

TOWARDS  
A  
BRIGHTER  
FUTURE

YOUTH WORK CASE STUDIES  
FOR  
NATIONAL YOUTH WORK WEEK



## Introduction

Each year the National Youth Agency co-ordinates National Youth Work Week, an annual celebration of Youth Work.

Y Services has supported National Youth Work Week over the past 4 years raising awareness of it's work with young people.

The theme of National Youth Work Week this year focuses on how youth work can support young people to a better future.

Every young person should have the opportunities available to them to be the best they can be. But developing from child to adult is not easy and inequalities in income may also lead to inequality in outcome, through a lack of opportunities in education and employment for young people.

Of course youth work alone cannot tackle disadvantage. But the support of a skilled youth worker can help young people to learn about themselves and develop the confidence and self-esteem to navigate the right choices and put them on a trajectory to fulfil their potential.

The following case studies from our Youth Projects demonstrate the impact of our youth work on young people.

Some of the case studies are anonymised and some feature images from the project, but are not necessarily the image of the young person who has been written about.

To find out more about Y Services please visit our website [www.yservices.co.uk](http://www.yservices.co.uk) or email us on [info@yservices.co.uk](mailto:info@yservices.co.uk)

Andy Kennedy  
Chair of Trustees



## Education

*Whilst at school, young people may need support around exam stress, friendships, mental health.*



*'A' is a 12 year old young man who had witnessed significant levels of domestic violence and this had impacted greatly on his emotional wellbeing. He struggled with friendships and within mainstream school due to his angry outbursts towards teachers and other pupils. At point of referral to Y Services he was permanently excluded from his school and home tutored due to a violent outburst. Through weekly one-to one sessions 'A' built a trusting and positive relationship with a male worker and was able to explore his feelings and talk about them.*

*This work had a positive effect on him and 'A' is now back in mainstream school full time, with positive friendships and a stable home-life. The work with 'A' which has lasted eight months will soon come to an end as 'A' has met all his targets and scoring perfect on the youth star outcomes.*

**Fareham Directions Project**  
*supported by the Office of the Police and Crime Commissioner*

## Out of School

*Youth workers are someone to talk to when family and friends cannot help and can provide stability for young people when other aspects of their lives may be chaotic. They help young people bounce back from life's inevitable knocks and so build resilience and other essential characteristics for life.*

*K is a young woman (now aged 17) who has attended Y Health Odyssey since Year 10 of school. K was signposted to the project by the school counsellor. Initially she sought 1:1 support at the project but with time began to participate in the activities on offer and socialise with the other young people attending.*

*K contacted the lead youth worker at Odyssey after a number of months of non attendance at the project – this is not unusual as the young woman had transitioned from school to college during this period which impacted her availability to attend. Things had broken down at home and she was facing being forced to leave home, which did eventually happen. The young woman was considered vulnerable in her risk taking behaviour and we learned that she had not completed her college course.*

*Y Services workers were able to support by 'keeping the door open' for the young woman to return and by utilising a non-judgemental approach which fostered trust. The young woman was supported to access housing guidance, financial support, consider future aspirations and engage with training. The key worker continued to check in with the young person through this time with phone calls and cups of tea and the door remains open for further support. The worker advocated for K with other agencies using face to face, telephone and email links.*

*In addition to this the worker maintained contact with family members – mum, dad, grandad and boyfriend's mum; offering a listening ear and encouraging open dialogue in a bid to rebuild the young woman's support network.*

*The young woman is now in accommodation and is engaging with local services to improve her situation, She attends a training course and is developing life skills through her accommodation provider.*

### **Y Health and Well Being Project, Odyssey**

*“Youth work has brought me out of my shell and I can now converse with people my age. It has been a safe space where I can be myself when other places may not be”.*

