



MADE TO MEASURE

Bespoke services for young adults:
examples of promising practice

Kerry Devitt and Kevin Lowe



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Young People in Focus (YPF)

Young People in Focus was founded in 1989 as the Trust for the Study of Adolescence (TSA). The name was modernised in 2009 as part of the organisation's 20th anniversary celebrations.

YPF helps individuals and organisations working with young people and families to provide better services by:

- carrying out research and evaluating services
- running projects that develop professional practice
- producing practical resources such as guides, toolkits and training packs
- training professionals in a range of topics
- influencing policy-makers.

YPF works across the UK and covers: health and emotional wellbeing; learning and education; parenting and family life; youth social action and participation; youth justice.

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The Transition to Adulthood Alliance (T2A)

The T2A Alliance (convened by the Barrow Cadbury Trust) is a broad coalition of organisations and individuals working to improve the opportunities and life chances of young people in their transition to adulthood, who are at risk of committing crime and falling into the criminal justice system. The T2A Alliance aims to raise awareness of the problems this group face and to secure policy change to improve their lives.

www.t2a.org.uk/alliance



Barrow Cadbury Trust

The Barrow Cadbury Trust is an independent charitable foundation, committed to supporting vulnerable and marginalised people in society. The Trust promotes social justice through grant making, research, influencing public opinion and policy and supporting local communities. The Trust has three key programmes of work - Criminal Justice, Migration and Poverty and Inclusion.

www.bctrust.org.uk

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FOREWORD

Six years after the Barrow Cadbury Trust published *Lost in Transition*, the report of its Commission on young adults in the criminal justice system, there are signs that policy makers are finally turning their attention to this neglected age group. Earlier this year the Justice Select Committee argued that “it does not make financial sense to continue to ignore the needs of young adult offenders. They will become the adult offenders of tomorrow.” The new government’s sentencing review and promised rehabilitation revolution offer a chance to develop an approach to young adults which is more appropriate and effective than our current arrangements.

Before politicians, criminal justice agencies and the public accept the case for change they will need to understand more about what is practically involved in providing effective programmes and projects for young adults. This timely report from Young People in Focus will help that process. Identifying examples of promising practice and drawing out the principles which guide them, *Made to Measure* will be an important resource not only for those who commission and provide services for people in the young adult age range but those who are developing the right legal and policy framework for doing so. It complements the report which Young People in Focus published last year setting out the scale of the challenges involved in meeting the needs of young adults. We now have some important illustrations of how that is being achieved. It makes an important contribution to the work of the T2A Alliance which is not only pressing for much needed policy change but the shifts in practice on the ground which need to go with it.

Rob Allen

Chair T2A Alliance

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Finally, a huge thank-you goes to all the people who gave up their time to take part in the supporting research. In particular, we would like to thank Slaney Wright and Alice Dawnay from Switchback, Lorraine Preece, Sue Eltagouri and Kerry Hughes from YSS, Peter Grubb and Clare Meade from The Yard Project, Colin Small and the TAPAs team from Bridging the Gap, Lorna Rose and the Care Co-ordinators team from IceBreak, and Gabrielle Chalk from Addaction. Without your help, this publication could not have been produced.

Kerry Devitt and Kevin Lowe

Pictures and images featured in the case studies section of this publication have mainly been provided by the organisations themselves. We would particularly like to thank photographer, Jon Enoch (www.jonenoach.com) for use of photos featured in the Switchback case study.

Pictures used elsewhere in this publication are all posed by models, and have no association with the topics they are featured with.

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Who is this guide for? Why is it useful?

Made to Measure is intended to be used by a wide range of people, including frontline staff; service commissioners; policy-makers; and by young adults themselves. The easy to follow, magazine style format gives information in a clear and accessible way. It is designed to highlight the important work of key services working exclusively with young adults, and inspire and encourage others to create similar projects. The guide will also be useful for young adults who want more information about helpful organisations in their area.

This guide is for anyone:

- interested in finding out more about 'promising practice' in the area of bespoke services for young adults;
- wanting hints and tips about ways of working more effectively with young adults;
- thinking about starting up a project or service with young adults;
- needing a useful resource outlining a wide range of services and projects with a specific focus on young adults.

