me, young trainers has been a fantastic experience. Having the chance to go into schools to deliver a workshop on subjects which matter so much to me and affect me is such a great opportunity. The emotions felt when I feel I've successfully connected with a young person and really got through to them about equality is great. The best part is working in a group so different opinions are shared and it's a real team effort.”*

The charity has been instrumental in delivering the LGBT History Month in Cambridge. This year the Rainbow flag was flown above the City Council.

Case Study 7 The WAY Project



Founded: The WAY project was originally set up by a local church in 2002.

Type: The WAY project is a charitable organisation delivering universal, preventative, targeted and intensive support services to young people in Waterbeach and Landbeach. It delivers a wide range of positive activities, including youth clubs, youth volunteering, community outreach support and drop-in sessions, where advice on training, education and/or personal issues can be given.

Location: Waterbeach, Cambridge

Key Points

Target group: The WAY project supports all young people in Waterbeach and the surrounding area. Some young people accessing the service may be facing complex and challenging issues in their lives such as alcohol & drug misuse, family break-up, fears around pregnancy, acting out in anti-social and/or offending behaviours. The project supports approximately 270 young people per year, with some 40–60 young people attending evening activity sessions at any one time.

The story behind the baseline: Waterbeach is approximately 6 miles north of Cambridge and has a serving Army Barracks. Approximately half of the homes in Waterbeach are within the Army Barracks. There is one primary school in the area which has a considerably high turnover of children. Many young people in the area are predominately being raised by a single parent as the other parent is often out of the county for long periods of time.

Service delivery: The WAY project delivers 3 evening youth clubs during school term, 5 evening youth clubs during the holidays, weekly drop-in sessions to give advice and information, and support to encourage young people back into training, education and employment. 13 hours of Community Outreach work is undertaken per week. A wide range of positive activities are provided including air hockey, 5-a-side football, arts and crafts, a variety of console games, hair & beauty sessions, dance challenges, healthy eating, discussion groups and community work (e.g. litter picking and trips out) to name but a few.

Six young people are elected by their peers to serve as members of a Youth Forum and to speak up for young people. They help to plan future activities such as day trips, talks and discussion groups.

Outcomes achieved: The WAY project has been instrumental in supporting the Cambridgeshire Children's Trust to achieve its CYPP and LAA priorities.

One young person who started attending the WAY project as a care leaver, had been in care since the age of four. She had a history of fighting, drinking and anti-social behaviour and had previously been arrested and taken up a lot of local police time. The project has helped to transform her life and she is now working as a volunteer on the project and is actively looking to further her education and training. She believes that her ability to turn her life around came as a direct result of the consistent support from her Lead Youth worker and feeling valued, cared about, listened to and supported by a positive role model.

Case Study 8 Young Lives



Founded: Young Lives was formed in April 2006 from the amalgamation of two existing voluntary sector infrastructure organisations.

Type: Young Lives is a second-tier, third sector organisation which supports voluntary and community organisations working with children, young people and families within Peterborough and Cambridgeshire.

Location: Cambridge

Project: Youth Opportunity Fund

Key Points

Story behind the baseline: Young Lives has been commissioned to administer the YOF/YCF on behalf of Cambridgeshire County Council and as a result set up the new Cambridge Youth Bank and five Youth Panels across Cambridgeshire. It has recruited a number of young volunteers across Cambridgeshire to administer the youth panels and evaluate and make decisions on the funding applications.

The Service: Young Lives has a strong infrastructure in supporting VCS organisations to deliver services to young people and is therefore able to widely promote and publicise the Youth Fund through its network to target and increase the number of 'hard to reach' young people applying for the grant funds.

According to Cambridge Youth Bank's News Bulletin it had received 120 applications for funds as of September 2009. The application/eligibility criteria forms are easily accessible and simple to complete and are structured in a way to ensure that funds are targeted towards 'hard to reach' young people. The forms are also written in a manner that manages the expectations of young people so they are not disappointed.

Outcomes & achievements: A number of innovative and creative projects have received funding. Young Lives News Bulletin in June 2009 highlighted some of the positive activities that young people have been engaged in: "In South Cambs, a group of young people from Centre 33 have decided they want to try horse therapy. Horse therapy is all about building confidence with the powerful animals, and is a clever psychological process. The panel awarded them £5,170 to run the project, and the group has even said they've been in touch with BBC Radio Cambridgeshire and they might document the experience! An interesting web page explaining horse therapy can be found here - <http://www.eagala.org/whyhorses.htm>".

A second example was for "group of boys in Cambridge City who have had a unique idea for a positive activity involving the repair and re-sale of donated or dumped bicycles. They'll have shiny new tools to work with, and they'll be working towards a City and Guilds qualification while doing it, and will be able to keep the project sustainable through the sale of their repaired bikes! In total, they were awarded £2,940."

