

Dorset Voluntary Sector Young People's Information & Advice Centres

A Contribution to Integrated Youth
Service Support

AUGUST 2009

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The information about each Centre in this report was collected in autumn 2008 and was accurate as of then (at that time the majority of the Centres still needed to raise additional funding for that current financial year so their final income will potentially of been slightly higher than when mapped). The report was written by Kirsty Main, Connexions Voluntary Sector Worker with much assistance and thanks to each Centre's staff and LINX. The scope of this report has focused on the Centre-based one stop shops delivered within the voluntary sector in Dorset and it should be noted that there are other voluntary sector organisations providing specialist information and advice to vulnerable young people.

Summary of Report

For over twelve years Dorset's young people have benefitted from a network of voluntary sector Young People's Information and Advice Centres. Each centre is independently constituted with its own management committee and registered charitable status. Each centre is distinctive having grown out of local circumstances and responding to local need: however there are strong similarities in the focus of services provided. Currently the Centres offer 272 hours a week contact time with young people.

Dorset Young People Information and Advice Centres Model

The Centres are town centre based one stop shops that take a holistic approach to meeting young people's needs. The informal drop-in access allows young people to walk in off the street at a time when they feel ready and get support to address a range of issues. Many of the young people accessing the service have multiple needs. Centres help to co-ordinate the range of interventions required and provide one-to-one support filling in the gaps in statutory services. Young people are central to the service - young people identify their own needs and Centres develop responses to those needs.

Young People's Key Issues

The centres are open to all young people and offer a universal service. However the centres are predominately used by young people who are marginalised, disadvantaged or facing disadvantage.

Key issues covered include:

- young people's homelessness and housing problems
- emotional and mental health issues
- substance misuse
- domestic violence
- sexual health
- teenage pregnancy
- sexuality and relationships young people
- not in employment, education and training (NEET).

Core offer

The Centres have developed to meet local needs and have been shaped by funding streams they are able to secure. However every Centre provides the basic core offer of support which includes daily weekday service, informal drop in facilities with a welcoming and personalised approach to supporting young people, confidential service, open to all, no membership required. An holistic service with advice on a range of issues including: housing, substance misuse, sexual health, relationships and welfare benefits. Through the Centres, young people can access to a range of practical support such as internet access or food parcels.

Workforce

Across the Centres 36 people are employed with additional support from 38 volunteers. 7 of the staff are full-time (in 3 Centres) and there are 29 part-time staff across the 6 centres. With the holistic nature of the services a range of different skills are required. All Centres have

professionally trained staff with a combination of youth work trained staff as well as information and advice training, many of the Centres have this combination of skills in their key member of staff.

Funding

The Centres have developed a complex jigsaw of different funding streams but are vulnerable to removal of any one of these pieces. The Centres brought in £329,177 of additional resources to Dorset during 2007-08. They offer good value of investment: 31% funding from DCC (including Connexions Funding) which results in a return for DCC of over two-thirds additional financial resources. This does not include additional resource and capacity gain via the input from volunteers. Dorset's development of commissioning arrangements for young people's services will have a big impact on the Centres. Mechanisms need to be developed that take into account this part funding nature of DCC funding if the Centres are to survive. 2008 saw the closing of two Centres in the East of the county and the others are vulnerable to DCC decisions about future commissioning of this work. Dorset needs to be proactive if it wishes to utilise the add-on long term value that local knowledgeable voluntary sector organisations provide.

Quality Standard

There are currently changes affecting quality standards for information and advice services with the government's new standards for young people's information, advice and guidance; current changes to the Community Legal Service and a new government paper on information and advice. The majority of Centres have underpinned the quality of their work over the last few through the Community Legal Service Standard. This is an audited standard providing assessment against a number of criteria broader than the current government's new young people's standards. It assesses the quality of organisation's structures and staffing as well as quality of advice and information. There are changes taking place to the Community Legal Service which requires increased funding and capacity to continue with this standard. Discussion needs to take place reasonably urgently with Dorset Children's Services Commissioning Unit about the best way forward to ensure quality and reduce duplication.

Recording and Outcome Monitoring Systems

The Centres have a range of paper based systems developed for a number of different funders. With exception of Waves there is no overall recording and outcomes monitoring system. This leaves Centres weak at providing evidence about the work they do as a whole and also leaves a gap in being able to feedback robust data for Dorset Children's Trust partnership planning. An overall system capable of recording need, outputs and outcomes is required to streamline the range of information systems and to provide better evidence of the work that is being achieved.

Conclusion

For over a decade through local communities responding to local young people's needs, Dorset has developed a model of one stop shops with informal, integrated, partnership locality working. The Centres are currently experiencing a range of responses to central government's drive to join up services based around young people's needs. Some of this is positive, building on their learning and practice; however some Centres are also being sidelined with potential duplication from statutory services. With current pressures on local authority budgets which are now being exacerbated by recession Dorset needs to be working much more closely with the voluntary sector which provides excellent value for money, additional income and a knowledge base of what is effective and what does not work for young people locally.

