

## FOI 3367

On 30/11/2016 Northumberland Youth Service submitted a request for grant funding to Prudhoe Town Council, this freedom of information request relates to that grant funding application, along with the delivery of youth services at the East Centre in Prudhoe.

"Northumberland Youth Service West Area are asking that the Town Council will part-fund detached/outreach sessions on Thursday and Friday evenings to a level of 50%, with the balance of the cost to be met by the Youth Charity Shop. The work will involve a three-hour detached/outreach session on each night, provided by two members of staff, with all on costs included in the cost indicated. During particularly inclement weather Prudhoe East Centre might be used on a Friday evening rather than working on the street but duration / staffing levels will remain unchanged".

**Q How many sessions have been delivered since April 2017?**

There have been 34 sessions delivered.

**Q. How many members of staff have delivered sessions on each of the required nights?**

Staff numbers vary between 2-6 available for each session. Daytime provision usually with 1 member of staff, but additional staff may be available if the need is acute.

**Q. How many young people have been engaged as part of the detached sessions since April 2017?**

The latest check shows the figure to be 384 (these will include repeat contacts).

**Q. How are the young people identified for detached sessions? (i.e walkabout, referral from police or other body?)**

Staff are aware of the places young people congregate through discussion with the young people themselves and dialogue with local people in the community. In addition, we are in contact with services such as the Co-op and Waterworld. Information sharing and referrals are often made by Town Councillors, members of the public and Police and Community Safety.

**Q. How many requests from other bodies have been received for detached work? (i.e how many calls from police or other bodies for detached intervention).**

Referrals are used to inform practice that week. A specific number is not available at this time.

**Q. If all sessions have not been delivered, why not?**

On 2 occasions these sessions did not occur due to staff attending youth awards evenings for young people in Prudhoe, or participating on a graffiti project with young people in Prudhoe.

We have experienced higher than average sickness of detached youth work staff, combined with the maternity leave of a substantive post.

Additional absence of management staff lead to a re-focussing of staff to ensure a successful National Citizen Service programme which involved young people from Prudhoe.

These factors all contributed to occasions when detached sessions were unable to take place.

**Extract from Grant Funding Request of 30/11/16 to PTC;**

**“Request is made to The Town Council to fund a single three hour Junior / Project Night session each week. This will take place on Thursday evenings”.**

**Q. How many sessions have been delivered since April 2017?**

All Thursday night sessions have taken place since April.

**Q. How many young people have attended Junior/Project Night sessions on average each session?**

In Sept / Oct and Nov 2017 there has been 194 attendances and 9 Young People accessing for other reasons. There are currently 81 Junior Members on the Register.

Project night has seen 61 attendees.

**Q. How many members of staff deliver Junior/Project Night sessions?**

Up to five staff per session

**Q. What does the centre do to ensure inclusion and differentiation for young people attending these sessions?**

Promotion of our work is via a range of methods. These include signposting during detached sessions and by text messaging current and past members. Information sharing also occurs during the Prudhoe Town Council Young People’s Forum and Tynedale Youth Forum which is shared with partners and distributed.

The Project Session is aimed at those who are not comfortable (this may be for a range of reasons including anxiety/social skills/not liking lots of noise/socially isolated) and do not access other sessions. This time is also promoted to those who access EHA/HUB/Social Services. Historically this has also been a time for young people who self-identify as not engaging in school or are in EOTAS, or who go to school out of area.

These sessions are also promoted to extremely vulnerable young people living in care locally who are from outside of area and do not go to school in the area.

**Extract from Grant Funding Request of 30/11/16 to PTC;**

**“The continued funding by the Town Council offering 10 hours work per week of additional Youth Worker support”.**

**Q. Have the additional 10 hours per week been utilised?**

Yes, in facilitating drop in times for young people to seek support with college access, CV writing, job and apprenticeship applications, support with parenting, 1:1 Support, accompanying Junior Members on a TYF residential, Young People involved in Fundraising, Prudhoe Town Council Young People's Forum facilitation (minutes / agenda etc), working with the local businesses, writing reports and attending local / regional meetings and representing Prudhoe in the Youth Work field.

It has also enabled Youth Workers to be present at Prudhoe Town Fair - Sun 4th June 2017 and Highfield Fest - Sun 25th June

In addition it has been used to support young people to access volunteering opportunities at Prudhoe Youth Charity Shop.