Case Study 9

Anglia Care Trust (ACT)



Founded: ACT has been in operation for over 40 years.

Type: ACT delivers a range of services including housing, housing support, floating support, mentoring, advocacy and money advice services. This case study is focused on ACT's Family Intervention Project.

Location: ACT's head office is based in the centre of Ipswich, providing a focal point for staff and service users. In addition, it has satellite offices across Suffolk, servicing the west of the county.

Project Family Intervention Project (FIP) and Community Safety projects

Key Points

Story behind the baseline: These projects encompass a wide range of services providing support and assistance to children, young people and families across Suffolk who are identified as being in need; promoting the safety and welfare of children, young people and families and enabling them to achieve one or more of the recommended outcomes identified in Every Child Matters.

The Ipswich Anti-social Behaviour Network and Ipswich Borough Council commissioned ACT to deliver a Family Intervention Project (FIP) to support a small number of families with complex needs and inappropriate behaviours, who were willing to change their lives around but lacked the skills to do so on their own. The FIP supports the whole family using a solution-focused approach, building on the families existing strengths. Intensive support is given within the home, facilitating a range of interventions aimed at addressing the underlying causes of the inappropriate behaviours that can lead to anti-social behaviour. Practical help is given to families to enable them to consider and amend behaviour leading to sustained tenancies, moving away from crime and anti-social behaviour and reintegration into the local community. All of the agencies involved with the family have a common approach to challenge inappropriate behaviour and identify clear objectives that are agreed by everyone. The FIP will assess the family's needs, develop a Family Support Plan (through attendance at a family meeting involving practitioners), risk assess the family circumstances and allocate a key worker (an FIP Officer).

Due to the success of this project, it has expanded into West Suffolk in conjunction with the Western Suffolk Community Safety Partnership. Funders in Waveney, the District Council and Lowestoft Together have commissioned ACT to set up a similar service in the Waveney District. Suffolk County Council has recently sought ACT to extend their Anti-Social Behaviour (ASB) FIP to target Young Offenders on the DETER strand of the Prolific and Other Priority Offender's Scheme. As an example of the outcomes delivered (within the Ipswich FIP), of the families working with the FIP Team, ASB incidents as recorded on Polaris reduced by 87%

Building on the FIP work ACT was recently awarded a grant to deliver an Intensive Support Outreach Service. An early intervention pilot seeking to work with families identified through the Integrated Access Team.

ACT has played a significant role in supporting Suffolk's Children's Trust and its statutory partners to achieve its MPC objectives in reducing anti-social and offending behaviours and crime rates.

Case Study 10

NACRO



Type: NACRO delivers a wide range of services across England and Wales aimed at reducing crime by changing lives. NACRO works with the most disadvantaged people, offenders and those at risk of offending, to help them find positive alternatives to crime and to achieve their full potential in society. It aims to tackle the social causes of crime and deal with offenders and ex-offenders in ways that are most likely to prevent or stop antisocial behaviour and offending. It encourages people to take responsibility for their own lives and aim to involve those using their services in their development.

Location: Luton

Project Project Turnaround Youth Inclusion and Support Panel, Pilot BME project to reduce first-time entrants to the Youth Justice System, Family Intervention Programmes and Think Family.

Key Points

Targets and outcomes to be achieved:

- To prevent children and young people age 8–17 years becoming involved in crime and anti-social behaviour by offering support to them and their families.
- To deliver support services in 7 hotspot areas and schools in Luton aimed at reducing first-time entrance into the Youth Justice System.
- To work with all partners in an integrated way to reduce anti-social and offending behaviour.
- To support families in learning to deal with a number of complex issues they may be facing and changing their perceptions.
- To improve the referrals for BME young people who have been actively engaged in anti-social behaviour.

The story behind the baseline: Reducing the number of young people entering the Youth Justice System is a priority for all agencies throughout the Borough. A Youth Inclusion Programme (YIP) was established in September 2000 as part of a Youth Justice Board (YJB) pilot scheme for developing YIP programmes by Youth Offending Services. It targeted 50 of the most at risk young people in areas who could become involved in the Criminal Justice System. As part of a strategy to prevent offending by young people, the YOS outsourced their Youth Inclusion and Support Panel (YISP) to NACRO. At the time of the research, this was in its second year of contract.

Services being delivered: NACRO works closely with other external agencies and statutory sector organisations such as police, schools and social services. It has an integrated and inclusive approach within the diverse and multicultural community of Luton.