Dorset Young People Information and Advice Centres

Background

There are currently a range of new initiatives that will have an impact on Dorset's Voluntary Sector Young People's Information and Advice Centres. These include: Integrated Youth Support Services (IYSS), Targeted Youth Support developments, 14-19 Reforms, Localities working and the new commissioning arrangements. Also in April 2008 the local authorities were given new responsibility for overseeing the deliver of local Information, Advice and Guidance (IAG) to young people.

For over twelve years Dorset's young people have benefitted from a network of voluntary sector Young People's Information and Advice Centres. In 2000 they became formally networked with the development of LINX, an umbrella organisation with charitable status for Dorset's Advice and Information (A&I) Centres. Each centre is independently constituted with its own management committee and registered charity status. Each centre is distinctive having grown out of local circumstances and responding to local need. However there are strong similarities in focus of services provided.

Dorset Young People Information and Advice Centres **MODEL**

Young people are central to the service

- ☀ Young people identify their own needs. Centres assess these needs and provide information about the options available to the young person. The young person is then offered advice and support to decide and then achieve their chosen route.
- ☀ The voluntary nature of Centres achieves trust and acceptance of the service as young people choose to access services.
- ☀ Centres have developed in response to young people's needs.
- ☀ Young people are involved in service design and delivery.
- ☀ Centres have been designed by young people to be informal, young people friendly venues.
- ☀ Centres recognise that young people move in and out of risk and need preventative approaches and services that are flexible and adaptable.
- ☀ Centres have qualified and appropriately trained young people friendly staff.

- ☀ Centres are already well established and known to local young people.

One Stop Shops

- ☀ Centres take a holistic approach to meeting young people's needs.
- ☀ Many of the young people accessing the service have multiple needs. Centres help to co-ordinate the range of interventions required and provide one-to-one support filling in the gaps in services.
- ☀ The centres are multi agency, taking an integrated approach to meeting young people's needs and offering a full range of services.
- ☀ Agencies not based at the centres are able to use the facilities for meeting young people.
- ☀ The centres provide an open door for young people to access support when they decide they are ready.
- ☀ Centres are accessible in town centres located in market and coastal town in Dorset.

Coffee Bar and much, much more

- ☀ Some young people need to build trust with Centre staff before accessing support for more sensitive issues. Informal drop-ins provide the opportunity for young people to build these relationships to gain trust before accessing information, advice and support.
- ☀ Centres offer access to a range of positive activities to develop social and emotional skills that help young people make positive choices. Young people are offered opportunities to develop these skills which make them more resilient to challenges and pressures.
- ☀ Many of the most vulnerable young people the centres work with do not have family support to provide the basic foundations for developing social and emotional skills. There is a variety of reasons for this, many of them complex. Activity based projects complement the information, advice and support already on offer.
- ☀ Practical support is also offered including emergency food parcels, access to a telephone and the internet, a 'care of' postal address for important correspondence, transport to other agency appointment elsewhere.
- ☀ Support is offered to gain employment and training or further education. Several of the centres deliver pre E2E training and one offers E2E training.
- ☀ Activity based projects provide preventative solutions and early intervention. Activities include music projects, volunteering opportunities, residential, peer support and the Duke of Edinburgh Awards.

The Rendezvous

Cheap Street
Sherborne
Dorset
DT9 3BJ

Established: July 1998

No of staff hours: 200
No hours open access: 37
No hours additional support direct with young people: 17

Total no individual young people worked with 2007-08: 520

Total no of visits: 4890

Budget 07-08: £175,000
Budget 08-09: £185,000

Breakdown 07-08 funding
6% Dorset County Council
2% District/Town
47% Grant funding
45% Revenue, Donations & local fund raising

Full-time staff: 2
Part-time staff: 8
No Volunteers: 5
Hours weekly volunteers: 16

Qualifications

Level 4 Youth Work
Level 3 IAG Levels (working towards Level 4)
Postgraduate Certificate in Education
Level 4 Literacy Specialist
Level 4 Music
Drugs & Alcohol to Tier 3
Parenting Skills - City & Guilds
Food Hygiene and Safety at Work trainer
Anger Management

Young People's Key Issues

The centres are open to all young people and offer a universal service. However the centres are predominately used by young people who are marginalised, disadvantaged or facing disadvantage.

☀️ Youth homelessness and housing problems

Homelessness and housing problems are a key reason for young people to access Centres. Young people become homeless for a range of different issues but family breakdown is the most common. Trying to access appropriate, affordable accommodation is a real problem for young people throughout Dorset.

At Waves in Weymouth (April 07-March 08) 78 individuals with housing difficulties were supported and Routes in Dorchester supported 57 during the same time. Centres provide a range of different solutions to supporting these needs including support to access housing provision, family mediation and tenancy support.

LINX has also worked strategically as a member of the Young People's Housing Strategy Group and has been a driving force behind the development of a Nightstop scheme in Dorset.

