

## Lancashire Young People's Service in Lancaster District

### 1. Background to work in the District(s)/Locality

The Lancashire Young People's Service in Lancaster District provides services to young people in a range of formal and informal locations around the district and on a wide range of issues and topics relevant to young people. The Service has three delivery strands (Information, Advice and Guidance; Prevention and Inclusion and Open Access) each with a particular focus enabling workers to focus on their main targets and activities but work across the strands is also developing as an effective and 'joined up' way of meeting the needs of young people.

The work of the Lancashire Young People's Service includes the delivery of informal social education of young people aged 11 - 25 (with a focus on 13 - 19 age range) in a range of settings and the support of young people aged 13 - 19 to make the best possible transition into adulthood and working and community life. In addition to open generic youth work, we provide an information and advice service and several specialist teams to support at risk or vulnerable young people. This work takes place in a range of venues and settings around the district – including youth and community centres at Morecambe, Heysham, Barton Road in Lancaster and North Lancaster, the Morecambe One Stop Shop, the Mobile Information Unit and detached locations. Other buildings are used to work with young people in communities where we do not have access to a County building. We also have specialist teams who work across the District in the following areas of work:

- youth participation;
- detached work;
- lesbian, gay and bisexual work;
- multi-ethnic work including work with the Asian community;
- single gender work.

The Information, Advice and Guidance (IAG) support to young people is delivered in range of educational settings that include:

#### **High Schools:**

Two grammar schools and nine mainstream high schools (two of which are faith schools).

One independent faith school.

Three residential schools for young people with emotional/behavioural difficulties – (two of which are independent).

Two special schools for young people with special educational needs.

Lancashire Education Medical Service (a provision for young people with health related issues).

One short stay school (for young people who have been temporarily or permanently excluded from school).

**Colleges:**

Lancaster and Morecambe Further Education College.  
Two specialist colleges – Beaumont College and Bleasdale School.

**Training providers:**

One entry to employment provider (E2E).  
Two work-based learning providers.

One of our priorities is to reduce the number of young people aged between 16 and 18 who are neither in learning or work. In order to increase participation in education, employment and training, we also support young people who may be experiencing other problems and barriers to learning – for example substance misuse, involvement in crime and homelessness. There are two information centres, one in Lancaster (Aalborg Square) where young people (parents and carers) can access up-to-date information and resources as well as current job vacancies. The second in Morecambe provides the same service and operates out of the Morecambe One Stop Shop on Kensington Road and this centre also has other partner agencies located in the building.

**2. Operations Team details**

The District Office is based at:

PO Box 606  
White Cross Education Centre  
Quarry Road  
Lancaster  
LA1 3SQ

Telephone number: 01524 581171

Website address: [www.lancsyics.org/lancaster](http://www.lancsyics.org/lancaster)

**Operations Team Senior Staff**

Operations Manager	Mandy Stott	01524 581171 07887831291
Team Leader - Open Access	Gail Smith	01524 581171
Team Leader - Prevention & Inclusion	Sarah Elliott	01524 581171
Team Leader – Information Advice & Guidance	Jane Wann	01524 581171

### **3. Service delivery arrangements**

#### **3.1 Information Advice & Guidance (IAG)**

##### **Work in Schools/Colleges**

The organisation has partnership agreements with all secondary schools, colleges and learning providers. These agreements set out the work that is to be undertaken during the academic year and will include some or all of the following (based on identified need):

- providing up to date information advice and guidance to young people on a one-to-one basis;
- providing group work to young people;
- attending and contributing to parents evenings;
- attending reviews for young people with Special Educational Needs;
- completing Section 139a documentation for young people with Special Educational Needs who are in Year 11 at school.

##### **September Guarantee**

Under the terms of the September Guarantee young people must have an offer of learning as they complete their final year at school. The Service is responsible for ensuring that young people in Year 11 at school receive the information, advice and guidance that they need to apply for post-16 or further learning opportunities. This year the September guarantee has been extended to include 17 year olds who are on a one year course, are employed in a job without training, or are unemployed. The Service tracks and supports all these young people and provides statistical reports to Lancashire County Council and the Learning and Skills Council.

Through their work within schools the youth support worker will have identified those young people at risk of not making a successful transition into post-16 learning and will have prioritised work with this client group.

##### **Follow up work**

All young people are followed up at regular intervals, according to their situation, to ensure that they continue to be settled in work/education/training.

