

APPENDIX 2

Integrated Youth Support Strategy

Foreword

The years from 13-19 are some of the most exciting and challenging of our lives, during which we have some of our most formative experiences. This is the period when relationships with families change and our friends, our communities and the adults we admire take an increasingly important role in helping us understand who we are and what we want for ourselves.

Young people attract attention and censure at the very time in their lives when they face difficult challenges relating to education, money, health, employment, ambition, self-esteem and relationships. They are often judged negatively and superficially on the basis of what they chose to wear and the music to which they listen. In transition between their families and settled homes of their own, they occupy public space and socialise in groups which can be perceived as threatening. One third of stories in the media are about youth crime and 71% of stories about young people are negative¹.

Many of the challenges and experiences facing young people today are very different from those faced by previous generations and practical advice and guidance is not always readily available from traditional sources. Current societal changes on a trans-national level have been identified² including:

- Extended adolescence prolonging the period in education and delaying entry into the labour market;
- The development of the knowledge based economy and the accompanying demand for new skills for work;
- Widening inequality and the potential exclusion of particular groups;
- Changes in family and community life characterised by greater access to goods and services but also by fragmented families and new models of family and extended family care;
- Demographic and population change. In Kent the population is growing but with a heavy skew towards older and retired people. This is to some extent offset by migration but the settlement patterns are not yet clear.

In spite of the challenges and negative media images, the vast majority of young people simply get on with life, contributing to their school and family, working towards their goals and developing their interests in a way that

¹ Positive Images Campaign

² OECD

attracts attention only from those closest to them. Among our own families and friends it will be easy to find truly inspiring examples of young people who excel in academic work, sport and music; who believe passionately in causes and who give their time generously to help care for family and friends. They are not remarkable for the way they look: some of them even wear hooded tops!

In Kent, we want the achievements of our young people to be recognised and we are determined to work with young people to harness available resources to improve opportunities and outcomes for all.

This means making sure that we work together to improve the range, quality, accessibility and promotion of positive activities for all young people. In particular, there will be very special opportunities coming from the 2012 Olympics and Cultural Olympiad and we will ensure that young people can be involved in the preparations, the events and the legacy.

We have asked young people about the advice and guidance they need and will work with them to ensure that this is available, understandable, reliable and easy to find.

Young people have told us that most will still turn to their parents and family members in the first instance and so we will ensure that, through our Parenting Strategy, parents have access to the same quality of information.

Where young people are vulnerable and have needs that are complex or are particularly likely to put them at risk, we will target personalised, efficient support services co-ordinated by a lead professional and drawing on the resources of agencies and organisations in the community.

Integrated services put simply, means that there are no wrong doors. Wherever or from whomever a young person seeks help, they should receive the same access to helpful services, based, where possible, near to where they live. This is a guiding principle of the Children's Trust in Kent and has been furthered by the work between the County Council and district and borough councils which aims to improve integrated youth work at the local level.

Mike Hill
Cabinet Member

Amanda Honey
Managing Director

Community Services

Communities Directorate

Integrated Youth Support Strategy

Part 1: Context and strategic overview

Purpose and status

The Integrated Youth Support Strategy is part of the development of integrated children and young people's services in Kent. This process is overseen by the Kent Children's Trust Board.

In 2008, The Kent Children's Trust approved and published its second Children and Young People's Plan (CYPP). The Plan explains the processes and actions by which outcomes for children and young people will be improved in line with the national Every Child Matters framework.

Specifically, one of the priorities in the CYPP is to:

" Ensure more young people have things to do and safe places to go in their leisure time and improve outcomes for adolescents at risk to themselves and potentially others, through, for example, implementation of the Integrated Youth Support Services Strategy.

(Positive about our future: Kent Children and Young People's Plan 2008-2011. Priority 6)

This strategy takes forward the priorities and actions within the plan designed to help young people at risk or with specific needs. It has been developed within the context of current national requirements, encompassing within it the Kent approach to developing:

- Positive Activities
- Targeted youth support
- Information Advice and Guidance.

The Integrated Youth Support Strategy (IYSS) has been commissioned by the Kent Children's Trust and developed by a working group on behalf of the Trust. The elements of the strategy have, to some extent been defined by national directive, but they accord with the approach to services for children and young people in Kent which is encapsulated within the CYPP vision:

In Kent's successful communities, achievement exceeds aspiration, diversity is valued and every child and family is supported. Children and young people are positive about their future and are at the heart of joined up service planning. They are:

- Nurtured and encouraged at home**
- Inspired and motivated by school**

□ **Safe and secure in the community**

□ **Living healthy and fulfilled lives**

Source: Vision Statement, Kent Children and Young People's Plan 2008-2011

There are many services for young people in Kent. Some are open to all young people; others are specifically targeted to meet defined needs. Some services have been commissioned or developed in response to the needs and experiences of young people in particular localities. This reflects the fact that Kent is a large and diverse county. The aim of this strategy is to ensure that young people can influence and have access to opportunities and services that will support them in becoming excellent young citizens, contributing to the energy, development and diversity of the county.

How have young people been involved in developing this strategy?

The involvement of children and young people is central to the work of the Children's Trust in Kent. One of the first policy initiatives undertaken by the Trust was to commission a strategy for participation. Young people have been asked to participate in the following ways:

- Consultation with young people has helped define the key priorities within the CYPP.
- We have acted upon some key messages from consultations with children and young people. We know, for instance, that for many young people safe places to socialise and access to reliable and affordable transport are really important. This is reflected with the CYPP key actions.
- We have listened to the findings of district consultations with young people, and have been guided by the priorities raised in district youth strategies.
- We have undertaken a comprehensive survey of children and young people through their schools (National Foundation for Educational Research survey) and we believe that this gives us very valuable messages while recognising that some young people's voices are less likely to be heard through traditional routes.
- "Tell Us" is a national study of young people's views. This provides information about young people in Kent and also enables comparisons with other parts of the country.
- A major demographic study "The Children and Young People of Kent" was commissioned and is used as part of the planning and commissioning process.
- The Children's Trust in Kent is working at county and locality level to develop reliable data and information products that are based on population data, young people's views, local intelligence and attitudinal studies. At locality level, commissioners are working directly with young people, parents and other stakeholders so that we begin to

move away from traditional service provision models to encompass co-commissioned approaches.