**Q. If not, why not?**

See answer above

**Q. If not, how many hours have been utilised each week?**

See answer above

**Q. What have the additional hours been used for?**

See answer above

**Q. How many young people have received support by way of these additional hours?**

The latest check shows the figure to be 486 (these will include repeat meetings)

**Extract from Grant Funding Request of 30/11/16 to PTC;**

**"This post includes the responsibility of servicing the Town Council's Young People's Forum".**

**Q. The Young People's Forum meets bi-monthly. Forums should have been held in May, July, September, with further planned sessions in November and January. How many young people's forums have been held in this funding period?**

There has been one meeting with another planned for December. In addition, I have had two meetings with the Town Council to feedback in lieu of the lack of a forum meeting.

**Q. If not all forums have been held, why not?**

Reduced staff capacity as previously described contributed to this

**Q. How many young people have attended the forums? (Any young person between the ages of 9-19 who lives in the Prudhoe Area is welcome to attend the Youth Forum).**

5 representatives from the East Centre, 2 from St Matthews and 3 from Highfield Middle.

**Q. Who else and from what organisation have attended the forums? Please specify who 'should' attend to who 'actually' has attended.**

Prudhoe Town Councillors attend sessions, as do representatives from local Churches, the Police, Guiding Associations, First and Middle schools, Ferndene and Youth Workers. Other organisations such as Healthwatch Northumberland attend on occasion. The mailing list is extensive.

**Q. What issues have been identified as part of the young people's forum?**

Issues are wide ranging and include:

Courses for young people, parking issues around schools, NCS, youth unemployment and employability, mental health issues, relationships, housing, safeguarding issues around internet / mobile phones / social media, normalisation of violence and behaviours, detached work, fund raising, redevelopment, safety in the town, litter, and street lighting.

**Q. What action has been taken to resolve or implement any changes or recommendations made by people at the young people's forum?**

Prudhoe Town Councillors react proactively to suggestions, as do youth work staff. Meetings are minuted and referrals often made.

Extract from Grant Funding Request of 30/11/16 to PTC;

**'Discretionary Funding'**

**"Summer + Holiday Programme – additional finance to ensure that the East Centre can offer holiday opening (as with the previous year) and can resource an exciting and varied programme".**

**Q. What programmes have been delivered over school holiday periods, (Easter 7th April to 24th April, 1/2 term 26th May to 5th June, Summer 21st July to 5th September, 1/2 term 20th October to 30th October) ?**

Alongside regular sessions other activities include an animation workshop and graffiti workshop. A number of other activities were offered such as Coasteering but had to be cancelled at the last minute due to a hundred per cent dropout rate at the last minute.

**Q. How many young people have attended sessions during these programmes? How are these programmes promoted?**

Promoted to all young people in Prudhoe who youth workers come into contact with and have mobile numbers for.

**“Boxing Club – To ensure appropriately qualified staff can continue to provide a safe and developmental environment for an increasingly popular club”.**

**Q. How many members does the Boxing Club have?**

At latest check this was 8 Junior and 10 Senior members

**Q. How many sessions have been held this funding period?**

27 sessions have been run since April.

**Contribution to the Prudhoe Young People’s “Wish List”, enabling Young People to apply for small grants for a range of activities/resources”**

**Q. How is the Young People’s Wish List publicised?**

Discussions during Youth Sessions and through the Young People’s Forum

**Q. How many ‘wishes’ have been applied for this funding period?**

1 - St Matthew’s School for Arts and Craft supplies

**Q. How many ‘wishes’ have been successful in this funding period?**

See answer above

**Q. What kinds of ‘wishes’ are your people applying for funding for?**

See answer above

**“Trips/Visits – Ensuring an additional trip/visit is available to each group (senior/junior) which can be used outside the holiday periods”**

**Q. How many trips/visits have been carried out this funding period? Q. How many young people have attended each trip/visit?**

Tyneside Cinema - Book Club - 1 Staff + 2 YP

Wed 12th April - Kielder Challenge - 2 Staff + 7YP

Offered Open Clasp Hexham Thurs 8th June - CSE (out to Year 9’s in school) - no uptake from Prudhoe

Coasteering - Sat 5th August - Cancelled - 6 YP interested - 4 pulled out in 5 days previous. So staff cancelled.

Sat 5th August - 1 staff and 1 YP South Shields

Sat 15th April - visit to Fuse to see Beauty and the Beast offered = no take up

HIV AIDS Awareness Film promotion at Hexham Forum Cinema Tues 21st Nov = no take up

NDAS / Open Clasp Hexham Forum Cinema Wed 29th Nov = no take up

**Q. What kind of trips/visits have been carried out?**

See Answer above

**“Project Work – Specifically targeted work in response to a defined need. This may for example be relating to the motor project initiative (trip to a motoring event), skaters, C-Card, Arts, Community Workshop Projects”.**

**Q. How many projects have been carried out?**

Book Club - Trip to Tyneside Cinema

Arts Award - Tues 4th April, Animation Workshop Mon 10th April, 18th Oct 2017

Graffiti Work Thur 27th and Fri 28th April

Northumberland's Finest - Fri 16th June - 2 Nominations from Prudhoe shortlisted - work on Arts Safe Week - 5th June 2017

NDAS SOS small group work - dates TBA - currently discussing with YP at sessions

Melva at Front Street Theatre - Fri 5th Jan - currently discussing with YP at sessions

Wise up to Well Being - continuous.