##### **Not in Employment Education or Training (NEET)**

All NEET clients in the district are caseloaded to our team of young people's workers for ongoing one-to-one work and intensive support. In addition, team members have individual areas to 'champion' and link into other local support services to such as supported housing projects, Prince's Trust, JobCentre Plus to ensure young people receive the appropriate services.

- IAG Centres and Interactive Services

There are two centres in the district – one in Morecambe and one in Lancaster – where clients are able to 'drop-in' or make appointments to see a young people's worker. These centres are open every weekday and provide information, advice, guidance and support. The centrally provided Interactive Services is available 10.00 am – 10.00 pm every day of the year and can be accessed any where in the county by telephone, text or email.

### **3.2 Open Access Services**

- Regular weekly provision

A range of generic provision runs from Lancashire County Council owned premises in Lancaster District - including senior, junior and single sex provision. The programme of provision is based on an assessment of the needs of the young people in a particular area and involves the input and influence of those young people to ensure our work is responsive to their needs.

The centre-based workers also support young parents and community groups within the centres. Some outreach work is carried out as required during periods of recruitment. There are Lancashire County Council provided centres in Heysham, Morecambe, Carnforth and Lancaster but staff also work from other buildings to access young people in their communities.

Not all young people access youth centre provision – either from choice or from inaccessibility – and so, detached work is carried out across the District by a specialist team four regular evenings per week. The team focuses in locations that have been identified, often in liaison with partner agencies, as having specific need for detached work input.

In Carnforth, generic work is carried out in Carnforth High School and the Carnforth Hub (a new building developed with money from Children's Centre funds, Youth Capital funds and Carnforth Regeneration Project Funds). In addition to regular work in Carnforth there is also a programme of contact work with young people in smaller rural locations, where support is given to voluntary organisations running youth clubs and where Lancashire Young People's Service staff make contact visits and support young people to access provision in other locations.

Generic work in Lancaster is delivered at the Lancaster Boys' Club and performing arts work provision is offered out at DT3 (the Duke's Youth Theatre) and is in partnership with the Dukes Theatre, where staff work with a range of groups, including a group of young leaders. The young leaders are supported in developing their skills and become volunteers working on arts-based projects across the district.

- Other projects/holiday provision

During school holidays staff teams plan days out, fun/sport days and residential with the young people as appropriate to the needs of the young people.

The Service works in partnership with a number of organisations to support projects and holiday provision – during the summer some of the centres are used by Lancaster City Council for playscheme provision for 8 – 11 year olds. The City Council supports our work providing specialist sports training for some of our groups. Other joint initiatives include Activ8 project and sexual health outreach with Signposts, mountain biking/quad biking with Lancashire Association of Clubs for Young People and joint activities for young people in particular communities with Police Community Safety Officers.

### **3.3 Prevention and Inclusion**

- Regular Provision

A positive activities for young people (PAYP) team of three key workers and a targeted youth work team provide ongoing one-to-one support to identified young people referred into the scheme. This is delivered throughout the year with additional group activities over the school holiday periods.

Two Lancashire Young People's Service staff are linked into Lancaster Youth Offending Team (YOT) and provide a joint working approach to young people working with YOT. The focus of this work is specifically to support young people into ETE learning opportunities. They offer a drop-in facility and one-to-one casework for young people known to YOT.

A worker is linked into the Leaving Care Team to support young people looked after and care leavers and promote their progression to education, employment and training. In Lancaster this has been a successful pilot scheme, funded from Local Area Agreement (LAA) monies and also has an additional county-wide co-ordination role.

Lancashire Young People's Service staff co-ordinate and facilitate a weekly group and one-off projects for young people from the travellers' community. They link with traveller education workers to provide a range of activities, trips and projects.

In support of young people who are NEET, all clients in the district are caseloaded to our team of Lancashire Young People's Service staff for ongoing one-to-one work and intensive support. In addition, team members have individual areas to 'champion' and link into locally to support progression of these clients such as supported housing projects, Prince's Trust, JobCentre Plus and young parents.

The service works closely with Lancaster and Morecambe College, who are the local E2E (Entry to Employment) providers. The Lancashire Young People's Service supports current learners at the college, with reviews and continuation of their

progression. There is also a weekly group for lesbian, gay, bisexual and transgender (LGBT) young people where on-going activities, trips and project work are delivered. Similarly, a team of staff run weekly group work for Asian young women and a multi-ethnic boys' group.