How are our services changing?

Kent is a large and diverse county and some facilities and services will reflect local knowledge and need. Nevertheless, the need to develop a "core offer" or minimum common level of service across the county is recognised. The way that this is managed is through our Children's Trust commissioning arrangements. As a direct outcome of the Children Act 2004 and Every Child Matters, Kent's Children's Trust is tasked with ensuring integrated, child and young person-centred approaches to delivering children and young people's services, including the key elements of youth support services. The Children's Trust brings together social care, health, police, education, district councils and other organisations and services in the voluntary, community and public sectors.

The Kent Children and Young People's Plan, which incorporates the earlier Kent Preventative Strategy, forms a key element of the over-arching strategic framework for Children and Young People's services and for commissioning by the Kent Children's Trust. The CYPP was developed through partnership working and through consultation with children and young people. Identifying priorities for action and developmental priorities, this, in its turn, has influenced the county Local Area Agreement.

Kent County Council with its partners in the county Local Strategic Partnership (The Kent Partnership) has negotiated its second-round Local Area Agreement (LAA). Some outcomes relating to young people are emerging strongly as shared priorities. These include child poverty, up-skilling the workforce, economic development and civic participation. A summary of indicators which the Kent Partnership has agreed for inclusion in the LAA is attached (Appendix 1).

The Kent Children's Trust recognises that, for a county the size of Kent, the planning and commissioning of services will be more effective when devolved to local levels where possible. Our services will then respond to specific area needs, and will depend on significant relationships with universal providers, such as schools. This is why we have established Local Children's Services Partnerships as part of the Children's Trust arrangements in Kent.

Working in localities based on the geography of school clusters, Local Children's Services Partnerships (LCSP's) will be expected to:

- Build on the extended schools agenda
- Engage with local voluntary and community organisations
- Explore approaches for 'integrated' teams and processes, such as information sharing;

- Establish models of participation of children, young people and parents;
- Establish joint planning and commissioning for services such as youth provision and children's health.

LCSP's, in their commissioning role, will be key to ensuring that there is a range of locally sensitive, accessible and effective services for young people.

Not all service developments included within the purview of the IYSS will be commissioned and delivered within Local Children's Services Partnerships arrangements. Existing partnerships and services, such as district Crime and Disorder Reduction Partnerships, Teenage Pregnancy strategy boards, voluntary youth services, leisure and sports providers operate within different geographies. Integration of youth support services will need to ensure that these various facilities and services are networked for planning and commissioning purposes and that complications of geography do not form a barrier to information, access and referral routes.

The Kent Children's Trust will oversee the rich economy of young people's services to ensure that they are promoted, supported and, where necessary, aligned to meet the needs of young people. This will be achieved by carefully examining what is working, what kinds of provision should be commissioned or expanded, and identifying the areas where provision no longer matches young people's needs.

There are already many excellent examples of partners working together to provide a seamless service for young people, such as:

- Youth Strategies delivered at local level with close collaboration between Districts and Kent Youth Service.
- Rainer Kent 16plus Service for young people who are leaving care.
- A youth worker deployed to work alongside the Crime and Disorder Reduction Partnership in Shepway.
- 20 Community Youth Tutors seconded from Kent Youth Service to work in identified schools across the county.

Supporting Young People with Disabilities and learning difficulties: 'Me2'

The benefits of strong partnership in widening access to youth services are clearly demonstrated by *Me 2*, a charity working across Kent to help young people with disabilities or learning difficulties to access mainstream youth clubs and services.

Young people are matched with a peer mentor who accompanies them to youth activities and supports them until they feel comfortable within the new setting and have made friends with the other young people. The mentor gradually reduces the level of support as the young person grows in confidence, with the aim that where possible, the young person will ultimately be able to access the service independently.

Me 2 provides training for peer mentors that covers aspects such as inclusion, disability awareness, health and safety, communication, and child protection. The charity also offers direct support and advice to youth centre workers themselves so that any potential barriers to access are properly addressed. Through this partnership approach, young people who may otherwise be excluded from youth activities are encouraged and empowered to mix with their peers in mainstream settings.

***What else needs to happen?
What else needs to happen?***

Service improvement is only part of the story. Young people will not be able to make the best use of their own resources and the opportunities offered to them if what they do is judged through the lens of negative stereotypes and public mistrust. Through this Integrated Youth Support Strategy, Kent County Council and its partners in the Children's Trust seek to bring about a real change in attitudes on two fronts.

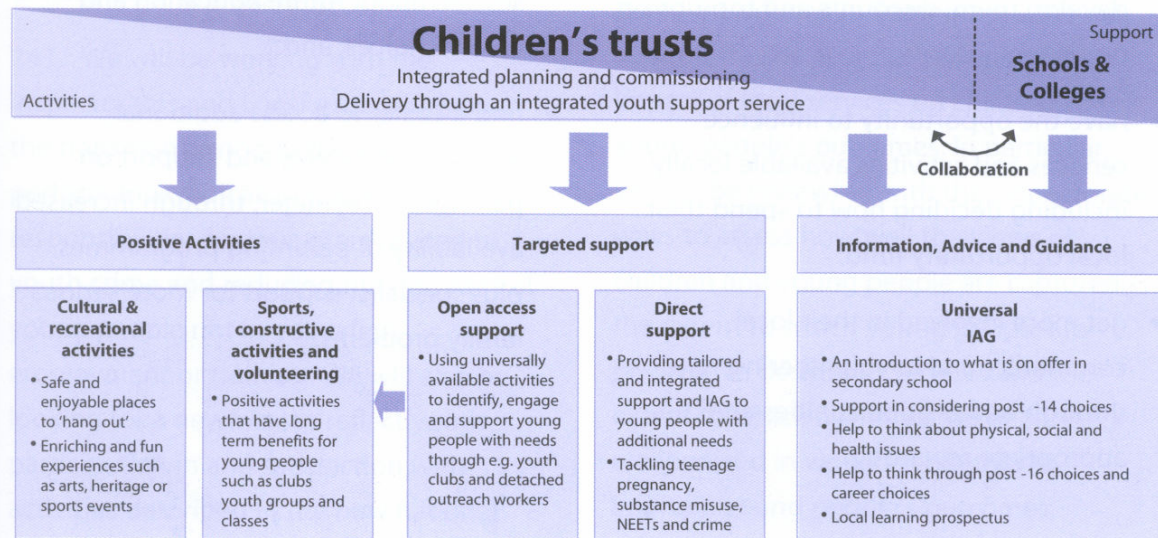
Simply put, young people are not just our future - they are valued members of our present-day society, and as such they need to believe in their own ability to make a contribution. In order to stimulate this confidence, we must capture their enthusiasm and energy, and capitalise on their desire to make a difference. We want to encourage their ideals and aspirations, and their willingness to help other people, but importantly, we need to give them the space to do this. Public authorities must demonstrate how they are listening to young people's needs, in order to convey that society as a whole recognises the challenges they face and will support them as they aspire to fulfil their potential.