Various awareness days highlighted in project work. Sexual Health Week, Roald Dahl Day, Stress Awareness, CSE, Alcohol Awareness, Road Safety Week,

**Q. What projects have been successfully completed?**

Arts Awards (3 submitted, 3 others close to submission)

Book Club - started reading book together, saw play of the book, all joined online reading site

Animation Workshop completed and work shared to contribute to Arts Award

Graffiti Art - successfully completed in local community

**Q. How do you identify a 'defined need' for a project?**

The need may be defined from a range of sources. These include linked to access to accreditation - Arts Award. Alternatively, it might be identified by young people - Book Club, Graffiti, Animation. Finally it might come about via interests of volunteers / staff and / or signposting from received projects / information.

**Q. How many young people have undertaken projects?**

Arts Awards / Book Club / Animation = 15 young people to date

Gardening Project - delivered at generic sessions - so all Seniors and Juniors who attended between April - Sept were included in the activities. Growing plants / eating / drinking plants that have grown / potting / planting / watering.

**Q. How are 'projects' publicised to a wider audience of young people, not just those attending the centre?**

C-Card - Is publicised via: Health Drop ins, GUM Clinics, C-Card Finder App, NHS Website, and word of mouth. C-Card is offered from the East Centre at any point when there is a trained worker

available and also at allocated times identified on programme. It is also available at the Prudhoe Community High School Health Drop-in.

**“Contribution to Tynedale Youth Forum. This includes the activity residential, bringing together young people from Prudhoe to access various activities including a summer residential, The World at Work event and Tynedale Youth Awards. Each young person is awarded a voucher at the Award events for their efforts”.**

**Q. How many young people from Prudhoe have undertaken activities or worked as part of the Tynedale Youth Forum?**

Junior Girls Residential - 3 Oct 2017: 3 young people

Tynedale Youth Forum Awards - 17 Nov 2017: 2 young people

### **General Questions**

**Q. How many hours per week is the East Centre accessible to young people?**

Monday: Daytime 4 hrs / Evening 3 hrs

Tuesday: Daytime 4 hrs / Evening 2 hrs (Boxing Club only)

Wednesday: Daytime 3 hrs / Evening 3 hrs

Thursday: Evening 3 hrs

Please note this does not include detached work or where a response is urgently needed which can affect hours.

**Q. How is the programme, events and services of the East Centre publicised?**

- Updates on the Northumberland County Council Website
- At Prudhoe Community High School Drop-in
- At Queen Elizabeth High School Drop-in
- At events, i.e. Tynedale Youth Forum Awards and Northumberland's Finest
- To young people on the National Citizen Service
- Young people seen by youth workers whilst on detached
- By other youth workers across the area from Haltwhistle / Allendale / Bellingham / Hexham / Corbridge

**Q. Does the East Centre have a website or facebook page? If not why not?**

As the East Centre is part of Northumberland Youth Service it does not have its own website or Facebook page.

**Q. How do members of staff ensure inclusion within the sessions that they run?**

Staff are aware of the many issues affecting young people and workers are skilled in engaging with and building a rapport with the young people that come to the East Centre. Training means staff can recognise change within a young person which might exhibit within a session. Variety of

programme and a listening ear ensure that young people are aware of the services we offer and support networks that might be available.

**Q. How do members of staff ensure that the sessions provided either events or drop in are accessible for all young people?**

Through proactive work with other organisations / agencies. We have been encouraging new groups and trying new sessions in order to be inclusive and avoid ghettoising of the East with the same young people continuously at the same sessions.

**Q. Are members of staff trained to deal with children/young people with special educational needs (SEN)?**

Several of the staff team are experienced in working with a range of individuals and are currently running sessions specifically designed for young people with additional needs. Where possible staff will access relevant training and where our team do not have relevant training or experience we would look to other services and support networks.

