

Improving responses for young people needing access to combined physical health care, counselling and social welfare advice

Get Connected! Sign up to the Making Tracks project:

- **offer** young people with complex needs the chance of a better quality of life
- **create** fast track access to a distinctive package of wrap around services
- **combine** physical health care (provided by GPs) with accessible counselling and rights-based advice in a safe young person friendly environment, provided by Youth Information, Advice, Counselling and Support Services (YIACS).

The Making Tracks Project aims to improve services for 18 to 25 year olds with complex needs, by developing better partnership working between GPs, Primary Care Trusts (PCTs) and YIACS.

3 pilot sites based in Manchester, Norwich and Newcastle are developing a distinctive package of holistic support for 'harder to reach' young adults experiencing a range of mental and physical health needs and housing, homelessness, debt and social welfare difficulties.

The anticipated outcomes for young people with complex needs include:

- Improvements in their **social, mental and physical health**.
- **Better awareness of their needs** in local PCT and GP commissioning practices.
- **Better partnership working** between GPs and YIACS leading to improved services.
- A contribution to local PSA 16 and 18 targets and developments on IAPT to **improve inclusion, mental health and physical well-being**.

The Making Tracks Project will be **independently evaluated** and the findings disseminated locally and **nationally**.

Evidence supporting the need for the Making Tracks project in your area

- One in six 16-24 year olds meet clinical diagnosis thresholds for anxiety and depression. (Sefton et al, 2009)
- When problems such as post traumatic stress, attempted suicide, eating disorders, alcohol and drug dependence are added, the proportion affected rises to almost a third. (Sefton et al, 2009)
- Mental health problems and civil and social welfare law problems (Pleasence, 2006) are often associated with long-term illness, disability, and poorer general health, in both adults (Singleton et al, 2001) and children. (Green et al, 2005)
- Evidence from the Civil and Social Justice Survey found that not only are 18-24 year olds particularly prone to severe and multiple social welfare problems, but that these problems have considerable consequences for their mental and physical health, such as depression and anxiety. (Kenrick et al, 2009)
- 18-24 year olds are at higher risk of developing both physical and mental health issues as a direct consequence of social welfare problems, such as tenancy problems, homelessness and debt; leading to nearly two thirds of this group to visit a GP or health care worker. (Sefton et al, 2009)
- The most common reason young people seek counselling is for mental health problems such as depression and anxiety. (Wilson et al, 2008)
- There is considerable evidence that people with mental health problems are more likely than those without to experience a range of social welfare and civil law problems. Mental health problems have also been found to be much more common among homeless young people. (Young Minds, 2006)

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YOUTH ACCESS
Making Tracks project: pilots

MAP—Norwich

Services



MAP is a resource in the middle of the city for young people to use as they see fit - to get a free coffee, to get out of the rain, use the phones to sort out that bill or job application, or to talk to one of the MAP team. MAP is a truly integrated service and a one stop shop, offering a counselling service, sexual health services, a young fathers' project, support with drug and alcohol issues, housing, benefits, rights-based support and many other services.

The MAP approach is person centred and rights-based. Young people are not judged, and as a result, they often divulge important information that would rarely emerge in a formal interview situation. Staff have the freedom and support to take the time needed to help a young person. This can involve a phone call or a referral, support at important meetings, or time to listen as they develop greater clarity about their own situation, or ask for the information they need, enabling and allowing them to leave the project feeling emboldened and with a greater sense of choice and control over their life.

Streetwise—Newcastle

Services



Streetwise

Free confidential advice & information for young people

Streetwise Young People's Project is based in Newcastle upon Tyne's city centre and was established in 1991 in response to the health needs of homeless young people in the city.

Today the project offers young people aged 11 - 25 from across the region a range of different services, including a mental health and counselling service, contraception and sexual health service, information and advice drop-in and youth work support services.

Streetwise is an incredibly busy service, seeing over 300 individuals for counselling and over 6000 young people through the drop-in last year with over 17,000 contacts.

In February, Streetwise along with Newcastle City Council were awarded £5 million for a brand new building as part of the MyPlace programme. The building is due to open in 2011. Streetwise were awarded the DoH You're Welcome quality standard for being a young people friendly health service.

YASP—Manchester

Services



YASP services are accessed through a young person's Internet Café. This gives young people the chance to eat a healthy meal and surf the internet while waiting to see their Caseworker or Counsellor.