Secondly, stereotypical representations and poor perceptions need to be challenged and counter-balanced. Young people have an important role to play: their contribution can make a difference, whether it is through wider community activities such as volunteering or participating in youth forums, or by personal actions such as taking steps to improve their own health or education, and so improving their life chances. Therefore perceptions must be reinforced that young people out and about with their friends are not out to cause trouble and that it is the responsibility of all of society to support young people in the transition to adulthood.

When young people feel that they are misjudged and mistrusted they are more likely to form strong allegiances to friends and to places they regard as safe. Young people have told us that sometimes they congregate in public places so that they feel safer. Further, their need to be and to feel safe and their strong identification with neighbourhoods can sometimes limit their choice of services and activities.

Part 2: The Elements of the strategy:

The Government's Green Paper *Youth Matters (2005)* identified 4 key areas where public authorities need to support young people through closer integrated planning, commissioning and delivery of services. Schematically, the range of services that fall within the remit of this strategy is represented by the diagram below:



© Crown Copyright 2005, Youth Matters, DCSF

The elements within the IYSS have a relationship with each other and one measure of effective targeted support is to help young people meet their needs through engagement with a range of positive activities within their communities.

Whilst the purpose of this strategy is to take this forward, it also recognises that many services across Kent are already working together effectively to improve outcomes for young people and examples of this can be seen below:

- **Positive activities:** more things to do and places to go

Young people who engage in positive leisure time activities have an opportunity to make new friends, develop extra-curricular skills, and enjoy themselves within a safe environment. They also have the chance to build self-esteem and through this, raised aspirations for their future. Young people have told us that they are particularly keen to engage in sports and cultural activities in their communities.

Improving positive activities for young people means working together to ensure that young people in Kent can enjoy the social and personal benefits of positive leisure-time activities in safe environments. District and borough council youth strategies have been developed with young people and are key to this priority; providing important information about what young people want and about what prevents some young people from having the opportunities they seek. Voluntary and community organisations often staffed and run by dedicated adult and young volunteers; provide a wealth of activities enjoyed by young people. Integration means working with these

organisations and with the associated infra-structure bodies to support staff and volunteers and to promote the activities

Providing and promoting a wide range of positive activities for young people in Kent is therefore one of the key commitments within the Children and Young People's Plan 2008-11, and is supported by national policy directives such as the Youth Matters Green Paper, and the Education and Inspections Act 2006.

Kent has a rich diversity of youth groups and activities, but many young people have reported that there needs to be better communication of the opportunities available to them.

In response, partners have worked together with young people to produce Togogo. This is a bespoke web-site for young people to advertise positive activities. This should increase young people's awareness of and participation in a range of educational and recreational activities and events taking place within their local area. Young people will be able to search for activities in their local area from a county-wide database, retrieving details about cost, timings and age-ranges as well as travel directions.

The information available to young people through Togogo is complemented by the Kent Resource Directory which provides information for staff and volunteers working with children, young people and their families.

Successive consultations suggest that accessibility continues to be highlighted as an issue for many young people. The Kent Freedom (travel) Pass, Leisure Passes, Aiming High for Disabled Young People, the Kent Pledge to Looked After children and young people, the Cultural Access pilot in Shepway all contribute to improving access.

The Voluntary youth sector is a major and valued partner in the provision and promotion of positive activities for young people. The supply of volunteers needed to maintain the numerous clubs and societies that offer positive opportunities to young people can not be taken for granted. Building capacity in the sector through the Kent Partners Compact and by other means should be kept under review.

Kent Youth Service commissions and delivers targeted positive activities for young people aged 13-19 resourced by PAYP funding and commissioned through the KCTB. The aim is to engage vulnerable young people in positive activities with a specific preventative and diversionary effect. A service specification has been developed which ensures that targeted positive activities have the characteristics which research shows are effective for

vulnerable young people. The outcomes of targeted positive activities are measured and monitored.

Kent County Council members are currently considering positive activities for young people in Select Committee. Recommendations from the Select Committee should be considered by the IYSS Board.

Riverside Youth Centre, Canterbury

An excellent example of centre-based youth provision, Riverside offers a wide range of positive activities to young people throughout the year, prioritising enjoyment, challenge and learning for its members. Recently refurbished in 2006, the centre is now fully accessible for disabled users.

As well as delivering a comprehensive evening programme throughout the week, the centre is well accessed at other times by the wider community and other partner organisations working with young people e.g. Kent Refugee Action Network, Alternative Curriculum Programme for excluded young people, Connexions Kent and Medway, NHS Choices Clinic, Kent Chinese School and Gypsy/Traveller Support Group.

Young people are offered the opportunity to enjoy a comprehensive range of activities away from the centre. In 2006, examples include a residential week at one of the Youth Service's Outdoor Education Centres, various sports events at other youth centres in the county, and numerous day trips to theme parks as part of a comprehensive offer of holiday activity programmes.