☀️ Emotional and mental health issues

Young people coming into the Centres are experiencing a range of mental health and emotional health issues. These include: low self esteem and lack of confidence, self-harm, depression, eating disorders, suicidal feelings, problems of anger management and anxiety.

There is a range of causes for these issues including: long term bullying; bereavement; divorce and separation of parents; domestic violence; emotional, sexual or physical abuse and neglect; homophobia; homelessness and poverty. Substance misuse is often involved whether as the cause or the effect of mental health problems. Centres also have disproportionately high numbers of young people with autistic spectrum disorders, ADHD and other behaviour difficulties. Support is also offered to young people who are on waiting lists for specialised services to start e.g. CAHMS or counselling.

Routes

5 North Square
Dorchester
DT1 1HY

Established: 1997

No of staff hours: 51
No hours open access: 35
including Saturday

Total no individual young people worked with 2007-08:
432

Total no of visits: 1132

Budget 07-08: £66,147
Budget 08-09: £61,428

Breakdown 07-08 funding
25% Dorset County Council
28% Connexions
6% District/Town
11% Grant funding
3% Revenue
6% Donations & local fund raising
21% DYA

Full-time staff: 0
Part-time staff: 3
No Volunteers: 2
Hours weekly volunteers: 3

Qualifications

Level 4 Youth Work, Masters Business Administration
Level 3 Youth Work, Level 4 AIG
Level 2 Youth Work, Level 4 Drama and Dance
Level 4 Law

Community Legal Standard:
Generalist

Many of the young people who come to the centres have issues with substance abuse. Information and advice is available and referrals are made to Shadows and the ASSIST team. Shadows and Exeter Drugs Project see referrals at the Centres. Parental drug and alcohol use can also be the one of the underlying causes of young people needing to gain access to additional support.

Domestic violence

Domestic violence is one of the reasons centres identify for young people leaving home or poor performance at school. Domestic violence may directly involve the young people within a relationship or they are witness to domestic violence between their parents within the home. It is a particularly sensitive issue for young people to disclose and it often takes some time for young people to feel safe enough to discuss. Centres identify the need for additional resources to work preventatively with young people from both ends. Building self esteem of the potential victims is important as is providing anger management support for young people struggling to control their tempers.

Sexual health, teenage pregnancy, sexuality and relationship

Most of the Centres hosted a Youth Advisory Clinic and they report that it is not from lack of need that these were withdrawn. Treads and The Rendezvous are the Centres that still host such a Youth Advisory Clinic. Because of this gap all Centres offer basic information and signposting. Many of the Centres are offering Chlamydia screening and staff are trained in issuing condoms. The Rendezvous has had particular success in delivering sexual health sessions at their local schools.

The Centres have also hosted young parents groups, though with the development of Children's Centres many of the groups are now hosted there with referral and support for additional needs still being provided through the Centres. In some towns there is partnership working with the local Children's Centre

Waves hosts the Space Youth Project which provides a weekly drop in for young lesbian, gay, bisexual and trans (lgbt) young people. Other Centres have also identified the need to develop specialised sessions for lgbt young people but most have struggled with resources to start or continue these groups.

The Mill

10 North Street
Bridport
Dorset
DT6 3JQ

Established: 1994

No of staff hours: 36
No hours open access: 12
No hours additional support direct with young people: 10

Total no individual young people worked with 2007-08: 150

Total no of visits: 250

Budget 07-08: £34,150
Budget 08-09: £31,102

Breakdown 07-08 funding
24% Dorset County Council
13% District/Town
55% Grant funding
7% Revenue
1% Donations & local fund raising

Full-time staff: 0
Part-time staff: 2
No Volunteers: 10
Hours weekly volunteers: 30

Qualifications

2 qualified counsellors
Level 4 Community Justice & Probation;
Diploma Addiction Studies
NVQ Level 3 I&A
BSC honours criminal justice; applied science
Sexual health & relationship; food hygiene; first aid

Not in Employment, Education or Training (NEET)

Proportionately high numbers of NEET young people access the centres. Rendezvous and Toby's have developed support to provide direct training for these young people. Most the Centres host the Connexions service at least once a week and Centres work together with Connexions staff to support these young people. The Centres also work with under 16 year olds at risk of exclusion from school.

