

Buckinghamshire Youth Storyboard October 2016.

Why are we improving this area?

- To improve the pathway for young people aged 11 – 25 to access services
- To reduce duplication of services and ensure that young people are able to access the right level of service at the right time from the right professional
- To ensure those with the most need are able to access appropriate support and align services with demand
- To join up services who are often working with the same young people to make more targeted use of resource and provide a seamless service for young people
- To improve services based on young people's feedback

What are the next steps?

- Identify trends and patterns as more data is collected and analysed, enabling us to target young people more effectively
- Provide further training for staff on the areas identified as cases develop
- Continue to build the partnership across the 3 providers and ensure that young people are transitioning effectively from targeted intensive support through to universal provision as appropriate
- Recruit more volunteer mentors to increase capacity in this area of work
- Set up a steering group of partners to support and guide the development of Buckinghamshire Youth
- Evaluate progress to date in January, to inform future delivery.

What is the evidence of impact?

- 6 months in, 158 young people have been referred since Bucks Youth was established in June 2016, with an average age of 14 years.
- Aylesbury and Wycombe make the highest level of referrals reflecting the make-up of these areas
- 139 young people, many with multiple and complex needs have been or are in the process of being helped to achieve positive outcomes
- Of the 103 referrals picked up by youth workers, 36 positive outcomes have been achieved and a further 49 young people are currently working towards achieving their goals. The remaining 18 are in the relationship building stage prior to initial assessment.
- Average distance travelled on the youth star is 0.8 points, higher than the national average of 0.6.
- Partners have responded positively to the changes and referrals are steadily increasing
- 16 young people have attended groupwork sessions to date and initial feedback has been positive.

What changes have been made to date?

- Researched existing (2015) early help provision for young people with key stakeholders, made recommendations and identified new model of delivery to enable these recommendations to be achieved
- Established new delivery model: Buckinghamshire Youth – a framework bringing together 3 providers who work with young people: Youth Service, Adviza (formerly Connexions Bucks) and Action4Youth (April to June 2016)
- Created a vision for Buckinghamshire Youth that includes a set of values to inform the work
- Developed a single point of access for referrals, with jointly agreed referral criteria based on risk factors and support needs
- Established a joint allocation process where young people are discussed by representatives of the 3 providers and the most appropriate support package and worker is identified. Stuck cases are also reviewed here.
- Established a management group to oversee progress and provide leadership and direction across the 3 providers
- Implemented a robust Quality Assurance process to ensure young people receive the best possible support
- Delivered training to staff across the 3 providers to ensure they are equipped to support young people effectively
- Trained Business Support colleagues to take referrals over the phone and developed an online referral form and promoted this across a range of partners to enable them to refer easily.
- Refreshed information on the BCC and BFIS website to reflect the new remit of Buckinghamshire Youth and provide accurate information to referrers/families
- Distributed a newsletter as part of a communication strategy to keep internal staff updated on developments and achievements within Buckinghamshire Youth as it becomes embedded
- Created a new data set to monitor progress and support continuous evaluation and improvement
- Consulted with young people as part of the development phase and included their views in the resulting model. Continued to consult around branding to ensure the service appeals to young people.
- Included a wider age range of young people in our remit to ensure more vulnerable young people can access a service
- Established a mentoring programme to provide less intensive support to young people as their needs reduce
- Established group supervision across the 3 providers in addition to line management supervision to ensure learning is shared and support is effective
- Established groupwork sessions for young people in Wycombe and Aylesbury to support young people with their employability skills and personal development and wellbeing, in addition to the 1:1 support they are getting