Alongside a regular programme of leisure activities including pool, computer games, dance, basketball and table tennis, the centre also offers young people the opportunity to achieve a range of accredited qualifications including Youth Achievement Awards and the Duke of Edinburgh's Award. The centre is well-known for its excellent work in creative arts - notably dance, drama and film-making - and is rightly proud of its achievement in reaching the finals of the Bradford Film Festival in two of the last three years. Members of the centre have also raised in excess of £17,000 in 2006/7 to improve its outdoor sports facilities and for other charitable causes.

• **Making a Contribution:**

Strong, friendly, welcoming communities are characterised by positive relationships, appreciation of the experiences and feelings of others and a range of community-based activities. This includes activities that bring people together, regardless of age, to learn from and help each other.

It is a key part of this strategy to promote activities that give young people the opportunity to contribute to community life. This includes but is not limited to volunteering and peer mentoring. A range of vibrant and stimulating activities in any community (school, college, workplace and

locality) contribute to the overall quality of life and cohesion of that community.

The contribution made by young people to their communities is not always recognised. For many years, the achievements of young people in Kent have been recognised through events such as the Try Angle Awards. More can be done to systematically communicate and recognise young people's contribution. In particular, we will work with vulnerable young people whose achievements are less likely to be recognised and applauded.

Kent Youth County Council

There are excellent opportunities for young people in Kent to actively engage in democratic and decision-making structures. Supported by the Youth Service's Participation Team, Kent Youth County Council (KYCC) has a very high profile within the County Council, and enjoys a strong electoral mandate with more than 27,300 votes being cast in the November 2007 elections; 21% of the 13-19 population. KYCC meets once a month and its members are often called upon by KCC departments to represent the voice of young people. KYCC meets with the Leader of Council and members of his Cabinet at least once a year and frequently with senior Council officers to discuss issues of mutual interest.

National Contribution: Kent's cohort of seven Members of the United Kingdom Youth Parliament (UKYP) are selected from within KYCC, and have contributed significantly to the national agenda, with recent key issues including: Make Poverty History, the 'Vote@16' campaign and a UKYP report to Government on the quality and style of Sex and Relationship Education in schools. Members of KYCC have also made a contribution to the work of the British Youth Council in recent years.

Local Contribution: Since 2005, KYCC has taken a keen interest in Personal Safety. Supported by the Chief Constable of Kent Police and the Leader of Kent County Council, it has launched a highly successful '*Be Alarmed, Not Harmed*' campaign to young people across the county; a leaflet aimed at young people was produced and published, along with a variety of promotional materials seeking support for the campaign. In addition, KYCC members commissioned personalised safety alarms and sold them to young people across the county - by July 2007, more than 10,000 alarms have been sold and a re-launch is planned for spring 2008. Other activities have included:

- Previous KYCC members have advocated vociferously for improved and cheaper transport in Kent. This has led directly to elected members piloting a Freedom Pass in two districts in Kent, which offers young people free transport for one year after an initial fee of £50.
- In November 2006, members of KYCC were invited to a Full Council Meeting to engage in a debate on reducing the voting age; this debate was transmitted as a webcast across the world.
- District and Borough councils make a very significant contribution to the positive involvement of young people in their community, and facilitate many positive examples of local youth forums.

Outcomes for young people participating in the KYCC include:

- An understanding of the processes of democracy and local decision making.
- Contributing to raising the issues that are important for young people.
- Increased confidence and self-belief.
- Increased ability to work as part of teams as well as to take on leadership roles.

- **Information, Advice and Guidance:**

This is about access to high quality, comprehensive and impartial advice, which is appropriately delivered.

IAG refers to the full range of information, support and guidance to young people. Young people's concerns and worries cross service boundaries. We know that these include relationships with family and friends, health and personal safety as well as hopes and fears for their own future in a changing world. We also know that young people are more receptive to advice that is delivered frankly, respects their individuality and does not patronise. This means that IAG delivery will include the staff in a range of services and settings. New models of delivering information, advice and guidance are also being developed. The House project, funded and managed by public health, employs some aspects of the one-stop-shop combined with word-of-mouth marketing.

The Connexions service which includes careers guidance IAG and broader support services to teenagers to minimize NEETS (young people not in education, employment or training) is currently commissioned and will go out to competitive tender for April 2010.

The Gr@nd, Gravesend

This project was originally established as a Healthy Living Centre in 2001 with a grant from the New Opportunities Fund, and is a partnership between Kent Youth Service, Gravesham Borough Council and the Dartford, Gravesham and Swanley Primary Care Trust. Established as a one-stop-shop in the town centre of Gravesend, the project incorporates a multi-agency staff team to offer information, advice and guidance to the community and acts as a conduit for other services to access hard to reach communities. A full-time youth worker from the youth service is deployed in the project and contributes to the delivery of a wide-ranging programme of structured information, advice and guidance sessions. The centre also makes use of IT to enable young people to access information around health and well-being. Diversionary work is undertaken in partnership with agencies such as YOS, Police, and the Fire & Rescue Service. In November 2007, a session was established to reach Lesbian, Gay, Bisexual, and Transgender (LGBT) young people.

Outcomes for young people accessing *The Gr@nd* include:

- Provision of sexual health services and sign posting to other appropriate services.
- Awareness of mental health issues and how support can be sought.
- Links to other services such as midwifery, housing, legal services, Connexions, Further/Higher Education etc.
- Raised awareness of the effects of drugs/alcohol, guidance on keeping safe.

- **Reformed targeted youth support:**

Targeted youth support (TYS) means ensuring that young people who are in difficulty are identified and able to benefit from personalised and effective support

Commissioning arrangements have been developed and piloted in preparation for county-wide implementation by December 2008. The model for TYS employs a Single Point of Access (triage) approach. Most young people offered help through TYS will have been assessed using the Common Assessment Framework. The CAF identifies young people with additional needs at an early stage and, through the Single Point of Access and Lead Professional, promotes swift and easy access to advice and support. Targeted Youth Support forms a continuum with universal services: responding to the identification of vulnerability by universal services, but not replacing the importance of universal services to the young person. For most young people targeted Youth Support will be accompanied or followed by use of universal services.