Project Turnaround helps young people at risk of offending or anti-social behaviour to find alternative ways of spending their time. The service offers support to them and their families. There is an allocated key worker who will work with young people on a one-to-one basis, but there is also a team built around the young person and their family which includes the representation from the YOT, Social Services, Education, the Police and other external agencies. The work addresses the following:

- The consequences of crime sessions and restorative justice sessions.
- Sports and arts projects during school holidays and after school hours.
- A focus on engaging young people's interest and developing personal skills, self esteem and community awareness.
- Practical help with accessing further support and services.

Outcomes achieved: NACRO reports that it does not get many re-referrals, which reflects that its interventions have been effective. Some 92–95% of young people who are referred are engaged in the programme. Many of these are facing multiple, complex and challenging issues, have different learning needs and may have other social and emotional support needs. Young people are often referred due to an isolated incident which was due to one or more of their needs having not been met.

Case Study 11 Southend YMCA



Type: Southend YMCA has a broad vision to optimise life chances of vulnerable young people, contributing to the transformation of society and helping to build cohesive communities. It delivers a wide range of services for young people who are vulnerable and from disadvantaged backgrounds.

Location: Southend

Project YMCA ETC project

Key Points

Target Group: Southend's demographic profiling shows a significant complexity of need arising out of socioeconomic disadvantage: homelessness, households in conflict or poverty, emotional and behavioural difficulty, low educational attainment and aspirations, school exclusion, substance misuse, offending behaviour, young care leavers and young people who are not in education, employment and training.

Southend YMCA is committed to investing in young people's ideas and actively seeks the financial support necessary to enable these ideas to be realised. This was evidenced through the organisation's temporary ETC project. The YMCA supported a group of young people to apply for funding through the Youth Capital Fund (YCF) to the amount of £15,000, to develop a temporary concept store called 'ETC', which was set up. Whilst the store has been open, it gave young people the chance to learn real business skills, to have fun and actively participate in positive activities.

ETC was a shop and social enterprise project that operated as a real business for young people. The idea was to give young people aged between 16 and 25 hands-on experience of all areas of business, including retail, customer services, marketing, design, promotion, customer care and stocktaking. Its aim was to nurture and facilitate entrepreneurialism and creativity in young people to help equip them for employment and increase their self confidence. YMCA approached a commercial landlord to let the shop on Southend's High Street, over a short period, for free. A number of young people volunteered to operate the shop, host a fashion show, run the coffee shop and sell vintage clothing.

In July 2010, the coffee and restaurant element of the ETC shop shall be transferred to another larger project on a more permanent basis. This project is being support through My Place funding.

The entrepreneurial part of the ETC project will also be encompassed into a second new project called ECO HUB which is being funded through the East of England Development Agency.



Case Study 12

OPEN DOOR



Founded: Open Door was established in 1976.

Type: Open Door was first established to provide services for young people in the Thurrock area. The charity's objectives are to promote the advancement of education by promoting the mental, physical and social welfare of young people in the area to benefit predominantly between the ages of 11 and 25.