*Young Person, LGBT Project*

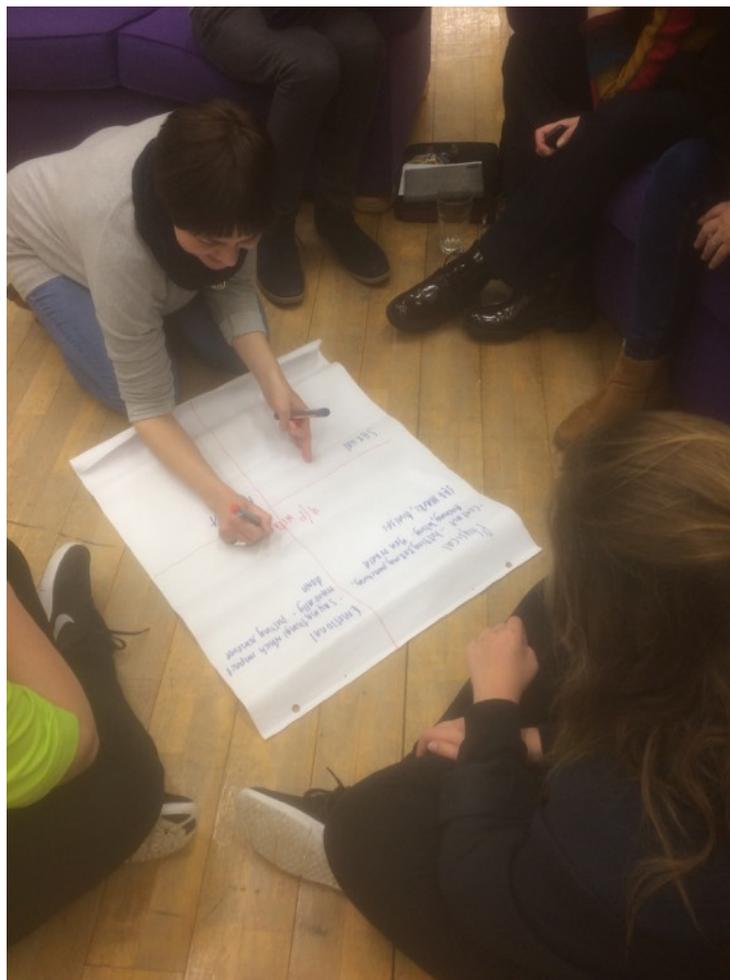
*“Youth work is incredible. It has really helped me to build my confidence and is a lovely place to go which I look forward to every week.”*

*Young Person, Health and Well Being Project*



## School to Work Transition

*Young people need to know their options and require support to make decisions about their future. Youth work can help young people develop the skills to navigate the processes of recruitment and employment such as interviews, work experience and college/job applications. Youth work can help develop communication skills as well as the ability to present oneself in a positive way.*



*'A' is young women aged 17 who's been attending the Health and Well Being Project for over a year now. When she started attending the project, she was very quiet would always only speak when spoken to. 'A's engagement in group activities was limited due to her lack of confidence. 'A' felt she had a lack of motivation and low self-esteem and confidence.*

*In her spare time 'A' chose to sit at home rather than go out with her friends.*

*With support from staff at the Health and Well Being Project 'A' has been encouraged 'A' to engage with group work activities and set some personal goals which she has been working towards. One of these targets was to look for a part-time job.*

*'A' has successfully approached a company during her spare time to ask about part time employment.*

*'A' was very pleased with herself that she achieved one of her goals. She is continuing to apply for employment to help with her college course.*

*Staff continue to work with 'A' to help improve her self-esteem and confidence and to support her with her own goals that she sets. 'A's progress is closely linked with the positive trust she has in her youth workers.*

**Y Health and Well Being Project, Fareham College**

*The Focus Special Needs project has been running in Lee on Solent for a number of years, and recently we have welcomed a new member 'Robert' to the group. 'Robert' joined us, after his relative found the youth worker's phone number on a flyer and called in desperation. 'Robert' was moved to Hampshire after his parent was no longer able to care for him, and as a young man with learning needs but no diagnosis and no links to Hampshire himself, both him and his family needed support and turned to Y Services for help. 'Robert's family were supported to look and apply to a local education provider and whilst Robert had already had a year out from education, he was able to gain a place at a local college with a specialist provision for young people with additional needs.*