ARC: The Adolescent Resource Centre, Canterbury

ARCs aim to provide an early intervention service (tiers 2 .5 and above) that will support, advise and empower young citizens who face difficult times of challenge and transition during adolescence. This is achieved through providing a single point of service for young people where they can access a range of educational, health and social supports.³ One of seven ARCs established around the county, Canterbury offers services such as Alternative Curriculum provision and specialist support by Social Workers for adolescents and their carers who may be experiencing significant difficulties in their relationships at home and are at serious risk of family breakdown and accommodation. The ARC will also link young people and families with support available from other agencies.

ARC Triage - a Multi-Agency Approach:

The ARC Triage multi-agency meeting was developed from an already existing multi-agency consultation group, where the voluntary organisation *Breakthrough* and the Children's Social Services (CSS) Initial Assessment Team met regularly to discuss cases in common. It was felt that it would be a good opportunity to expand the existing group to include other agencies.

Purpose of meeting:

Triage offers an opportunity to discuss a particular young person's case in a multi-agency forum, thus matching the need of the young person and their family with the right service(s). If the professional is already aware of the matched service then a referral will be made to the service in the normal way. The Triage allows an open discussion where agencies that are unsure how to progress with a particular case or wish to highlight the number of services that are dealing with a particular case with little progress. For example, following discussion it may be more effective if only one or two services take the lead with the family, rather than many being ineffective. Responsibility for involvement with a family is not devolved until an official referral has been made to the relevant services.

The elements of integrated youth support services in Kent will work closely with education and training services to help young people mature into adulthood. Personal and economic well-being form part of the Every Child Matters framework for children and young people and, in Kent, we are working to ensure that every young person can develop the skills necessary for economic independence.

Key Training Services: Kent Success Apprenticeship Programme

Aaron's story

I first found out about the apprenticeship programme when I went into Connexions looking for a full time job. I didn't just want any old job; I wanted a job that would form the basis of my career with opportunities to move forward a progress with the experiences I've gained.

Connexions then referred me to Key Training Services at KCC where I completed an open door programme. The open door programme is a three week programme where several team building activities are completed. After the open door programme I began e2e which stands for entry to employment where I learnt about key skills in communication and numeracy.

After completing the e2e programme I became a Kent Success Apprentice and applied for a job at session's house as an information assistant, with the property group.

On my first day I was overwhelmed by the size of the organisation and the amount of people working there. Everything was really new to me and I soon realised that there was going to be a lot for me to take in.

My main job roles are, office administration, answering the telephone, opening the post, dealing with queries from colleagues throughout the organisation and external businesses. The most important part of my role is processing invoices for large construction projects and maintenance work. This requires me to keep accurate records and stay within both contract terms and internal targets for time scales. As you can see I have a lot of responsibility, and I love it!

I receive a lot of support from my line manger Emma and other members of my team. I also get support from KEY training services, my tutor Sheryl that comes to visit me once a month. I am working on collecting evidence for my NVQ; a lot of which I have been able to find myself, however I am also helped by my team and other members of the property group who have given me new experiences like visiting a project on site.

I originally intended to fit my NVQ work in with my job role, but as I started to gain more responsibility, I realised that this wouldn't always be possible. I worked with my manager to prioritise my duties and blocked time out in my diary to show to other people and myself that I will be using this allocated time each week for working on my NVQ.

What Do We Mean by Integrated?

When we are talking about integrated services, it is important to understand that we have particular models in mind. They will all contribute to effective integrated youth support services, which will in turn lead to improved outcomes for young people. These include:

- *Services and partners working together to provide a team around the young person:*

'Changes' Dual Diagnosis Project, Thanet

The Changes Dual Diagnosis Project, currently being piloted in Thanet, identifies and delivers intensive support to young offenders who have both substance misuse and mental health needs.

The project is operated by a multi-agency team, comprising professionals from specialist substance misuse services, the Youth Offending Service and Mental Health services. Through multi-agency assessment and case-working, practitioners are able to combine their specialist knowledge and tailor interventions to meet the young person's needs and individual capabilities.

Critical to the success of this project has been the engagement with the families and carers of young people receiving interventions. This is essential both to understand the young person's behaviour, and to meet the needs of the family who are often key to implementing interventions and require support in order to do this.

Parents and young people have identified that significant in this project is flexible services that, where necessary, can work over a long period of time. Also important is the flexibility to work in a range of environments which includes visits to the home. This gives professionals a much fuller picture of the environment and culture within which the young person lives and how interventions will need to take account of this.

Early indications are that there are hugely positive outcomes from this project. It is currently being evaluated by The Sainsbury Centre and by Kent Drug & Alcohol Action Team and the Youth Offending Service.

- *One partner commissioning another partner to provide a service:*

Kent 16plus Service is a partnership between Kent County Council and Rainer.

The service helps young people aged 16 and over, living in foster or residential care, to make the most of opportunities available to them and to support them through the transition to a more independent life.

The Service has over 50 staff split into four teams overseen by a small county management team. Each team comprises of a team leader, a practice supervisor, social and case workers, a youth worker, a mentoring worker, an accommodation officer and a mental health worker plus finance and team support officer and administrators.

- *Partners commissioning services from the community:*

Rhythmix

Funded by Youth Music and Kent County Council, Rhythmix has been successfully delivering programmes to young people since 2000; one of the key elements of its success is the use of tutors - 'jobbing' musicians who are able to communicate, inspire and gain the respect of young people interested in music.

Using additional financial support from Kent County Council, Rhythmix has provided a series of music programmes specifically aimed at 'excluded' and other vulnerable young people. Skilled tutors specialise in engaging these notoriously hard to reach and hard to engage groups. They offer a contemporary, informal and thought-provoking approach to music development, which enables the young person to focus on themselves, their surroundings, their interaction with peers and, in some cases, to serve as a self-reflective reparation for crimes and misdemeanours.