About the research

The research on which this publication is based took place between October 2009 and June 2010, and was in two parts:

- primary research, involving in-depth interviews, paired interviews and focus groups with professionals and young adults from six different projects and services in England;
- desk-based research, involving the collation of information about a wide range of organisations working with young adults, aged 16-25, across England and other parts of the UK.

Primary research: case studies

The primary, or case study, research took place between February 2010 and May 2010. It involved a researcher visiting six young adult focussed projects and services, and speaking to those responsible for setting up the service (the staff), those benefitting from the service (the young adults), and in two examples, those who had commissioned the service. In total, we spoke to 16 staff, 20 young adults, ranging from 15-26 years of age, and two commissioners.

The participating organisations were gathered through three ways – desk-based research; word of mouth; and through direct contacts from the T2A Alliance. They were all purposefully selected based on their specific work with young adults, their field of specialism and their location in England. This allowed us to get a broad picture of the support package offered to young adults within a wide variety of spheres, and across both rural and urban locations. We deliberately did not include the organisations taking part in the T2A project 'pilots' as they are being reported on elsewhere.

The list below details each service, the area it works in, and its location in England:

- *London*: Switchback, N.E. London. A service for young men, 18-24, as they move through the prison gate and back into the community.
- *East*: The Yard Project, Lowestoft. A project to help young adults, 16-24 who find it difficult to sustain education, training or employment.
- *South East*: Bridging the Gap, Brighton and Hove. A service for young people and young adults, 14-25, with mental health needs.
- *South West*: IceBreak, Plymouth. A service for young adults, 16-25, who are experiencing severe emotional distress.
- *East Midlands*: Young Addaction Derby. A service for young adults, 18-24, who require support for drug use.
- *West Midlands*: Young Carers Transition Service, Worcester. A service for young adult carers, 16-24.

The case study research was conducted through individual and paired interviews, and through facilitating focus groups. Interviews with staff were typically around an hour in length. Interviews with young people were typically around half an hour. There were two focus groups conducted with young people. Both were between 45 minutes and one hour in duration. Most of the interviews and focus groups were conducted face-to-face, during the researcher's visit to the project/service. In a minority of cases, interviews were conducted over the phone.

Young Addaction Derby was the only service not directly visited by the researcher. Interviews were all conducted over the phone.

Desk-based research: directory of young adult services

The desk-based research was conducted throughout the project's duration, from October 2009 to June 2010. Organisations included in the directory were mainly researched online, though some were suggested by other sources (colleagues; other associates). Projects and services were only selected if they offered direct, mainly face-to-face support or assistance, and had a specific focus on young adults, 16-25 – even if that group was not the sole focus of the organisation.

INTRODUCTION

The central thrust of the work of the Transition to Adulthood Alliance (T2A, 2009) is to make the case for tailoring specific services to the needs of vulnerable young people in the 18-24 age group who are caught up in the criminal justice system. This publication adds something concrete to that argument by showcasing projects and services in a range of fields that are doing just that.

The reasons for treating this age group differently are set out elsewhere (Devitt et al, 2009 p1-4; T2A, 2009) but can be summarised as flowing from changes in society over the past few decades that have resulted in the transition to adulthood being delayed or alternatively, adolescence being extended. Young people in their mid-twenties are now much more likely to need significant family support in their mid-twenties than in 1970s and 1980s and those without such support struggle to get by (SEU, 2005; Chater, 2009).

Unfortunately, most services have not moved with the times and take an age-boundaried approach suited to a former era, with children's and adults' services separated at the 18 mark. Of course some attention has been given to bridge this gap. For example, the Connexions service has extended its upper limit of age 19 to age 25 for disabled young people, and other vulnerable groups such as care leavers. But the reality is that even for these young people, the 'join' often does not work well (McGrath & Yeowart, 2009; Stein, 2009). Some pioneering agencies have begun to see the need for a new way of doing things and that is the focus of this report. Here we present six organisations that have designed services around the 18-24 age group. To fully showcase these services and projects, we include the views of staff involved in the set up and delivery; young people benefitting from the help of these organisations; and service commissioners, who were instrumental in getting them underway. We have then distilled key messages from how they work. The publication concludes with a directory of services and projects that support young adults, 16-24, across England and some other areas in the UK.