*'Robert' and his family were also supported to access the Child and Adolescent Mental Health Service, to enable them to get a diagnosis for Autism and then obtain an Education Plan which in turn has supported 'Robert's application for college. When 'Robert' first attended the youth club, he would not make eye contact or speak to staff and would have tantrums if another young person wanted to use the Wii. Over the last eleven months, 'Robert' has developed a good sense of humour with staff and his peers, and has made progress in his social skill development. 'Robert' is now accessing college, our project, and other clubs, and has really grown in his confidence and ability to meet new people. 'Robert' recently received an award at our annual Celebration of Achievements, for his personal development whilst accessing the project.*

**Focus Special Needs Project, Lee on the Solent**





“Going to Health and Wellbeing has impacted on my life hugely, my listening skills have developed and I am not afraid to speak out about what I think.”

*Young Person, Health and Well Being Project*



## “Helping her to fulfil her dreams”

*A group of approximately 12 young people in year 11 of school, have attended the Broadlaw Walk Youth Club for the last year. One of these young people is a girl called ‘Sarah’. ‘Sarah’ was low in confidence when she started with us at the project, being quite quiet and shy within her peer group. Sarah worried a lot about her exams, and about her future including going to college. With support from staff at the project, ‘Sarah’ took part in activities to build her confidence and self esteem, such as team challenges and learning to cook. Sarah started to build positive relationships with staff, and open up with them about her fears. ‘Sarah’ would bring her school work to the youth club to have support with completing it, and when time drew nearer to her GCSE exams, youth workers helped her to devise a revision plan. Sarah was also supported during this time with stress relief activities and mindfulness, to help her get through the tense exam period. ‘Sarah’ brought her revision to the club and staff worked through it with her, supporting her to build confidence in her ability and ultimately confidence in completing her exams successfully. ‘Sarah’ attended an interview at a local college, and was accepted to study a Childcare course, which is helping her to fulfil her dreams of working with children in the future.*



### **Broadlaw Walk Youth Project**

## Youth Work Impact

*Youth work can help young people learn about one another, consider one another's feelings, understand how to work together – develop skills which employers look for in new recruits to help young people get a job and prosper.*



*“Jake has been attending Jammit since April 2016 and has become an important member of the project. Although Jake is in year 11 and incredibly busy with coursework, revision and exams, he always tries to find the time to attend Odyssey to let off steam and develop his musicality.*

*Jake’s confidence and musical diversity has continued to grow over the past six months, steadily influencing those around him. More recently, he shared with staff his love of graphic design and comics. In fact, Jake has been illustrating his own characters and scripting stories that show real imagination, flair and creative ability. Jake is keen to extend his knowledge of the arts and explore if he would like this to be a focus when he leaves school. To help Jake explore his options we are supporting him to complete an Arts Award, incorporating both music and visual arts. As part of this work, Jake will be conducting an interview with a local comic book artist and we hope this will inspire him to pursue his dreams and build confidence in his own designs and ideas. It will be important to monitor Jake’s workload at school and allow him to set the pace of the Award so it is an enjoyable piece of work.”*

**Odyssey Youth Project, Portchester**

## Voices for Change - A County Wide Youth Conference

*Y Services run LGBT+ youth projects across Fareham, Gosport and Havant which provide a safe, comfortable space where LGBT+ young people can explore their identity, access support and get to know other young people like themselves. Most importantly, these groups offer a place where LGBT+ young people can have fun, laugh, be themselves and embrace their uniqueness.*



*Earlier this year Y Services funded and coordinated the Voices for Change event. Held on Saturday 25<sup>th</sup> June 2016 at Winchester's Ashburton Hall, the Voices for Change LGBT+ Youth Conference sought to bring together young people from across Hampshire to share their views and experiences, and to hear from people who are working to promote the development and wellbeing of LGBT+ young people not just in Hampshire, but across the whole of the UK.*

*This event was carefully planned with input from LGBT+ young people every step of the way and featured guest speakers, a number of workshops, and, most importantly, the opportunity for young people to get together and share their experiences.*

*A total of seven workshops were on offer, with young people each being able to sign up and attend two of the workshops. These workshops covered a range of subjects from mental health to cyber-bullying to trans and gender fluid awareness.*