The programme has been delivered in Kent since 2007 to young people attending a range of provision delivered by the Youth Service and the Youth Offending Service:

- Alternative Curriculum Projects (for permanently excluded Key Stage 4 students)
- Youth Improvement Programmes
- Integrated Support and Supervision Programmes

The programme has been effective in improving young people's behaviour, engendering self-esteem, improving basic skills and providing opportunities for reparation among young offenders.

- *Partners co-commissioning services and activities with young people:*

The Youth Capital Fund and Youth Opportunities Fund

The Youth Capital Fund and the Youth Opportunities Fund represent a new approach to traditional commissioning models, by offering young people the chance to exert far greater choice and influence over the development of services that affect them.

Groups of young people and youth organisations are invited to bid for funding to develop new projects that will improve the range of 'things to do and places to go' in the local area. The Youth Capital Fund offers grants of between £5,000 and £500,000 to re-build or refurbish facilities for young people, while the Youth Opportunities Fund supports smaller improvements up to the value of £5,000, such as materials, equipment, or transport costs.

This model of service development empowers young people within their communities, demonstrates that their opinions are valued and acted upon, and allows them to make a significant positive contribution to the local area.

- *Budget pooling: In order to achieve better service outcomes for young people through joint commissioning, services may benefit from pooling their budgets.*

Young Persons' Substance Misuse Partnership Grant

Substance misuse services for young people are structured to provide universal education, targeted prevention and specialist treatment. The provision has historically been funded by the Young Persons' Substance Misuse Partnership Grant, which is a pooled budget comprising funding streams from the Department of Health, the Home Office, the Department for Education and Skills, the Youth Justice Board and Connexions.

An operational substance misuse commissioning team report quarterly activity to a multi-agency Young People's Joint Commissioning Group. This group has representation from all partners of the main funding sources. Partners ratify the annual substance misuse plan for young people.

Due to the pooled funding many initiatives have been piloted which cut across the structure of provision. Kent pioneered the Drug Use Screening Tool and training programme which was recommended by the DCSF and skills the children's workforce to screen and respond to substance misuse. The Drug Intervention and Support Programme brings together a multi-agency partnership programme which acts as an alternative to exclusion from school and prosecution for first time drug possession. The dual diagnosis project brings together youth offending, substance misuse and mental health services.

The pooled budget has brought partners together in Kent to provide a multi agency response to young people misusing substances.

Whichever model of commissioning is used, we need to ensure that services and activities are attractive to young people. Some young people do not find it easy to access the services they might need, nor do they find them appealing.

Projects that are designed by young people are often better used, more culturally relevant and engage young people from a range of backgrounds and experience.

'Blingin' Arts' – Tonbridge & Malling

Devised by the West Kent Arts Partnership, the 'Blingin' project offers young people between 12 and 17 the opportunity to participate in creative activities that reflect their own lifestyles, ideas, and experiences. Activities range from DJ-ing to break dancing and urban art, with an emphasis on exploring street culture through new art forms.

The programme has been devised in collaboration with young people, and has encouraged many teenagers who would not normally engage in cultural activities to experiment, have fun, and learn new skills. The project has been hugely popular across West Kent, with young people reporting that they have developed new confidence and self-esteem, and several stating that participation in the group influenced their GCSE choices and career aspirations.

Pie Factory Music – Thanet

Pie Factory Music is a local charity offering music and urban arts workshops for young people, to give them a chance to experiment with new techniques and have fun within an informal setting.

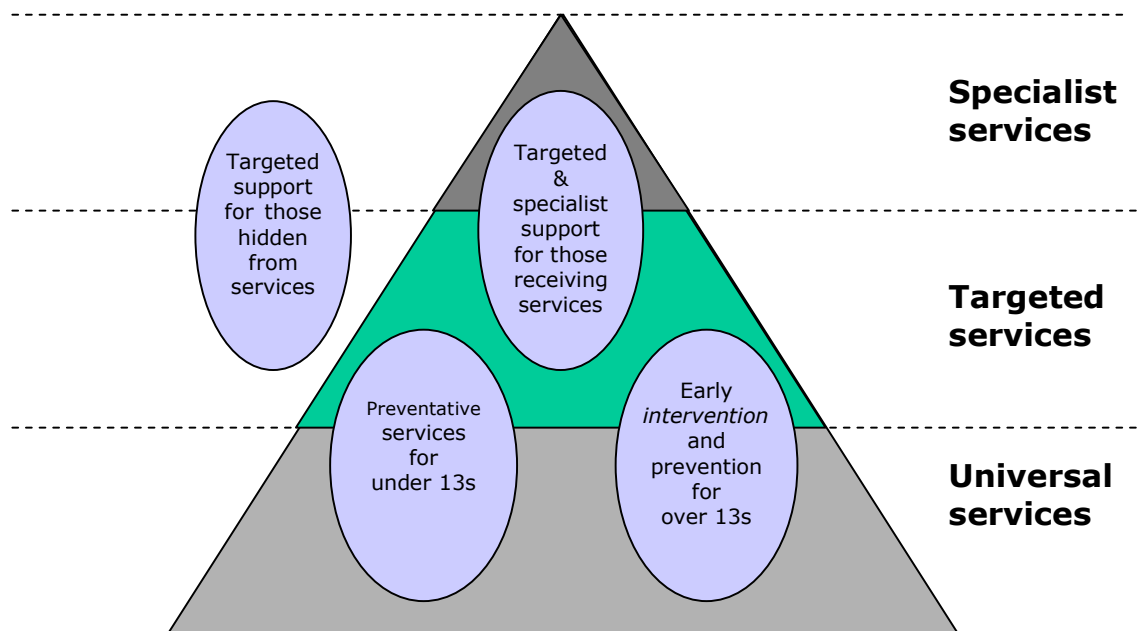
Firm believers in the power of music to motivate, include and inspire, Pie Factory Music run a wide range of activities to engage young people from all backgrounds, including a rock academy, steel drum group, street art youth group and advanced DJ workshops. Through the Friday 'jam nights' for under 18s, and the free taster sessions, many disadvantaged young people have been encouraged to take part who would otherwise never have accessed the scheme.