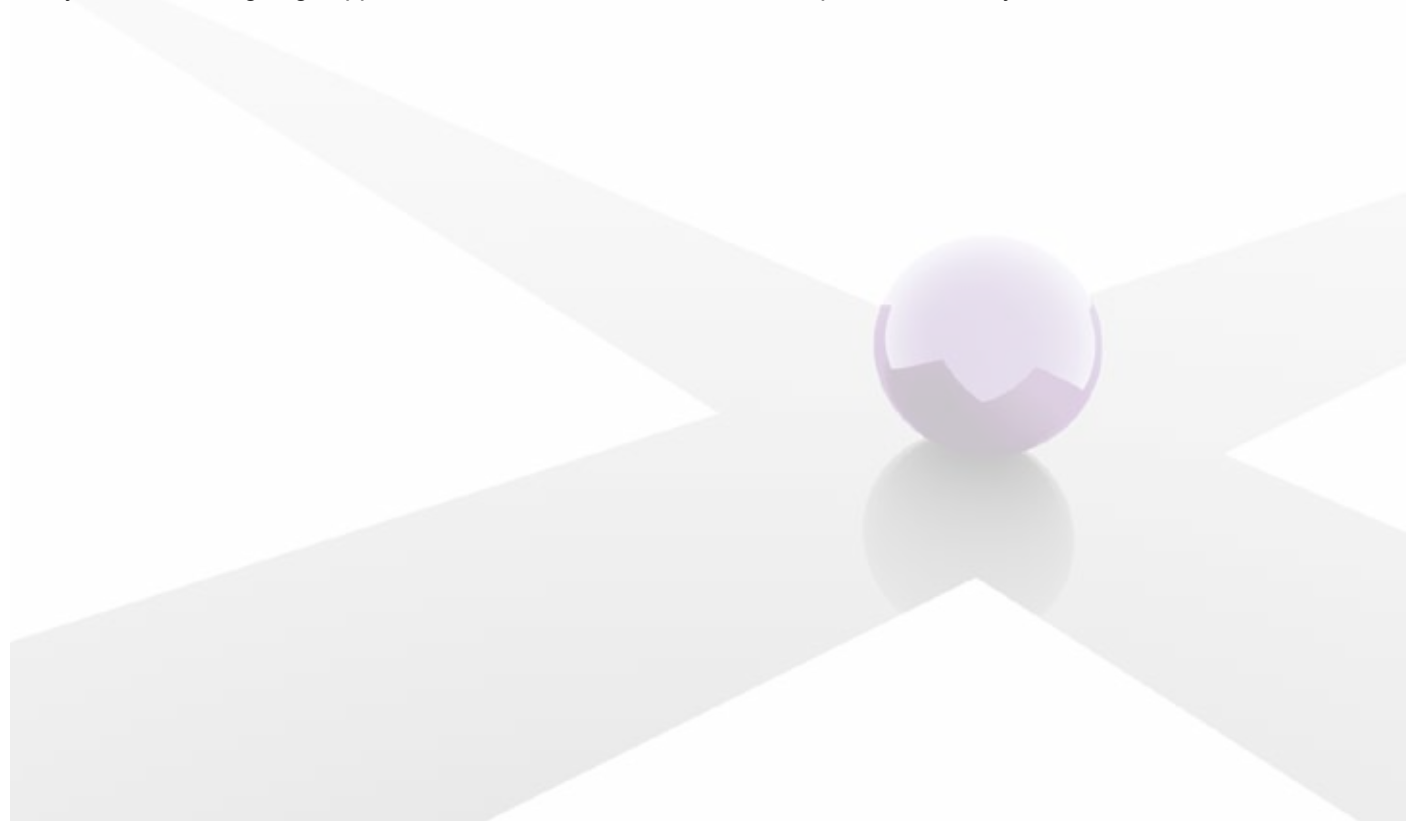
Location: Thurrock

Project Mentoring and Mediation Services

Key Points

Mentoring Service: Open Door sees delivery of its Mentoring Services as having a positive and significant impact on the young people engaged in its programmes. The project provides young people in care or leaving care with one to one support throughout their transition period. The main focus of the scheme is to enable young people to develop independence, confidence and acquire transferable skills. The service has also now been extended to young offenders or those at risk of offending. The support offered provides the young person concerned with the opportunity to seek employment, education and their participation in social and community activities. Mentors meet regularly with the young person to assist them in working towards their own identified goals and outcomes. Feedback from one young person stated, "It's really good and someone you can talk to".

Mediation Service: A relatively new initiative commissioned by Supporting People which has enabled Open Door to extend its housing advice and support services (HASS) to include prevention and homelessness support via mediation to 16-17 year olds. Open Door reports that this service has been successful in achieving many positive outcomes. By working closely with young people and their families the service has enabled individuals to continue to live within their family home with ongoing support from a mediation worker. This has prevented family breakdowns and evictions.



Case Study 15

Prince's Trust in partnership with Essex & Suffolk Water



Founded: The Prince's Trust has been supporting young people since 1976.

Type: The Prince's Trust provides a range of different support services nationally. It provides practical and financial support, developing key workplace skills such as confidence and motivation. It works with 14 to 30-year-olds who have struggled at school, have been in care, are long-term unemployed or have been in trouble with the law and supports people to get back into work, education or training.

Location: Eastern Region

Project Reducing the number of young people not in education, training and employment

Key Points

The Prince's Trust delivers a wide range of programmes for young people across the Eastern Region and nationally. This case study focuses on a programme of work that was delivered locally by the Trust in partnership with Essex & Suffolk Water to get young people into employment.

The organisations offered a three-week intensive programme aimed at young people between 16 and 25 years of age to learn the skills necessary to get into employment. As part of the programme, Essex & Suffolk Water were able to offer successful individuals a certificate in first aid training and the chance of employment.

Posters were developed to promote the programme and these were distributed to partner agencies, such as the Leaving and After Care teams, Probation, YMCA, Connexions and Jobcentre plus. Over the three weeks of the programme, participants were given on the job training and practical work experience in three key areas of the Water industry: Maintenance, Leakage and Meter Field Services. The practical side involved young people going out with individual crews and working alongside fully trained staff. The programme received 29 enquires from young people, leading to 21 applications. Eleven young people attended the taster day sessions and nine participated in the course. Of these, eight ended up being employed directly by Essex & Suffolk Water.