Core offer

The Centres have developed to meet local needs and are shaped by the funding streams they are able to secure. However every Centre provides the basic core offer of support below

- ☀ **Daily weekday service**
- ☀ **Informal drop in facilities offering a welcoming and personalised approach to supporting young people**
- ☀ **A Confidential service**
- ☀ **Open to all, no membership required**
- ☀ **One to one support**
- ☀ **Advice on a range of issues:**
 - ⇒ **Housing**
 - ⇒ **Substance Misuse**
 - ⇒ **Sexual Health**
 - ⇒ **Relationships**
 - ⇒ **Welfare benefits**
- ☀ **Advocate**
- ☀ **Holistic**
- ☀ **Internet access**
- ☀ **Range of practical support**
- ☀ **Range of specialist support**
- ☀ **Meeting place which is safe**

Toby's

1 Bimport
Shaftesbury
Dorset
SP7 8AT

Established: 1997

No of staff hours: 50
No hours open access: 37
No hours additional support direct with young people: 24

Total no individual young people worked with 2007-08:
213

Total no of visits: 4073

Budget 07-08: £99,200
Budget 08-09: £64,700

Breakdown 07-08 funding
18% Dorset County Council
21% Connexions
5% District/Town
16% Grant funding
11% Revenue
7% Donations & local fund raising
7% Local Network Fund
15% Pre e2e

Full-time staff: 1
Part-time staff: 7
No Volunteers: 8
Hours weekly volunteers: 24

Qualifications
Qualified Youth Worker; Level 4 A&I; PA Diploma
Level 4 A&I guidance; Level 3 Social Care & Health; Parenting course
Level 3 Youth Work
Doing Level 2 Youth Work

Community Legal Standard
generalist & casework

Definition Information, Advice and Support

Definition taken from Youth Access, the national membership organisation for young people's information, advice, counselling and support services (YIACS).

Information

The provision of systems and processes which make comprehensive, up-to-date and accessible information available to young people. There is no assessment or recommendation about the information's appropriateness, and decisions, choices and action are left with the young person. Information work can include signposting to other services or providing young people with resources to discover their own answers to their questions and needs.

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.

Personal Support

This is a general term which embraces a range of helping activities, including befriending and both individual and group work. The activities are frequently aimed at reducing a young person's sense of social and personal isolation and may provide help with practical needs such as independent living skills

Waves

52 St Mary's Street
Weymouth
Dorset
DT4 8BJ

Established: 1994

No of staff hours: 232

No hours open access: 24

No hours additional support
direct with young people: 72

Total no individual young
people worked with 2007-08:
450

Total no of visits: ?

Budget 07-08: £260,000

Budget 08-09: £267,425

Breakdown 07-08 funding

37% Dorset County Council

3% Connexions

60% The Children's Society

Full-time staff: 4

Part-time staff: 4

No Volunteers: 10

Hours weekly volunteers: 40

Qualifications

Management NVQ Level 4

Youth & Community Work Level 4

Nursing Qualification Level 4

Counselling qualifications

Diploma Solution Focus

Parenting training

Family Therapy City & Guilds

Community Legal Standard:
Generalist

Quality Standards

There are currently changes affecting quality standards for information and advice services with the government's new standards for young people's information, advice and guidance, current changes to the Community Legal Service and a new government paper of information and advice. However the majority of Centres have underpinned the quality of their work over the last few through the Community Legal Service Standard.



Community Legal Service – Quality Mark

The aim of the Community Legal Service (CLS) is to improve access for the public to quality legal information, advice and services. There are 3 different levels of CLS Quality Mark (see appendix for more details). The majority of Centres have acquired Level 1 or Level 2 standard of General Help or General Help with Casework.

General Help

A General Help services are quality assured to provide:

- Interviewing clients, reading relevant documents which they show you and providing a diagnosis of their problems.
- Giving information and explaining options.
- Identifying further action the clients can take.
- Basic assistance – e.g. filling in simple forms.
- Referring or actively signposting clients to appropriate suppliers when further action needs to be taken on their behalf.

These services will often take place in one interview, although there may be some follow-up work. The client retains responsibility for further action.

General Help with Casework

This level differs slightly from the General Help level in that organisations will do some, or all, of the following things:

Casework may include:

- Any negotiation on the client's behalf with a third party, on the telephone, by and entitlements.

Treads

30a Salisbury Street
Blandford
Dorset
DT11 7AR

Established: 1994

No of staff hours: 46
No hours open access: 17

Total no of visits: 2433

Budget 07-08: £45,600
Budget 08-09: £47,940

Breakdown 07-08 funding
41% Dorset County Council
22% District/Town
29% Grant funding
6% Revenue
2% Donations & local fund raising

Full-time staff: 0
Part-time staff: 5
No Volunteers: 3
Hours weekly volunteers: 5

Qualifications

Level 4 Youth Work
Level 2 Youth Work
Level 2 Youth Work
Level 1 Youth Work

**Community Legal Standard:
generalist**

NB Treads has had a gap of Project Manager for sometime, which has temporarily meant that opening hours are reduced.

- Representation on the client's behalf in order to have a decision or plan of action changed.

The Quality Mark standards not only assess quality of information and advice given but also monitors organisations to ensure that there are robust structures in place for management. There are sections on the '**Running the organisation**' monitor to make sure organisations and their resources are managed effectively. These include management structure that identifies the roles and responsibilities of individuals within the organisation. Also a section on '**People Management**' ensuring that staff either possess, or are enabled to acquire the skills and knowledge required to meet the clients' needs. Also required is a commitment to equal opportunities and the fair treatment of all staff.