- Other projects/holiday provision

Teenage pregnancy is an issue in the district and funding has been provided by the Learning and Skills Council for courses aimed specifically at young parents. This work is supported by a young people's worker who ensures that the young people involved have opportunities for development through the course and progression beyond it. The worker also ensures links with other relevant professionals are maintained (eg teenage pregnancy midwife).

Work with the gypsy romany traveller (GRT) group continues and they are currently undertaking a big project involving a range of partner organisations and members of the wider GRT community.

A whole range of activities have been provided during school holiday periods for young people, based on identified need and group interests.

A new group is just emerging with a focus of issues to do with homelessness (see highlights below).

### **3.4 Partnership working**

The Lancashire Young People's Service works closely with a range of partners from the voluntary, community and faith sector (VCFS) and the statutory sector in order to 'joined up' services to young people. As a core member of the Local Children's Trust Partnership in the Lancaster District, the Service shares a responsibility with the City Council to lead on the development of a Positive Activities for Young People Action Plan. The Service also contributes significantly to the 14-19 Strategy by working in partnership with schools, colleges, training providers and employers in order to improve outcomes for young people at key points of transition and to enable them to make the choices that are right for them.

Young people's workers also play a role alongside other partners in supporting young people who are at risk of becoming involved in anti-social or offending behaviour, through crime and disorder partnerships (CDPs) and Prevent and Deter Groups.

### **3.5 Commissioned Services**

Services have been commissioned during the year in key locations around the district. These are locations identified as 'hot spots' of anti-social behaviour, or as areas where little or no provision currently exists, or where extra provision may be needed at specific

times to meet a specific need. There has also been commissioning to expand existing work in order to widen the reach of that work.

#### **4. Highlights of 2008/2009**

- During the year two buildings were officially opened - Heysham Centre - extended and refurbished as a children's youth and community provision and the Carnforth Hub - a new building and for the first time young people in the area have really felt some ownership of the space where they can meet young people's workers.
- IAG staff have begun to offer access to information, advice and guidance to young people through their attendance at open sessions in youth and community centres on a regular basis as a means of reaching out to young people who may otherwise 'slip through the net'.
- A group of young people who have experienced homelessness have begun to work with a young people's worker from Prevention and Inclusion on sharing their learning and experiences with other young people through developing a video. They are working in partnership with DT3 and will be learning video production and editing skills as well as producing a video to share with other young people and with agencies that support them.
- Work through the year with the GRT group headed towards a big celebration event in the summer of 2009. Young people are learning traditional and modern dancing skills as part of a performance exploring the 'roots' and the 'routes' of the traveller community. A group of young people is also learning woodworking skills in order to make a vardo (traditional transport) which will also be involved in the performance at DT3.
- Working in partnership with the teenage pregnancy unit and Signposts, young people's workers have planned an outreach project in Heysham and Morecambe which uses the mobile unit as a base for young people to access practical support and information.

**Lancashire Young People's Service in Lancaster District**

**Current Regular Weekly Open Access Provision (Excludes all 'one off' or project activity)**

<b>DAY</b>	<b>PROVISION</b>	<b>Area</b>	<b>Time</b>	<b>AM</b>	<b>PM</b>	<b>Eve</b>	<b>Target Group</b>
<b>MON</b>							
North Lancaster	Mixed gender group	North Lancaster Centre	6.30 – 9.30pm			X	11-15
Carnforth	Y-Pod Drop-In	Carnforth high School	11.00am - 2.00pm	X	X		11-16
Rural	Detached Session	Rural	6.30 - 9.30pm			X	13-19
South Lancaster	Boys' Night	Boys' Club	6.30 - 9.30pm			X	13-19
North	Mobile information	Ryelands, Heysham, Morecambe	3.00 - 9.30pm		X	X	13-19
South Lancaster	Girls' Group	Barton Road Centre	6.30 - 9.30pm			X	13-19
Morecambe	Detached	Morecambe	6.30 - 9.30pm			X	13-19
Morecambe	Information/Advice/Guidance	Morecambe One Stop Shop	10.00am - 5.00pm	X	X		13-19
<b>TUE</b>							
Heysham	Parent and Toddler	Heysham Centre	12.30 - 3.30pm		X		17+
Morecambe	After School Group	West End	3.30 - 6.30pm		X		11-15
South Lancaster	Junior Group	Barton Road Centre	6.30 - 9.30pm			X	11-15
South Lancaster	Detached	South Lancaster area	6.30 - 9.30pm			X	13-19
Morecambe	Time Out Group	Morecambe Centre	12.30 - 3.30pm		X		16+
Morecambe	Girls' Group	Morecambe Centre	6.00 - 9.00pm			X	13-19