As with our previous T2A publication, *Young Adults Today* (Devitt et al, 2009) – an information digest about young adults, we have examined services that address a broad range of issues. Switchback, for example, exclusively targets young adults who are in the criminal justice system. The Yard Project targets young adults who find it difficult to sustain education, employment or training. Bridging the Gap and IceBreak, are working with a wider group who have mental health and emotional wellbeing problems. Young Addaction Derby supports young adults with drug misuse issues. And finally, the Young Carers Transition Service, which focuses on young people who have often full-time, caring responsibilities.

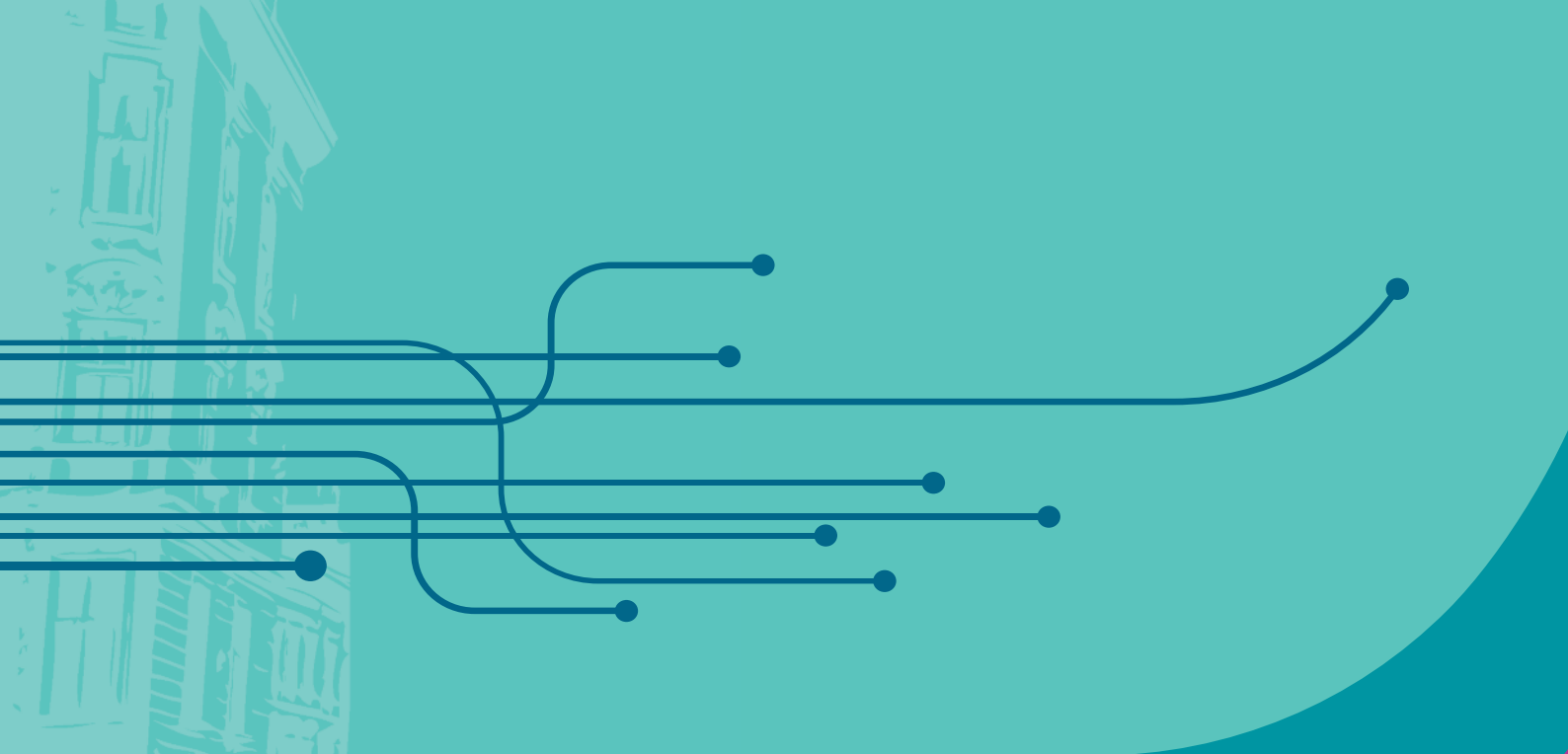
These projects and services demonstrate the unique ways in which staff not only help young adults with their key area of need, but also how they offer support as young adults make the complex and challenging passage to adulthood. Staff work hard to connect with the young adults and allocate time to building and maintaining relationships. They draw upon a range of methods and are influenced by outreach youth work. These services place young adults in the wider social context. They know that families are important and work sensitively to maximise positive involvement with a young adult's wider support network rather than collude with simplistic models that see young adults as disconnected 'independent' individuals. Staff also realise that they cannot do everything themselves and often work closely with other organisations to better meet young adults' needs. Building skills and confidence and boosting self-esteem is at the heart of these approaches.