For more details see Appendix

Summary

The Community Legal Service Quality Mark is an audited standard that provides assessment against a number criteria broader than the current Young People's Standards. It assesses quality of organisations structures and staffing as well as quality of advice and information. Dorset Children's Services Commissioning Unit should take a practical approach to making sure Centres have additional evidence required under the Young People's Standard, rather than creating duplication.

Workforce

Across the Centres 36 people are employed with additional support from 38 volunteers. 7 of the staff are full-time (Toby's 1; Rendezvous 2; Waves 4) and there are 29 part-time staff across the 6 centres. Treads and The Mill have arrangements with DCC Youth and Community Service whereby some of their staff are employed by DCC.

Qualifications

All the Centres have appropriately qualified staff. With the holistic nature of the service a holistic range of different skills are required. The majority of key staff at the Centres have the combination of both youth work training and additional training in information and advice. There are also additional skills and qualifications in specialist areas including parenting, counselling and training.

Traditionally the most widely accepted qualification route for workers supporting people with information, advice and support has been the 'NVQ Level 4 Advice & Guidance.' The majority of centres have staff qualified to Level 4 and five of the Centres have staff with a minimum of NVQ Level 3 in Advice & Guidance.

Volunteers

Across the 6 centres currently there are 38 volunteers delivering 118 hours per week of time.

NVQ Level 4 Advice & Guidance

To successfully complete the Level 4 qualification, candidates will have to evidence knowledge and skills in advice and guidance. Units and workshops that may be offered include:

- ☀ guidance practice: models of interviewing
- ☀ theories of occupational choice and decision-making
- ☀ interview and guidance skills and current issues and developments within guidance
- ☀ advocacy / referrals and representing clients
- ☀ networking and negotiation
- ☀ group work skills
- ☀ managing a case load
- ☀ evaluation skills

From 2003 the newly developed NVQ Level 4 in Learning, Development and Support Services

the qualification that newly qualifying centre staff undertake.

Units and workshops that may be offered include

- child protection
- ☀ guidance practice: models of interviewing
- ☀ theories of occupational choice and decision-making
- ☀ interview and guidance skills and current issues and developments within guidance
- ☀ networks and negotiation
- ☀ representing young people
- ☀ evaluation skills
- ☀ group work skills

Youth Worker Qualifications

Many of the part-time staff have NQV in Youth Work and have been supported by Dorset Youth & Community Service to acquire these qualifications free of charge.

Youth Work qualifications can be divided into Professional Qualifications and Pre-Professional/Vocational Qualifications (Youth Support Worker).

Professional Qualifications include Diploma HE in Youth Work or Youth and Community Degree. Pre-Professional/Vocational Qualifications has undergone changes in the last few years and is now defined as national vocational qualification (NQV) Level 2 and Level 3, Level 3 NVQ, enabling you to create and implement your own work with young people with only minimal supervision.

Also there is being developed a new draft National Occupation Standard skills unit:

Engage with Young People receiving/requiring Legal Advice

This is divided into 3 sections:

1. Communicate and engage with vulnerable/disengaged young people
2. Support vulnerable/disengaged young people to articulate/express their problems and concern about their legal rights
3. Work with vulnerable/disengaged young people to help them find solutions to their legal problems

Recording and Outcome Monitoring Systems

This is possibly the weakest area of development for the majority of the Centres. However it is not because they do not collect a wide variety of information about what they are delivering and achieving. It is that with the exception of Waves, who use a national Children's Society system, none of the Centres have an overall IT based system that links the range of different pieces of work into one coherent system for reporting. The Centres have a variety of different paper based systems for different funding streams. Due to lack of resources an overall IT has been unobtainable and the capacity required to sift through the range of information collected to compile much of the value data is not available.

Youth Access has developed Youthstat, a comprehensive statistical classification system developed to assist agencies in recording, monitoring and evaluation of their work. It includes enquiry and presentation issues categories, user profile monitoring categories and work profile monitoring categories. However this just provides a structure and not an IT based system to record the information. As well as data collection Youth Access are currently developing an outcome monitoring tool for youth advice services but this will not be available for roll out until 2010. There are currently discussions going on with Youth Access who are looking for a project to pilot some outcome monitoring in partnership with Advice Service Alliance.

Dorset Youth and Community Service have offered the use of their web-based 'QES' system that they currently used to record people, programmes and sessions information within their project. However due to the difference in approach and outcomes needing to be monitored the system would need much development to make it record the focused outcomes of information and advice Centres.

Funding

- ☼ A mixture of funding streams has been developed to keep each Centre funded.
- ☼ For this report income information was collected for financial years 2007-08 and 2008-09. For the purposes of this report 2007-08 financial funding was predominantly used as the majority of Centres had not secured all the necessary funding for 2008-09, illustrating how financially vulnerable the Centres are.