DAY	PROVISION	Area	Time	AM	PM	Eve	Target Group
North Lancaster	Urban Arts-Music Group	North Lancaster Centre	6.30 - 9.30pm			X	13-19
Morecambe	Information/Advice/Guidance	Morecambe One Stop Shop	10.00am - 5.00pm	X	X		13-19
Morecambe	Peer Education Group	Morecambe One Stop Shop	6.30 - 9.30pm			X	13-19
District-wide	Youth Council/Participation	Various centres including Multi-Agency Info Centre	6.30 - 9.30pm			X	13-19
Rural	Young Men's Group/Activ8 partnership project	Carnforth Civic Centre	6.30 - 9.30pm			X	13-19
Rural	Contact session / info mobile	Halton	6.30 - 9.30pm			X	13-19
South Lancaster	Drop-In Session	Boys' Club	6.30 - 9.30pm			X	13-19
Lancaster/Morecambe	LGBT Group	Various centres	6.30 - 9.30pm			X	13-19
<b>WED</b>							
Heysham	Girls' Group	Heysham Y Centre	6.30 - 9.30pm			X	13-19
North Lancaster	Detached	North Lancaster area	6.30 - 9.30pm			X	13-19
Morecambe	Young Mums' Space	Morecambe Y Centre	1.30 - 4.00pm		X		17+
Morecambe	Junior Group	Morecambe Y Centre	6.30 - 9.30 m			X	13-19
North Lancaster/Morecambe	Traveller Group	North Lancaster Centre	10.00am -4.00pm	X	X		11-25
Morecambe	Information / Advice / Guidance	Multi-Agency Info Centre	10.00am - 5.00pm	X	X		13-19
Rural	Girls Group	Carnforth Civic Centre	6.30 - 9.30pm			X	13-19
South Lancaster	Girls' Group	Boys' Club	6.30 - 9.30pm			X	13-19

<b>DAY</b>	<b>PROVISION</b>	<b>Area</b>	<b>Time</b>	<b>AM</b>	<b>PM</b>	<b>Eve</b>	<b>Target Group</b>
South Lancaster	Multi-Ethnic Boys' Group	Boys' club	6.30 - 9.30pm			X	13-19
South Lancaster	Information Mobile	Hala/Bowerham	6.00 - 9.30pm			X	13-19
City Centre	Shattering Images	DT3	10.00am - 4.00pm	X	X		14+
City Centre	Minor Threat	DT3	6.30 - 9.30pm			X	14+
<b>THURS</b>							
Heysham	Senior Group	Heysham Centre	6.30 - 9.30pm			X	13-19
South Lancaster	Senior Group	Barton Road Centre	6.30 - 9.30pm			X	13-19
Heysham	Detached	Heysham area	6.30 - 9.30pm			X	13-19
Morecambe	Senior Group	Morecambe Centre	6.30 - 9.30pm			X	13-19
North Lancaster	Girls' Group	North Lancaster Centre	6.30 - 9.30pm			X	13-19
District-wide	Youth Bank/County Exec Meetings	Multi-Agency Info Centre/Barton Road/County	6.30 - 10.00pm			X	13-19
Rural	Y-Pod Drop-In	Carnforth High School	11.00am - 2.00pm	X	X		11-16
Rural	Carny Crew/Street Session	Carnforth Civic Centre and Streets	6.30 - 9.30pm			X	13-19
Rural	Contact Session	Galgate	6.30 - 9.30pm			X	13-19
South Lancaster	Misbah Asian Girls' Group	Boys' Club	6.30 - 9.30pm			X	13-19
Lancaster	Information Mobile	Marsh/Ridge/Newton	2.30 - 5.30pm		X		13-19
Rural South	Information Mobile	Dolphinholme	6.30 - 9.30pm			X	13-19
City Centre	Minor Threat	DT3	1.30 - 4.30pm			X	13-19
City Centre	Integrated Youth Group	DT3	6.30 - 9.30pm			X	13-19
<b>FRI</b>							
Heysham	Junior Group	Heysham Centre	6.00 - 9.00pm			X	13-19