The learning from these projects sits alongside that from *Aiming Higher* (2010), which was published by Revolving Doors Agency, another member of the T2A Alliance. *Aiming Higher* identified seven themes that appeared central to 'good practice' in services working with 16-24 year-olds: quality of relationships; continuity; personalised support; meeting basic needs; information, misinformation and challenging stigma; getting involved; and the need to have high aspirations for young people and consequently 'aim higher'. Our research echoed many of these themes, emphasising the value in services that completely 'get' the need to focus specifically on this age group and in doing so, take a 'wrap-around' approach that ensures that the young adults' wider needs are catered for.

The six projects featured in *Made to Measure* are all relatively new, four having been set up in the last two years and two in the last six years. What we are looking at then is the green shoots of what might become a new movement of services tailored to the needs of young adults, 18-24. It is too soon to be able to evaluate the long term impact of this approach and the numbers they are currently catering for are relatively small, but these organisations are clearly offering us *examples of promising practice* and as such, a wealth of material that will help others to follow in their footsteps.

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CASE STUDIES

Examples of
promising practice



CASE STUDIES: EXAMPLES OF PROMISING PRACTICE

Switchback	5
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SWITCHBACK

1

SERVICE NAME: SWITCHBACK

BASED: NORTH-EAST LONDON

WHO DO THEY WORK WITH? YOUNG MEN, 18-24, AS THEY MOVE THROUGH THE PRISON GATE

WHEN WAS SERVICE SET UP? FEBRUARY 2008

What is Switchback? What do they do?

Switchback supports 18-24 year-old young men, who have recently left prison and want to turn around their life for the better. Building on the skills they have developed in prison kitchens, Switchback links the young men (known as Trainees) in with a local café and sets them up with instant 'on-the-job' training. The goal is to help support Trainees to become more stable in all areas of their lives. Switchback Mentors work with each new referral for three months before their release from prison, and for as long as is necessary afterwards.

Underpinning all of the practical aspects to the service, and what makes Switchback so unique, is the ongoing support and mentoring offered. Regardless of what stage in the process the Trainees are at (in prison, in training or in employment) the Switchback Mentors will support them in developing the skills needed to move forward with their lives. Through combining a personalised, intensive mentoring relationship

with a practical programme, Switchback Mentors make employment a realistic prospect for the Trainees, and through doing so make lasting change possible.

The importance of partnership working is key to the success of the service. The Switchback team work closely with local prisons to enable recruitment. They work with the Crisis Skylight Café (www.crisis.org.uk/pages/cafe-london.html) to accommodate the training part of the service. And they continually develop links with local employers, so that the Trainees have the best possible chance of going on to secure employment. A particularly successful link has been with Hugh Fearnley-Whittingstall's, River Cottage (www.rivercottage.net).

Switchback operates through three staff – a Director of Operations who also acts as a Switchback Mentor and has a caseload of Trainees, a Director of Development (fundraising and project management) and a Switchback Mentor.

Please note: the Switchback Trainees pictured in this case-study did not take part in the research.