*Guest speakers came from all over the UK and offered expertise on varied aspects of the LGBT+ experience. These guest speakers were selected after considering the needs of young people and the purpose of the conference, and their range of experiences offered great insight in to the many different areas of everyday life in which LGBT+ people have come so far, and still have so far to go.*

*The most important aim of the day was to begin the process of putting together a Youth Charter which would aim to ensure LGBT+ young people receive fair and equal treatment and are able to learn in a safe and supportive environment.*





“I haven’t stopped grinning since last night... I couldn't sleep I was still buzzing.... I can’t believe I did it... Thank you for all your support”

*Becky started attending Genesis Youth Centre a couple of years ago. She is a young carer for her younger brother.*

*When she first started at youth club she was incredibly shy, reluctant to put herself forward and more comfortable in the company of staff rather than peers. Staff worked with Becky to improve her social skills, confidence and self esteem. There were hurdles and set backs, often related to her concern for her brother. Slowly Becky started to come out of her shell. She has a passion for music and enjoys helping others. Becky started to join in a little with other young people although often on the periphery of a group.*

*This last year it has been a pleasure to watch Becky grow even more as she started at the older youth group. Becky started working in the studio with our music workers and started to show excitement and pleasure in her activities. Becky started to show staff her writing and art work.*

*In March 2016 Becky expressed an interest in becoming one of Y Services young workers. She applied and was interviewed and successfully impressed the panel to be accepted. Becky has volunteered at summer events, Y Parties and our Stay n Play group. She is a loyal member of the team, she works hard and is very good with children. Becky has also built a very good relationship with another young woman who also is very shy however they have a joint musical interest and support each other well.*

*It was in September this year that Becky had the fantastic opportunity to perform to a full house at The Y Services annual celebration event. With another young person and supported by a music worker on the drums in the background, Becky and a peer performed ‘Seven Nations’ on stage at Ferneham Hall.*

**Genesis Youth Centre, Locks Heath**

## Social Action

*Social action is a key part of activity for young people. A social action community based project can help young people develop a whole range of essential skills, from financial know-how to team work. Youth work can help support young people to engage in social action who otherwise might not feel able to do so. Young people have brilliant ideas, the expertise of youth workers can help them to realise them. In the process of developing their projects young people are exposed to new experiences and new opportunities, which can help them move in a new trajectory they hadn't previously considered, achieving new goals."*