<b>DAY</b>	<b>PROVISION</b>	<b>Area</b>	<b>Time</b>	<b>AM</b>	<b>PM</b>	<b>Eve</b>	<b>Target Group</b>
City Centre	Duke's Boogie/ Performance Night	DT3	7.00pm onwards			X	13-19
South Lancaster	Sapno Asian Girls' Group	Boys' Club	6.30 - 9.30pm			X	13-19
<b>SAT</b>							
City Centre	Youth Arts Cinema	DT3					
<b>SUN</b>							
Monthly	Youth Council Meetings						
	Sunday nights Asian Girls	Boys' Club					

**Lancashire Young People's Service in Lancaster Locality**

**Information, Advice and Guidance (IAG) Current Regular Provision**

<b>School/Colleges</b>	<b>Days Allocation per year</b>
LANCASTER CENTRAL LANCASTER HIGH SCHOOL	80
CARNFORTH HIGH SCHOOL	80
LANCASTER GIRLS GRAMMAR SCHOOL	40
LANCASTER ROYAL GRAMMAR SCHOOL	40
RIPLEY ST THOMAS CHURCH OF ENGLAND HIGH SCHOOL	80
SKERTON COMMUNITY HIGH SCHOOL	60
HEYSHAM HIGH SCHOOL SPORTS COLLEGE	100
OUR LADY'S CATHOLIC COLLEGE LANCASTER	80
THE CHADWICK CENTRE	45
MORECAMBE COMMUNITY HIGH SCHOOL	100
MORECAMBE AND HEYSHAM MORECAMBE ROAD SCHOOL	60
LANCASHIRE EDUCATION MEDICAL SERVICE	25
RIDGEWAY & WITHERSLACK	30
CROOKHEY HALL SCHOOL	40
WENNINGTON HALL SCHOOL	40
BLEASDALE HOUSE SCHOOL	10
THE LOYNE SPECIALIST SCHOOL	25
BEAUMONT COLLEGE	20
JAMEA AL KAUTHER	
THE JUNCTION	
LANCASTER AND MORECAMBE COLLEGE	100

<b>What Now? Interactive Services</b>	<b>Times</b>
Free phone telephone helpline, SMS text messaging, email enquiry and live web talk services	10.00 am – 10.00 pm 365 days a year

## Other non-weekly provision/activities

### Specific work / projects undertaken in the last financial year

#### Open Access

- Public Performance by Shattering Images Group at DT3 – culmination of their work over the year.
- Project with Rock FM mobile unit around what young people expect from their Local Children's Trust Partnership.
- A group of young women successfully acquired funding to develop key rings for young people with positive sexual health and relationship messages on them - they have had key rings produced and plan to distribute them in schools and youth centres.
- LGBT Group residential experience in Manchester – part of a project developing promotional materials for the group. Individuals in the group also receive one-to-one support as identified.
- A group of Asian young women made a successful bid to the Youth Opportunities Fund for a residential experience in Edinburgh.

#### IAG

- Staff provided support at the HE Conference held at Lancaster University.
- IAG staff attended Parents' Evenings and carried out follow up home visits in support of young people.
- Group work inputs to specific courses at Lancaster and Morecambe College to support young people at risk of dropping out of courses at critical times.
- Peer Education Group worked on a range of information leaflets for young people.
- Mobile unit on market square during summer holidays – once a week to engage with young people – as a response to concerns of police and local shops and museum as to numbers and

#### Prevention & Inclusion

- Traveller Project with Open Access and DT3.
- Borwick Residential.
- Range of outdoor activities for young people referred in to PAYP for support during school holiday times.
- Event, involving partners, in market square with marquee and mobile unit targeting NEET and 'at risk of NEET' young people (90 attended).
- Delivery of three courses tailored to meet the developmental needs of young parents, equipping them with the skills to make choices for the future.

behaviour of young people in that area. (Feedback has identified a reduction in complaints about young people in that area.) This initiative was supported by staff from all three strands.

- Carnforth young leaders group supported the launch of Lancaster Local Children's Trust Partnership by running workshops for young people in identifying priorities in their community.
- Crossover projects linking groups around the district with DT3 to develop performance skills and reduce barriers between different communities.
- Group work to build confidence and self-esteem for particular young people in schools to enhance their decision-making skills.
- Activities for referred young people during school holidays – involving young people in programming and planning – examples include day visits to outdoor activity centres and residential opportunities.
- Projects supporting young people into EET by providing relevant and timely opportunities – for example commissioning Lancashire Training Services to provide starter courses on car maintenance as a step towards committing to a full course and a range of taster courses commissioned through Lancaster and Morecambe College.