**Why was Switchback set up?
How is it funded?**

Switchback was founded by Alice Dawnay and Slaney Wright. Through past experiences of working on projects aimed at diverting young people away from crime, they both felt something was not working. The projects rarely appeared to have a lasting impact, and young people were ultimately reverting to criminal behaviour after these short term interventions had concluded. It was felt that what was needed was a more tailored, one-to-one service that would support a young person in *all* areas of their life.

The Switchback team work solely with 18-24 year-olds, and identify two reasons for this. Firstly, 18-24 year-olds are the group most likely to reoffend, and subsequently they incur the highest costs to re-imprison and keep in custody. And secondly, young adult offenders face significant and daunting challenges as they move towards adulthood within the criminal justice system, making the return to crime an even greater risk.

“With that age-group they are going through a transition from juvenile to adult within the criminal justice system. Also, a lot are going through the transition of being a child to being a father. They’re also going through transitions of living at home to not living at home. [There are] loads and loads of transitions... I think it’s particularly powerful to work with an age-group that’s in transition anyway.”

(Switchback Mentor)

Switchback was set up through funding provided by a single, independent donor. The original grant allowed for four months of research and development activities, to assess what interest there was for the service and whether local prisons would be happy to work in partnership. Since that point, Switchback has built a diverse funding base of non-statutory donors (44 in 2009), ranging from individuals giving small monthly standing orders to a private company giving a single donation of £30,000. Over the past two years they have had 45% of income from grant-making trusts, 29% from companies and 26% from individuals. Switchback is managed by a board of trustees, who are working to a three-year Strategic Plan.

**How many young adults benefit?
How are they referred?**

In 2009, Switchback worked with 25 young men over the course of the year, 19 new Trainees and six continued on from the previous year.

Switchback works directly with local prisons and YOIs (Young Offending Institutions), most notably HMP Rochester. Referrals come from the prisons themselves, but Switchback have certain criteria that need to be met. The young men must be returning to the local area (i.e. north-east/central London), they must have an interest in catering and they must have three months left on their sentence before release. The latter allows the Mentors to develop a relationship with them before they come back in to the community. Above all, Switchback Mentors look for young adults who want to make a complete change in their life.

YOUNG ADULTS’ VIEWS OF SWITCHBACK

Kaleem, 20 years-old

Kaleem has been with Switchback for seven months. He has stopped working in the Skylight Café as he has found paid employment, but still comes in for his weekly mentoring. He likes the wide variety of support that the Switchback Mentors offer, in particular, coming with him to other appointments and helping with his employment plans. He particularly likes how much time Switchback Mentors provide, something which he feels other services have been unable to do for him. Working with his Switchback Mentor has significantly increased his confidence and made him feel that he does have a positive future to look forward to. As he comments:

“When I was inside I was thinking, ‘OK my life’s over. I aint gonna get a job, I aint gonna be good at (anything)’. When I started working (with Switchback), I started getting job placements and looking at things I could do and I thought, well, maybe my life isn’t over’. It made my self-esteem high.”



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What is the transition support angle?

Where Switchback differs from other services is in the recognition that young adult offenders (18-24), like younger offenders (11-17), often need more time, support and guidance to help change their behaviour. Young adults are the highest risk group for reoffending, and Switchback realise that more intensive, holistic work is what is needed to really break the cycle. Some of the ways in which Switchback work innovatively with their Trainees are as follows:

Promoting education, employment and training:

Encouraging the Trainees into education and training and linking in with potential employers are key parts of the Switchback service. The practical side of the service allows the Trainees to experience what it is like to work in a professional kitchen. The one-to-one sessions encourage them to work on their CVs, look for employment opportunities and generally map out their future.

"[A] has put me in touch with someone who does part time catering jobs for students, which obviously will be particularly useful for me in [university] holidays." (Tom, 19)

"We do job searches on the Internet. We see if any restaurants are like hiring. I'll upload my CV to like six restaurants every Friday and see if they get back to me. I don't think I would have done that on my own. That's the thing, [Switchback] are keen on making me go further in my life." (Tyler, 19)

Working flexibly to encourage engagement:

Underpinning the ethos of the Switchback service is the importance of flexible working. The young men are not always ready to engage with the service, and may need time to think through what they want and what they need. Switchback gives them the time and space to do that, and is always ready to help once those decisions have been made.