## Young Workers

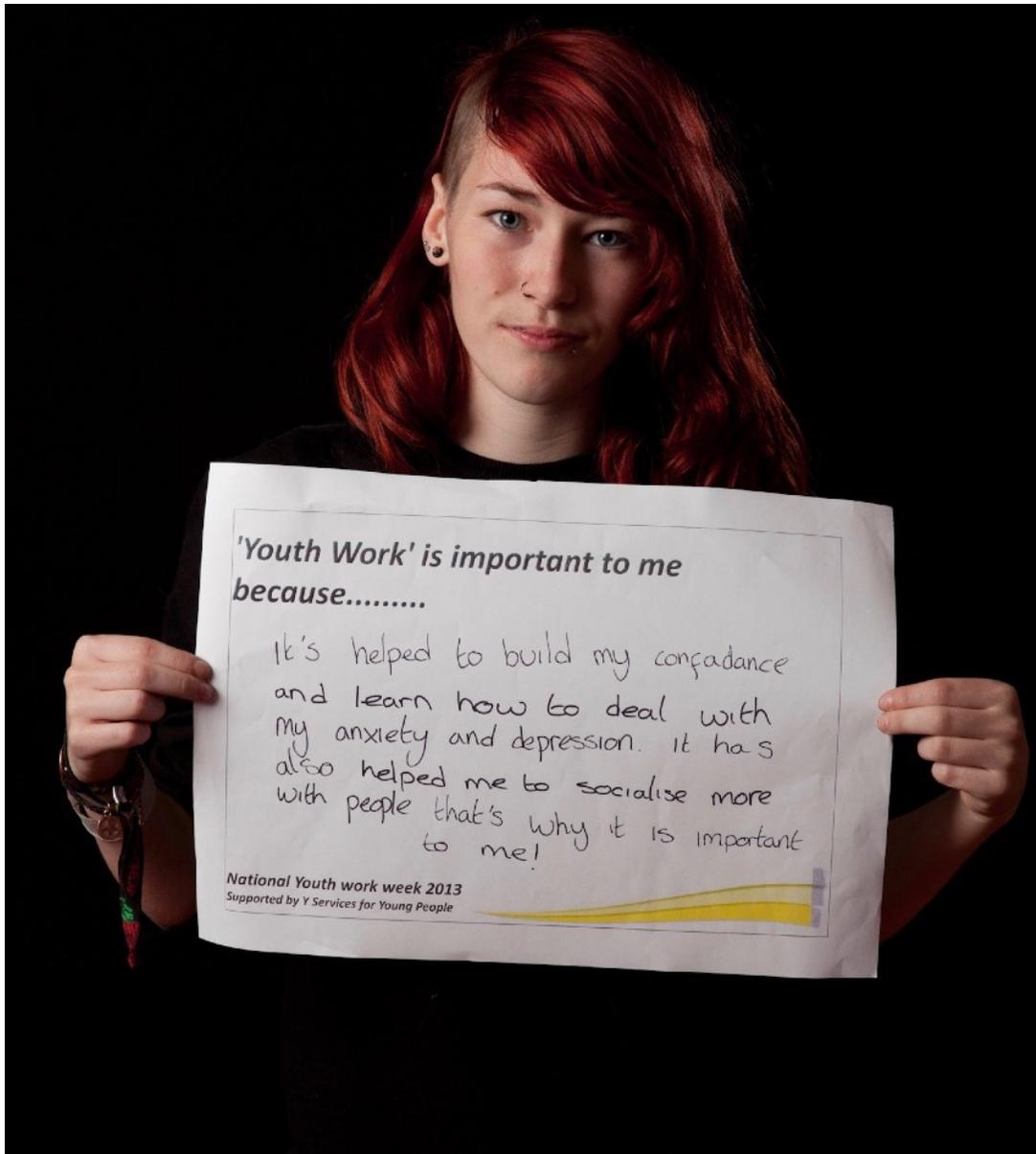
*Y Services strongly believe in the part young people play in the planning and organisation of youth projects and within the charity as a whole. Currently Y Services have 22 young people who have applied and been appointed as 'Young Workers'.*

*These young people volunteer to support youth work staff to run youth work sessions as well as taking part in larger events e.g. supporting SNAP (Say No and Phone) events and Summer Play scheme work.*

*Young workers undertake training for their role and often utilise the skills they develop to strengthen their CV, apply for employment and sometimes to go on and obtain paid work in the charity as a youth worker.*



Volunteering at SNAP



## Summary

Y Services would not be able to undertake its work without the backing of our funders, partners and supporters.

The image on this page was taken 3 years ago for National Youth Work Week 2013. In this collection of case studies it is gratifying to see our Charity delivering work that continues to meet the needs of young people and support them in their lives.

For more information about Y Services please visit [www.yservices.co.uk](http://www.yservices.co.uk)

## Y Services



Registered Charity Number: 1145664

Y Services is a Hampshire based youth work charity that was founded in 2011. Our mission is to support and develop the delivery of quality youth work that meets the needs of local children and young people.

Y Services deliver a range of projects across Fareham, Gosport, Havant and parts of Portsmouth that support children and young people in their local communities. In 2015 we had over 16000 attendances at our youth projects.

Young people today are having to face increased challenges and pressures and our staff and projects aim to provide opportunities to support them. We provide opportunities for young people to stay safe, be healthy, make a positive contribution and enjoy and achieve.

To find out about our latest news check our website [www.ysservices.co.uk](http://www.ysservices.co.uk) ,Facebook <https://en-gb.facebook.com/Ysservicesforyoungpeople/> and Twitter [@ysfp](https://twitter.com/ysfp)

We would like to thank the Office of the Police and Crime Commissioner for the use of the image on page 12 and Fareham Borough Council for the use of the image on page 13.

Y Services are proud to be one of the Mayor of Fareham's Charities for 2016 - 2017.

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