	Total	%
Budget 07-08	680,097	
Budget 08-09	657,595	
07-08 Dorset County Council	166,810	24%
Connexions	47,500	7%
District/Town	27,600	4%
Grant funding	317,225	47%
Revenue	109,010	16%
Donations & local fund raising	11,952	2%
Total	680,097	100

Dorset County Council Funding

- ☀ 31% total for the Centres comes from Dorset County Council (DCC). This includes the Connexions Voluntary Sector grant money that now comes via DCC.
- ☀ The majority of the Centres receive a mixture of Youth Service and Social Care funding from DCC. However Waves is the exception receiving DCC funding from Social Care and Extended Services.
- ☀ The Connexions Voluntary Sector grants is the larger funder at two centres (Routes providing 28% of income and Toby's 21%)
- ☀ The only Centre that is not completely vulnerable to closing down if DCC funding was lost is Rendezvous which only relies on 6% of its income from these sources (though this 6% is still vital to the Rendezvous)

DCC and Connexions funding

2007-08	DCC	Cnxs	Total as % of overall income
Rendezvous	10,100		6%
Routes	17,101	18,500	53%
Toby's	18,000	21,000	39%
Treads	18,600		41%
The Mill	8,100		24%
Waves	95,000	8000	40%
Total	166,901	47,500	

Grant Funding

- ☀ 49% of the Centres funding is raised via grants, funding raising activities and donations. This amounted to £329,177 additional resources brought into Dorset to support young people in 2007-08.
- ☀ Grant funding is limited to one to three year life span so Centres spend a lot of time chasing many funding sources. Core funding is the most difficult to find from grant funders.
- ☀ With the expansion of government directed young people's information and advice, first with the development of Connexions and then the Youth Matters agenda many Grant Making Trusts have moved away from funding what they now see as statutory provision.

Other Local Statutory Funders

- ☀ 4% of the Centres funding comes from District or Town Councils.
- ☀ Although many of the Centres are supporting young people with a range of health issues no Centre is currently receiving funding from health (with the exception of rental income at Treads)

DOORS & LADDERS

In the autumn 2008 Hyped had to close the doors of their information and advice Centres at Ladders in Christchurch (opened 1995) and Doors in Ferndown (opened 1998). Even with the wealth of funding raising experience and capacity hosted within Hyped/BCHA, additional sources of funding could not be found to continue these services. BCHA had largely funded the Centres out of their own reserves since they had taken over Hyped in 2001.

National content

The funding issues the Centres are facing are not specific to Dorset or lack of foresight from the Centres themselves. NCVYS national research (Every Organisation Matters 2008) has found that children's and young people voluntary sector organisations are *'being adversely affected by huge policy and structural change and consequent uncertainty about its sustainability.'* Local organisations are being *'increasingly affected by growing levels of public service commissioning which favour larger organisations and enhance private sector involvement.'* While the big charities describe a struggle to keep up with the new commissioning agenda, the small and medium are being completely left behind. National research shows that funding is largely going to big national organisations and small groups are being squeezed out.

Summary

The Centres have developed a complex jigsaw of different funding streams but are vulnerable to removal of any one of these pieces. The Centres brought in £325,226 of additional resources to Dorset during 2007-08. They offer good value of investment: 31% funding from DCC (including Connexions Funding) which results in a return for DCC of over two-thirds additional financial resources. This does not include additional resource and capacity gain via the input from volunteers. Dorset's development of commissioning arrangements for young people's services will have a big impact on the Centres. Mechanisms need to be developed that take into account this part funding nature of DCC funding if the Centres are to survive. 2008 saw the closing of two Centres in the East of the county and the other are vulnerable to DCC decisions about future commissioning of this work. Dorset needs to be proactive if it want to utilise the add value that local voluntary sector organisations provide.

How LINX centres are meeting Every Child Matters outcomes

Be Healthy

Dorset priorities: To improve the physical, emotional and sexual health of vulnerable groups.

Reduction in the number of under 18 conceptions

- Some centres host Young Peoples Youth Advisory Clinics.
- Centre staff trained in issuing of condoms.
- Centre staff trained in one-to-one advice giving in sexual health.
- Range of information leaflets available.
- Educational group work sessions offered.
- Developed links with local Dorset GP surgeries.
- Links with the Children's Centres.

Improved access to CAMHS Services

- Centres developed easy Referral to the early intervention in Psychosis worker
- Centres offer Young People Counsellors via their own staff or make referrals to and use premises for specialist services like Relate.
- A disproportionately high number of young people who access the Centres have a range of mental health problems. The Centres provide ongoing support to these young people around a range of issues.

Improved access to substance misuse workers across Dorset

- Centres host Shadows and ASSIST substance misuse workers drop in services for young people.
- Centre staff are trained in basic drug awareness and provide basic information and signposting to more specialist services.
- Range of information leaflets available. The workers do occasional educational group work sessions.
- A disproportionately high number of young people who access the Centre have substance misuse issues. The Centres provide ongoing support to these young people around a range of issues.