"When you're 18 or younger, everything gets done for you. When you're 18 and older it's different. You gotta do everything yourself. For me, that was a bit unsettling." (Jermaine, 19)



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"I had one guy that I spent more than three months working with before release. I came and collected him when he was released and he came in the next day and had a nice lunch [but] never showed up again. Six months later I got a phone call from the prison saying we've got this guy back in custody who's been sleeping in a car, he's really depressed, he's got all sorts of problems and he says he's got no-one to ring in the world. The only people he could think of were you. For some of them, it's not a matter of working with them and then they're fixed. We do keep the door open." (Switchback Mentor)

"We always wanted to create something that was possible to roll out... We'd love to eventually be able to go to the Government and say 'look, your target is to reduce reoffending, this is what works'." (Switchback project manager)

YOUNG ADULTS' VIEWS OF SWITCHBACK:

Jermaine, 19 years-old

Jermaine started working with Switchback during his last three months in prison, and has been with them for a month since release. Jermaine currently works three shifts a week at the Crisis Skylight Café. In prison, he developed an interest in cooking, and is very much enjoying the experience of working in a professional kitchen. He feels particularly grateful for the mentoring

support that Switchback provides, as he describes having very little help or support elsewhere. Jermaine feels his experience with Switchback is helping him grow in responsibility and maturity, and is enabling him to work towards achieving real independence. He says:

"My Mentor helps me with everything, 'cause I gotta deal with stuff like probation, writing up CVs, she helps me with

everything. I don't usually get help, so it's nice to have somebody to help me like that, well not so much help me but guide me. I love being here (at the Skylight Café), and it makes me feel like I can be independent in myself... Like I said, I'm not really used to being given these opportunities. It's an opportunity you can't let slide through your fingers."

Accompanying to appointments: Mentors may accompany the Trainees to other appointments they have. Though they are keen that Trainees take responsibility for sorting out their own lives, the Mentors also recognise that for young adults, sometimes this process requires additional support.

"It would be an easy option for me to push them towards somebody that could get them housing but I go through the processes with them. I think it's very important that we sit in the housing office with them and they know that's how you get housing. You can't just wave a magic wand. If I do wave the magic wand, the next time that they become homeless they don't know how to [get themselves housing]. We don't take away from them any of the processes, they do it and I support them." (Switchback Mentor)

"For my first proper meeting with my probation officer, my Switchback Mentor came with me. I didn't really trust probation and I didn't want to be going there on my own. I know it's not true, but I felt that that they were against me. It's just nice to have someone there with you that you know." (Tom, 19)

Helping develop life skills: Many of the young men come from backgrounds where they may not have benefitted from having a positive role model in their life, and subsequently may not have had the opportunity to learn key life skills. Helping develop these skills in the Trainees is therefore an important part of the service.

"[A] is helping me with court fines, make sure that they don't get ahead of me. I don't wanna have come out and then get arrested again straight away, so she's helping me plan how I'm going to pay for them." (Jermaine, 19)

Linking in with wider support networks:

The Switchback Mentors will also link in with other people in the Trainees' lives, i.e. parents and families, offender managers and social workers. The model emulates that of youth offending services, where it is recognised that the most important thing is to work as a team and offer a comprehensive and unified support package to the young person.

"None of these guys are an island where nothing else touches them. Anything that they're going to be contacting, any contact, on the outside, I try and [get involved]. I invite their mums in here before they're released. I invite their probation, I invite their social workers in, to come and have a coffee, come and look round the building, meet me and understand better what we do." (Switchback Mentor)

Closing cases when the young adult is ready:

The service also works with the Trainees to assess when they are ready to move on. This empowering approach allows the young men to have control over their own lives, and make the decisions they need to shape their own futures.

Helping develop maturity and responsibility:

And finally, embedded within the whole ethos of the Switchback service, is the importance of encouraging maturity and responsibility. This is felt key to both changing the offending cycle and also helping the young men make a successful transition to adulthood.