Young people also volunteer in the Café. This develops their work skills and knowledge of self-care while also providing enjoyable and meaningful activity.

YASP runs an on-going programme of free activities for young people. This includes football, creative writing, photography, walking and weekly trips out.

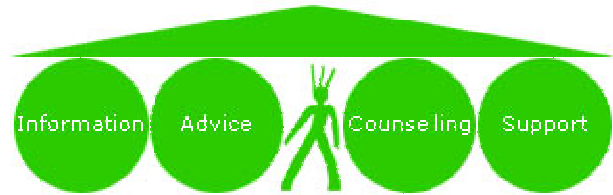
'It was like a stone lifted from my heart.'

Young person's feedback on YASP counselling service

What is Youth Access?

Youth Access is the national membership organisation comprising a network of over 200 Youth Information, Advice and Counselling Services (YIACS).

Through its member agencies, Youth Access is one of the largest providers of youth counselling and advice, dealing with over one million enquires a year on issues ranging from sexual health, emotional and mental health, relationships, homelessness, benefits and debt for 13 to 25 year olds.



The Youth Information Advice and Counselling Service (YIACS) Model

Young Minds research on **Evidence Based Practice with Young Adults** recommends the YIACS one stop service model.

“The YIACS model of under-one-roof ‘one stop shop’ services for young people offer non-stigmatising, young person-friendly services including drop-in, self referral and shorter waiting times. YIACS offer multidisciplinary teams providing a range of services so that a young person can get help with legal rights-based problems alongside help for emotional and mental health difficulties.” (2006 SOS, Young Minds)

Youth Access activities

The Making Tracks Project is one of a range of projects managed by Youth Access. Youth Access provides member agencies with infrastructure support (for example, the core values and principles of providing young people’s services, national definitions of Counselling and Advice and National Quality Standards).

Definitions of Counselling and Advice offered in YIACS

counselling

Counselling is an activity voluntarily entered into by a young person who wants to explore and understand issues in their lives which may be causing difficulty, pain and/or confusion. The boundaries of the relationship are identified and an explicit contract agreed between the young person and the counsellor. The aim is to assist the young person to achieve a greater understanding of themselves and their relationship to their world; to create a greater awareness of their personal resources and of their ability to affect and cope with their life.

advice

Advice is concerned with helping a young person to change or cope with practical issues and problems. It seeks to widen the young person’s choices by providing accurate and relevant information about their rights, options and potential courses of action. The advice worker may identify and recommend ways forward, but decisions and choices are left to the young person. Any action agreed by the young person may be undertaken by, with, or on behalf of the young person.

Core Values and principles

Youth Access believes young people’s information and advice services must:

- respect the dignity and self-worth of each young person.
- respect and value individual differences.
- recognise and be sensitive to the growing autonomy of each young person.
- respect every young person’s right to be a voluntary participant in any helping process.
- recognise the potential of each young person.

National Quality standards

Through the development of a set of national standards specific to youth information, advice, counselling and support services in 1998, Youth Access were one of the pioneers of standards development in the youth sector. The standards have increasingly gained national credibility and are widely used and recognised across the sector. There are a total of 17 standards across all service areas and a corresponding 360 degree self-assessment tool.

Workforce qualifications and CPD in YIACS for counsellors

An independent national survey of the YIACS workforce in 2008 found that counsellors qualifications in YIACS include:

Counselling degree or diploma	73%
Counselling certificate	39%
Postgraduate counselling diploma	19%
Psychology degree	5.50%
Qualification in an allied subject such as psychology or psychotherapy	9%



Counsellors participating in Youth Access counselling training

A snapshot of YIACS counsellors recent CPD training showed counsellors undertaking training in:

child protection & safeguarding	21%	working with creativity	12%	suicide risk	9%
substance and alcohol misuse	19%	bereavement	11%	art therapy	7%
self harm	19%	eating disorders	11%	play therapy	6%
working with young people	14%	SEN	10%	attachment	5.5%
mental illness general	14%	CBT	10%	psychosis	3%
working with strong emotions and challenging behaviour	14%	abuse	9%	domestic violence	3%
				bullying	1%

(Street et al, CWDC workforce project survey 08)

Regulation of Counsellors

Youth Access through its member agencies supports the impending regulation of counsellors (2011) and has actively contributed to Health Professions' Council meetings and consultations.

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Get Connected to the Making Tracks Project in your area