For many young people, it can be the beginning of a new ambition to enter the music business. In response to this, The Pie Factory are always ready to help those with a talent or passion for music to take their skills further. They run a variety of progression workshops, and even offer a formal one-year teaching programme covering all aspects of the music business, from production to sound engineering.

Integrated planning and Commissioning: the spectrum of need

An added challenge to delivering an effective Integrated Youth Support Service will be to provide a range of services to meet the needs of a range of young people, from universal services available to all, through targeted services, to specialist services where the numbers of young people involved may be very small. An integrated approach to planning and commissioning across partners' services will be essential to make sure that the most effective use of resources is made, right across this spectrum of need.

The level and type of support available to children and young people is illustrated in the diagram below:



Drawn from the Targeted Youth Support Toolkit, V 2.1, TDA Development

Universal Services

These services are available to all young people and many are free at the point of entry. Access is not referral based, and some universal services are provided by the voluntary and community sector, which can greatly aid promoting access to universal public sector services.

Examples/agencies involved: Schools, primary health care, and Connexions.

Targeted Services

These services are focused either by geographical area or utilise preventative approaches based on specific individual needs of vulnerable young people. Access is through referral or self-referral. The voluntary and community sector often offers provision that is perceived to be less stigmatised and therefore more accessible to vulnerable young people.

Examples/agencies involved: services for teenage parent support and Traveller young people, the Youth Service and Rainer 16plus service for young people in or leaving care.

Specialist Services

Services provided at this level are for young people with acute or chronic needs. They are available through agency referral via a managed route into the service by the referring agent and service provider.

Examples/agencies involved: services for young people with a disability, specialist Child and Adolescent Mental Health Services (CAMHS), Pupil Referral Units, Youth Offending Service, residential services.

Integrated planning and commissioning: Engaging with Young People

In order to ensure provision within Kent is in tune with what young people actually need, real engagement with young people is crucial. The first piece of work commissioned by the Kent Children's Trust was a framework for participation by children and young people. This is being used within the locality Children's Trusts arrangements. The approach to young people's participation has been heavily influenced by the long-standing use of the "Hear by Right" framework within Kent Youth Services.

This Strategy has been developed in consultation with young people, who will continue to be central to shaping the development of future services. We have listened to their views about local services, expressed through district youth consultations, and have referred closely to the priorities identified in local youth action plans (See Appendix 2) to ensure that this Strategy reflects current needs and is aligned with district-led initiatives.

Kent is already engaged in actively involving young people with their services. The Kent Youth County Council has played a prominent role in youth participation since 2002, and the Connexions Young People's Board has helped shape Information, Advice & Guidance provision for 13 to 19 year olds. Looked After Children are involved with service development and staff recruitment, and young people with severe learning and physical disabilities and their parents are represented on management boards for Resource

Centres. However, this engagement must be evolved further, to create greater opportunity for wider participation of young people from different backgrounds and situations – not just those with an interest in local politics.

We recognise that engaging with young people is an active process and that some young people are less likely to be heard. This might include young carers, young people in, or leaving, local authority care, young people from black and minority ethnic communities, young people with disabilities as well as those who experience the cumulative effects of poverty and disadvantage. As the demography of Kent changes the young people served by this strategy are changing. Migration and housing growth will bring new communities to Kent. Regeneration and new labour markets will offer new opportunities. Engaging effectively with the most vulnerable individuals and communities will be critical to ensuring that these opportunities benefit all young people.

Integrated planning and commissioning: Identifying and Responding to Risk:

If youth support services are truly integrated then the whole system should be effective in engaging and helping young people who are vulnerable or at risk. If our approach is to have a demonstrable preventative effect, it needs to be underpinned with an evidence led approach to risk assessment, which can form the basis of work across and beyond the Children's Trust environment.

Integrated Youth Support Services will not operate in isolation. Joint work within and beyond the Children's Trust agenda will be enriched by a sophisticated understanding of risk and policy focus on prevention, diversion and reintegration.

There are many situations and events that can contribute to young people's vulnerability. Commissioning preventative services and interventions will be an important element in the strategy. Equally important will be the training, support and development that all staff working in youth services receive. Young people will benefit from contact from staff who understand how to recognise risk and respond in a way that is timely, helpful and which uses informal and formal networks to build young people's resilience.

This means that anyone who works with young people, in whatever setting or sector, should have access to support and professional development as part of the young people's workforce.

How we will measure success

We are interested in improving opportunities and outcomes for all young people. Every Child Matters provides the outcome framework for children and young people.

- Outcomes for young people in Kent will improve.
- There will be clearly sign-posted and accessible services so that no young person is excluded from receiving the services they need to achieve good health, personal safety, educational achievement and ultimately be economically independent.
- There will be a wider choice and better opportunities to participate in positive leisure time activities in so that young people can reach their potential and make an active contribution to their communities.
- Young people will have the opportunity to influence services and activities available to them locally so that they are relevant, stimulating and useful.
- Young people will have access to impartial and relevant information to help them make informed decisions about education, work and leisure. Similar information will be available to parents, carers and other adults in positions of influence.
- When young people experience additional problems or have complex needs there will be earlier, better & more coordinated support.
- Young people will have the opportunity to tell us what they think of the services in their communities and help us to improve satisfaction rates.

The contents within the case studies are correct at the time of publishing this strategy.