How LINX centres are meeting Every Child Matters outcomes

Stay Safe

Dorset priorities: To improve the physical, emotional and sexual health of vulnerable groups.

To reduce the experience of bullying and discriminatory behaviour

- Through the Dorset Anti Bullying Strategy Group where LINX is represented, Centres have agreed to be Safe Havens for young people being Bullied.
- Centres provide a safe environment for young people where bullying of all kinds is challenged.
- Some centres have developed a community anti bullying charter.
- Some centres are safe havens for lesbian, gay and bisexual young people. Waves hosts the Space Youth Project in Dorset and Toby's recently supported young people to attend Stonewall national conference on homophobic bullying
- Centres provide information about where to get help if you are being bullied.

Reduction in the number of young people going missing

- Waves and Rerun have worked together to raise the agenda of runaways. This has led to a multi agency group Strategy Group for Children who go Missing. LINX serves on this Group of this group.
- Centres provide support to young people who go missing and work with as well as providing support for their parents.

Young People's Needs

- Youth homelessness is a key issue where Centres provide support to young people.
- Some centres have secured funding to offer specialist housing advice support. Every centre would like this resource due to an ever increasing demand from young people in need.
- Support for issues arising from domestic violence.
- For some vulnerable young people without family support centre staff provide that regularly support on a range of issues which offers some security, stability and ensures young people are cared for.
- Young people who have very low self esteem and any other issues that prevent them from living a fulfilling and happy life have access to the Stand-by service at Waves which is a service designed to help a young person develop their full potential.

How LINX centres are meeting Every Child Matters outcome

Enjoy & Achieve

Dorset priorities: To provide more opportunities for play and recreation and to raise pupil & school achievement.

- Centres provide a range opportunities for personal and social enjoyment
- Centres provide other forms of learning/accreditation for young people who might not be successful through academic routes – The Duke of Edinburgh Award Scheme being one example.
- Several centres developed successful pre e2e programmes.
- Several centres have music studios and offer music projects specifically for hard to reach group.
- Toby's have supported their local skate alliance providing the young people with a place to meet, support with funding applications and general fund raising activities and support to access council meetings.
- Centres offered international exchanges.
- All these activities are free of charge to the young people.

How LINX centres are meeting Every Child Matters outcome

Positive Contribution

Dorset priorities: To engage children & young people more fully in decision making.

Increased number of young people aged 16-25 actively engaged in volunteering.

- Centres provide support for young people to develop community projects. Toby's support a group of dancers and a group of skaters who are making a positive contribution to improving community facilities. Young people are supported to get involved in community events in the town such as the Gold Hill Fair, The Shaftesbury Food Festival and the Gold Hill Run.
- Centres provide volunteering opportunities for young people.

Young people's priorities:

- Centres provide a range of positive activities for young people to engage in.
- Centres offer access to a range of positive activities to develop social and emotional skills that help young people make positive choices. Young people are offered opportunities to develop these skills which make them more resilient to challenges and pressures.
- Activity based projects provide preventative solutions and early intervention. Activities include music projects, volunteering opportunities, residential, peer support and the Duke of Edinburgh Award Scheme.

How LINX centres are meeting Every Child Matters outcome

Economic Well-being

Dorset priorities: To prepare all young people for independent adult life.

Reduce 16-18 NEETs across Dorset and among teenage mothers, among young offenders, among care leavers.

Increased attainment levels post 16.

- Centres host Connexions workers for weekly sessions and in some cases Connexions local Teams are based there.
- Equipment and advice is available for the compilation of CV's and job applications
- Centres have run a pre entry to employment programme with links to e2e
- Tobys has strong links with the Children's Centre and offers a trained advice and guidance worker to work with young mums once a week.
- Centres work with the Citizens Advice Bureaus for specialist advice on debt and benefits. Toby's hosts the CAB so that young people can get specialist Debt advice once a week.
- Centre work with young people involved in Tobys works with the YOT team to put in place meaningful occupation for young people.
- A disproportionately high number of young people who access the Centres are NEET young people. The Centres provide ongoing support to these young people around a range of issues.
- A disproportionately high number of young people who access the Centres have involvement with the youth justice system. The Centres provide ongoing support to these young people around a range of issues.
- Independent life skills including budgeting, cooking and personal hygiene.
-

The Rendezvous and Training

The Rendezvous has specialised in developing a range of training:

PRE-ENTRY TO EMPLOYMENT AND ENTRY TO EMPLOYMENT

They are an exam centre with OCR and Royal Society for the Promotion of Health (RSPH) so they can offer all learners qualifications in Adult Basic Skills up to Level 2 in both Literacy and Numeracy. They also offer CLAiT (IT skills, certificate and diploma), Level 2 in Food Safety and Level 2 Health & Safety in the Workplace. These qualifications provide a good base to progress into work or further education. Alongside accredited qualifications learners needs are identified so support can be provided for the softer outcomes, for example anger management, music skills, self esteem, interview skills, communication, time keeping etc.