"Many have often been let off the hook too much, been mollycoddled too much, and actually this is the time when they are going to be in control, and they are the grown-up." (Switchback Mentor)

YOUNG ADULTS' VIEWS OF SWITCHBACK:



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Tom, 19 years-old

Tom has been with Switchback for four months since his release from prison. He met with a Switchback Mentor whilst in prison, and was interested in the help the service could offer. Though catering is not a path Tom wants to pursue in the future, he feels the experience shows him in a good light and is a positive addition to his CV. He does three days voluntary work in the Crisis Skylight Café each week, and receives weekly support from a Mentor. He plans to go on to university in the following term. He says of Switchback:

"Having people that I can talk to who aren't in any way in other parts of my life, helps. When I go home, I can't talk to my mum about anything, 'cause

she's got her own emotions and feelings. But with Switchback, if I'm worried about something I can call them up and say, 'look I'm worried about probation' or something, 'what do you think will be the best course of action...?' In loads of ways it just helps with general support really. (Without the help), I don't think I would be very confident to move forward with my life in a positive way. It's just helped me to move on. I would definitely recommend them. If Switchback came to somebody in my position and they turned it down, I would think they were a fool for doing that. It's the perfect start for them to turn their life around really."

YOUNG ADULTS' VIEWS OF SWITCHBACK:

Tyler, 19 years-old

Tyler has been with Switchback for four months, five weeks of which has been out of prison. He works three days a week at the Crisis Skylight Café and has weekly, hour-long meetings with his Mentor. Tyler experienced an initial sense of disbelief about Switchback and what it could offer, feeling it was too good to be true. Before prison, Tyler was doing well at college having

completed a construction qualification, and was en route to get a plastering apprenticeship. He found it extremely difficult gaining employment and became disillusioned. He feels that the Switchback service is helping reignite his motivation to do well in life. As he says:

"(In the Mentoring one-to-ones) we talk about what we're gonna do at the weekend and what positive stuff we're gonna do

when we're not working in the café. It helps me because if I tell her what I'm gonna do at the weekend and I write it down, it motivates me to go do it... it's easy to get distracted (get into trouble) like, by certain areas where you live. With their help you can move forward with life."

SWITCHBACK

What impact has Switchback had?

Since the service started in 2008, 15 young men have gone on to find stable employment, with three having now been in employment for over a year. Four have also gone on to start full-time study. In terms of reoffending, just 10% of the young men Switchback worked with in 2009 were reconvicted for further offences. This is a significant improvement on national figures.

Switchback has also been very positively received by others involved in the lives of young adult offenders, including parents, social services and offender managers.

"I got an email from a probation officer this morning who said it's so great to see somebody come in to my office, who's full of life and proud to tell me about their week. And we do get quite a lot of that. The guys are actually looking forward to their probation [meeting] as they have something to tell about all the good stuff they're doing..." (Switchback Mentor)

What's next for Switchback?

- * Increasing the team, particularly recruiting more Switchback Mentors.
- * Continuing to test the model to see whether the goals of getting young adults in to stable employment and ultimately reducing reoffending are being met in the long-term.
- * Making sure that Switchback has enough independent funding to continue.
- * And finally, developing the Switchback model in order to reach out to more Trainees in the most effective ways possible.

For more information about Switchback:

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ICEBREAK

SERVICE NAME:	ICEBREAK
BASED:	PLYMOUTH
WHO DO THEY WORK WITH?	YOUNG PEOPLE, 16-25 YEARS-OLD, WHO ARE EXPERIENCING SEVERE EMOTIONAL DISTRESS
WHEN WAS SERVICE SET UP?	2004

What is IceBreak? What do they do?

IceBreak is an early intervention mental health support service based in Plymouth. IceBreak is located at The Zone, a street based voluntary sector agency incorporating holistic provision to 13-25 year-olds through a range of services.

IceBreak works with young adults, 16-25, who are experiencing severe emotional distress, which is impacting negatively upon their day to day life and mental wellbeing. Young adults accessing the service are usually experiencing difficulties such as, forming or maintaining relationships; managing their own behavior; exhibiting self-harm or suicidal behavior; or experiencing a sense of not belonging. Through the work of six dedicated Care Co-ordinators, the IceBreak service offers young adults practical and emotional support, designed to empower them to make the positive steps needed to move forward in their life.