APPENDIX 1: KENT AGREEMENT 2 AGREED INDICATORS RELATING TO IYSS (RELATED INDICATORS IN BOLD)

Theme	Headline Priorities	National indicators
Economic Success – Opportunities For All	Improving enterprise, competitiveness and productivity	NI163 Working age population qualified to at least level 2 or higher NI171 VAT registration rate
	Promoting pathways to economic independence	<i>NI152 Working age people on out of work benefits</i>
	Creating a low carbon and climate change resilient economy	NI 188 Adapting to climate change
Learning For Everyone	Raising aspirations and transforming skills for young people and adults	NI161 Learners achieving an Entry Level 3 qualification in literacy NI162 Learners achieving an Entry Level 3 qualification in numeracy
	Enhancing education, employment and training opportunities	NI117 16-18 year olds who are not in education, training or employment (NEET)
	16 Statutory DCSF Indicators	NI72, NI73 or 76, NI74 or 77, NI75 or 78, NI83, NI87, NI92, NI93, NI94, NI95, NI96, NI97, NI98, NI99, NI100, NI101
Improved Health, Care & Wellbeing	Reduce inequalities in health and wellbeing	NI120 All-age all cause mortality rate NI55 Obesity among primary school children in reception year
	Reducing drug and alcohol misuse and the harm it causes	NI39 Alcohol-harm related hospital admission rates NI40 Drug users in effective treatment
	Helping people live life independently	NI125 Achieving independence for older people through rehabilitation/intermediate care
	Improve mental health, care and wellbeing	NI51 Effectiveness of child and adolescent mental health (CAMHs) services
Environmental Excellence	Sustainable water and flood risk management	NI189 Flood and coastal erosion risk management
	Reducing Kent's carbon footprint	NI186 Per capita CO2 emissions in the LA area
	Sustainable management of waste	NI191 Residual household waste per head
	Protecting and enhancing biodiversity and landscape in Kent	NI197 Improved local biodiversity – active management of local sites
Stronger & Safer Communities	Improving the quality and appearance of the street scene and open spaces	NI195 Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting)
	Reducing crime and the perception of crime	NI15 Serious Violent Crime Rate NI21 Dealing with local concerns about anti-social behaviour and crime by the local council and police
	Reducing the levels of offending	NI111 First time entrants to the Youth Justice System aged 10-17
	Reducing domestic abuse	NI32 Repeat incidents of domestic abuse
	Increasing community cohesion, participation and shared sense of belonging	NI3 Civic participation in the local area NI6 Participation in regular volunteering
Enjoying Life	Improving play, cultural, arts, learning and leisure opportunities for all people in Kent	NI11 Engagement in the arts
	Increasing involvement in active lifestyles, participation in sport for all ages and maximising the legacy of the 2012 Olympic and Paralympic Games	NI8 Adult participation in sport
	Improving the participation and engagement of all children and young people in community activities	NI110 Young people's participation in positive activities
Keeping Kent Moving	Reducing the need to travel and making better use of existing strategic transport infrastructure and reducing the impact of international traffic on Kent and its communities	NI198 Children travelling to school – mode of travel usually used
	Improving accessibility to jobs and essential services by sustainable modes of travel	NI175 Access to services and facilities by public transport, walking and cycling
	Saving lives and reducing injuries on the roads and pavements	NI47 People killed or seriously injured in road traffic accidents
High Quality Homes	Creating sustainable communities/ Promoting social and physical regeneration	NI170 Previously developed land that has been vacant or derelict for more than 5 years
	Delivering sustainable homes incorporating high quality design	NI187 Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating
	Increasing the supply of housing of all types and tenures	NI154 Net additional homes provided NI155 Number of affordable homes delivered (gross)
	Improving access to high quality housing for all	NI141 Number of vulnerable people achieving independent living

APPENDIX 2: SUMMARY OF PRIORITIES IDENTIFIED BY YOUNG PEOPLE IN DISTRICT CONSULTATIONS

District	Most recent consultation	Youth Strategy status	Main priorities identified by young people
Ashford	2005	2006-9	<ul style="list-style-type: none"> • More low-cost leisure and sports activities with free 'taster' sessions • Safer, cleaner streets and parks • Improvements in transport cost and accessibility • More opportunities to contribute to decision-making
Canterbury	On-going	In draft stages	<ul style="list-style-type: none"> • More informal youth spaces and adventure activities • More affordable transport • More volunteering opportunities and chances to contribute to decisions • Better communication of available services • IAG services need to be accessible out-of-hours
Dartford & Gravesham	2006	2007-10	
Dover	2006	2005-8	<ul style="list-style-type: none"> • Need for better communication of local services • Concerns about crime/bullying • Better IAG • Increased youth activities
Maidstone	2007	In draft stages	<ul style="list-style-type: none"> • Better youth activities/youth café • Cheaper, safer public transport with more accessible routes • Concerns about safety – call for more police on streets
Sevenoaks	2006	2006-9	<ul style="list-style-type: none"> • More evening youth activities • Concerns about bullying, drugs and safety
Shepway	In progress	In development	
Swale	On-going	2006-9	<ul style="list-style-type: none"> • Cheaper, more accessible transport • Cheaper sports facilities • Better communication of local activities
Thanet	In progress	In development	
Tonbridge & Malling	2005	2006-8	<ul style="list-style-type: none"> • Expanded, more varied youth activities and informal spaces • Careers mentors for Year 11 and more work experience opportunities • Cheaper transport • More health advice tailored for young people
Tunbridge Wells	On-going	In development	

APPENDIX 2: SUMMARY OF COMMON PRIORITIES IDENTIFIED BY DISTRICT YOUTH STRATEGIES

Area of development:	Priority Needs:
Transport	<ul style="list-style-type: none"> • Need for cheaper services / discount cards • Need for more routes/better timetabling to improve access to facilities and activities • Improvements in public transport safety
Positive Activities	<ul style="list-style-type: none"> • Need for more provision, and more varied recreational activities, especially in the evenings (until 10pm) and weekends • Reduced cost sports activities • Suggestion for free trial sessions of new activities • Better communication of activities on offer • Health promotion: calls for 'teenage gyms' / gym discounts
Making a Contribution/ Promoting Respect	<ul style="list-style-type: none"> • Improved communication with councillors, with the suggestion that councillors spend more time visiting schools, and that consultation work provides feedback to respondents • Improving the perception of young people through positive media stories • Increased YP participation in planning
Information, Advice & Guidance	<ul style="list-style-type: none"> • Better signposting of services • Particular need for improved provision and signposting to bullying support services
Youth Crime	<ul style="list-style-type: none"> • Better support for the victims of youth crime, by more clearly promoting 'what to do' if you are a victim of crime. • Provision of safer places to hang out
Careers advice and work experience	<ul style="list-style-type: none"> • Improved careers advice in schools and mentoring for school-leavers • Expansion of peer mentoring services across the county