**Q. How many children/young people attend the centre who have SEN requirements?**

- We would only be aware of those who disclose / recognise their requirements or where we have been informed by parents / carers / other professionals
- We are aware that we have had several young people who attend Hexham Priory School come along to sessions
- We have also had a number of young people where we have been aware that they are at risk of exclusion from school. This includes mainstream and specialist provision
- A number of young people self-identify their needs. These conditions include dyslexia / anger issues / anxiety / ADHD / attachment disorder

**Q. Does the centre provide any specialist events for children/young people with SEN requirements?**

- We have until recently, been facilitating the Lego Club and then Happy Faces by providing a venue to the group. Happy faces are now delivering from an alternative venue.
- A specialist group for young people with additional needs that Northumberland Youth Service runs in Hexham has had several young people from Prudhoe over the years.

**Q. How does the centre support children/young people with mental health problems?**

- Workers attend Prudhoe Community High School weekly to provide a Health Drop-in during lunchtime. Mental health issues regularly form part of any referral.
- Workers are very aware of many mental health issues that young people present to them during the course of their work. This includes their own and with family / peers / friends. Workers regularly discuss strategies for coping with anger, anxiety, panic attacks and self esteem with these young people.
- Where possible we will offer 1:1 support to young people and use techniques to promote mindfulness as appropriate.



**Q. What training have staff received to provide support for children/young people with mental health problems?**

- Mental Health First Aid Training
- Anxiety Management in Children and Young People
- Fantasy vs Reality
- NDAS Domestic Abuse Training
- Attachment Disorder
- Drug and Alcohol Awareness Training

**Q. How do and where do staff refer or signpost children/young people with mental health problems?**

Staff share information with young people re: the many services available to them. This may be national or local. However, a lot of young people do not wish to access other services and would rather seek support from the youth workers they are familiar with.

Agencies we have referred to include Talking Matters, Childline, Samaritans, CAB, Peer Mentors (in school), school based learning support, Streetwise Newcastle.

We will access online support / applications with young people, where possible, to demonstrate information they can access. Where appropriate, we would make referrals to other services and will share information with other services who are working with the same young people we work with.

Often young people we work with already have other services involved and they want us to be an advocate for them. We will operate a solution focused approach facilitating access and working towards full engagement.

**Q. Does the centre have a safeguarding policy? If so, please provide a copy.**

The Centre does not have its own Safeguarding Policy but all staff have been trained and have access to the NCC Youth Service Safeguarding Policy.

**Q. What training/development have members of staff received on safeguarding?**

Staff receive annual safeguarding training through face to face sessions and online through Learning Together. This is a mandatory requirement of NCC staff. All face to face training is by Northumberland Safeguarding Children's Board approved tutors.

**Q. Who would lead on safeguarding issues at the centre?**

Any disclosure / referral would go through the process as described in the policy and would go through a designated officer.

**Q. Does the centre and youth provision fall within the requirements of the PREVENT duty**

under Part 5 of the Counter-Terrorism and Security Act 2015? (Part 5 Risk of being drawn into terrorism, Chapter 1 Preventing people being drawn into terrorism, Chapter 2 Support etc for people vulnerable to being drawn into terrorism).

**Q. If so, have staff been trained on PREVENT?**

PREVENT training is also a mandatory element of training of NCC staff.

**Q. If so, how is this implemented within the centre and monitored?**

In accordance with the aforementioned training. Any incidents would be referred through the appropriate process.

**Q. How does the service provided at the centre meet the requirements of the Public Sector Equality Duty under the Equality Act 2010 in respect of the three aims of the general equality duty;**

- (a) Eliminating unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act?**
- (b) Advance equality of opportunity between people who share a protected characteristic and those who do not?**
- (c) Foster good relations between people who share a protected characteristic and those who do not?**

By its very definition, one of the core principles of youth work is the advancement of all young people and facilitating all young people to succeed. Through such approach, we continually promote the practice that anti-discriminatory practice is good practice. In reality this may mean challenging young people with prejudicial views surrounding the nine protected characteristics, namely:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

The range of this approach influences the work that we do. For instance, young people are supported to discuss some of these issues as they affect them in the Health Drop-in. We support a range of young mothers within Prudhoe and the aforementioned Lego Club and Happy Faces are specifically designed to work with particular groups of young people. Young people from Prudhoe have been involved in intergenerational work with older people through the NCS programme. Many Youth Service activities are specifically designed to challenge views and unlawful attitudes with a view to a more tolerant and harmonious society.

Q. How does the service provided at the centre meet the requirements of the Public Sector Equality Duty under the Equality Act 2010 in respect of the activities or services offered at the centre with the aim of;

(a) Removing or minimising disadvantages suffered by people due to their protected characteristics?

(b) Taking steps to meet the needs of people from protected groups where these are different from the needs of other people?

(c) Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low?

Equality of access is far removed from an open door policy. It is the active targeting of under represented groups and the assessment of their needs to be met which removes barriers and enables access.