ADULT LEARNING

The centre offers help and support to adults who wish to improve their English, maths or computer skills. If they wish they can take the OCR exams in Adult Literacy, Adult Numeracy and/or CLAiT.

EXTERNAL TRAINING

They offer one day courses to businesses in Food Safety and Health & Safety, certificated through RSPH.

Case studies

Stand By Case Study at Waves

I have been working with Francis for the last six weeks. Her mother initially referred her. Francis was being bullied at home by her brother and also at school by friends. Francis' brother was not willing to attend any Family Mediation so we decided after discussion that the best way forward would be some Stand- by work.

In our first session together Francis told me she wasn't good at anything and often found herself alone. Her brother was always putting her down. Although she had friends at school she felt she couldn't tell them how she felt so she just 'tagged' along with them and was feeling that they thought she was boring. After discussing what was happening Francis was able to identify the difference between teasing and bullying. Knowing this gave her a bit of relief, as she was able to look at things with a different perspective. After that session we focused on raising her self-confidence.

During the following weeks we used sport activities to encourage Francis to find her own strengths. The activities were

- Skate boarding lessons
This session was a great challenge for Francis as she was completely out of her comfort zone. With expert guidance and encouragement she was able to conquer her fears. At the end of the session Francis felt a great sense of achievement.
- Rock climbing lessons
Francis had tried rock climbing before but had not finished it so it very important that she completed this lesson. Knowing the reward of feeling a sense of achievement from the previous session, Francis approached this challenge with great determination. When leaving the centre Francis was able see that she has the ability to over come her fears.

- Go Ape

Go Ape was a group activity and by this time Francis's attitude and confidence had an absolute turn around. Francis volunteered to be team leader and took on this role with pride. She had gained the self-confidence to encourage others. She completed all the tasks with no worries. Francis left feeling self-empowered.

Along the side of physical activities I worked with Francis by talking through her problems. I now feel Francis has found her ability to overcome obstacles on her own with confidence.

I have seen Francis transformed from a shy young girl to a confident young lady. She is now happier with home life and is using her new skills in her everyday life.

Case Study from Routes

Child A, was 13 years old when she accessed Routes in a very distressed state asking for 'clarification on the law' with regards to fostering. She is the eldest of five children and her parents had a private agreement with friends of the family that she could stay with them several days a week.

The parents tried to withdraw this foster arrangement after an incident of domestic abuse in the home where police were made aware by the foster carer, no charges followed. Child A was distraught about this and refused to go home.

Child A disclosed to Routes staff about her life as the family's primary carer. She felt her parents were incapable of looking after her or her siblings. Social Services were aware of the family but were offering no additional support on Routes requests. Concern by the child's disclosure of physical and emotional abuse, unhygienic living conditions and being locked in their rooms each night. Routes assisted Child A to get support from a range of different agencies which eventually led to three court appearances. These included family rights

services also Youthline, Voice for the Child in Care, Childrens Legal Services, Relate, Citizens Advice Bureau, NSPCC, Childrens Legal Centre. Child A also had a solicitor and eventually a barrister. Support and guidance were given to Child A who was emotionally exhausted throughout the months that this took to come to court. Routes were in contact with the school and A's foster parents at all times.

After many months of legal wrangling and court appearances A was allowed to live with her foster parents who now have a residency order. A has continued to come to Routes and she is now a volunteer. She is thriving with her school work and intends to go to college and then on to University. She has no contact with her birth parents but does have contact with some of the siblings. When child A first came to Routes she did not achieve any of the 5 aims of Every Child Matters, she now hits all 5. Child A has become a confident, achieving, well rounded young person whose self esteem has grown and put her on course to achieve her dream of becoming a teacher and Routes continue to support Child A.

Young People's Feedback

My name Is Stephen Lewis and I'm 19 years old and have had a lot of problems in the past 4 years. Waves have been here for me and supported me. I will basically tell you some of the things that Waves have supported me with:

On the 18/08/08 I came into Waves to use the phone to ring Prince's Trust to start up a business, where all the staff were very supportive and helped me get into contact with Teresa.

On the 26/09/08 I came into Waves to say I needed to find a place to live and Waves got me a place in Lennox Street. I had also split up with my girlfriend which ended up me having a lot of mental problems, Wave's referred me to the C.M.H.T which stands for Community Mental Health Team.

On the 12.11.08 I came into Waves to try and get a crisis loan, which I could not get. I spoke to Jo and Kris who work at the project about me being homeless and had no where to go. They then offered to get me a sleeping bag which was very useful and very unexpected.

I also have had no food and I was given food packages and teas and coffees which when you're homeless is like a big juicy cake.

I would like to say to you guys that I came into to Waves a few times saying that I wanted to kill myself and they all sat down and chatted with me and made me consider.

I thank all who work at the project and all the problems they have sorted out with me.

I think that if this Project was not open people like me would not be able to get a jump start with all their problems, Waves are very helpful and should be given an award for all their hard work and good advice