The team primarily support young adults through one-to-one work using a Care Programme approach. The Care Programme sets out achievable aims and goals that are continuously reviewed. The service can work with individuals for up to two years. The level and intensity of support is based on need. For some young adults this means seeing their care co-ordinator every 2-3 weeks, for others this may be two appointments a week.

IceBreak comprises a multi-disciplinary team, with a wide range of experience and relevant skills from health, social care and youth work disciplines, including those with teaching and criminal justice backgrounds. In addition to the core team, a GP with special interest in mental health, a clinical lead and two therapists are also linked to the team and are available to those using the service.

YOUNG ADULTS' VIEWS OF ICEBREAK:

David, 24 years-old

David was referred to IceBreak by his GP because of experiencing trauma due to a family bereavement. He had also experienced other traumas in childhood. He has been with IceBreak for a year. His appointments have increased to twice a week. David has had experiences with other services such as clinical psychologists, the leaving care team, police and probation, and also social services. Talking about his first thoughts

about being referred to IceBreak, he described feeling initially sceptical because of poor experiences with other services that have featured in his life. He views the IceBreak service extremely positively, particularly as he feels there was little else available for him. He comments:

"If it weren't for people like the Zone, I wouldn't (have coped)... 'cause literally, they take the cases that social services even turn their

backs on. They give you the support. Like, when you turn 18 and you're leaving care, what do you do then? You get some money but at the end of the day money doesn't support you. Social services really should be there to support you all the way through until you've got yourself on your feet.... If it weren't for people like Icebreak, I'd be in prison or I would be dead. That was the way it was going."

Why was IceBreak set up? How is it funded?

IceBreak evolved as part of the Department of Health's national programme to develop services for people with a personality disorder and was originally funded for 18 months. The project's model was originally developed from the success of Insight – an early intervention service for 14-35 year-olds experiencing early psychosis, also being delivered at The Zone. It was felt that these young adults were largely not receiving a service as they were too old for CAMHS (Child and Adolescent Mental Health Service) and yet did not qualify for adult mental health services. A key part of Icebreak's role in working with this age group is to span this gap in provision.

The success of the project saw the funding extended and is now contracted by Plymouth teaching Primary Care Trust.

How many young adults benefit? How are they referred?

There are six Care Co-ordinators in the IceBreak team, each with a caseload of approximately 15 young people. There are approximately 30 young adults at any one time awaiting results of initial assessment before joining the IceBreak caseload.

Referrals mainly come via the local Primary Care Liaison Service, GPs and also through young adults self referring through simply walking into The Zone. Other referral routes include probation, supported housing projects and the local A&E department.

Each new referral is discussed at a weekly clinical meeting where, if deemed appropriate, an initial assessment will be carried out by a team member. This is to establish whether Icebreak is the most appropriate service to support the individual, and to enable the young adult to make an informed choice about whether they are willing to engage with the service.

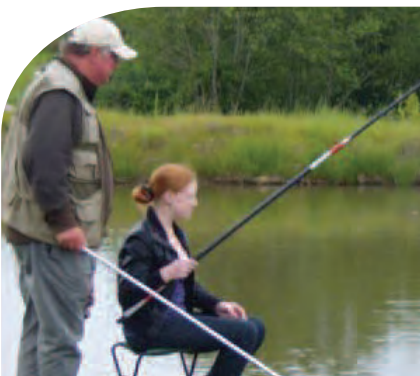
Disenchanted with other services...

"[The supported housing organisation] made me see a counsellor, but if you're not engaging with a counsellor then they said, you shouldn't be there... I felt like I was being pushed in to it, you know. If you're not ready for it, you're not ready for it. No amount of people saying, you will talk about this, you will do this, is gonna make it happen."

(Claire, 23)

"[Speaking about experiences with a child psychologist]...he didn't wanna listen to what I said about things. It was just what he thought I should do."

(David, 24)



What is the transition support angle?

Though services are available for people experiencing emotional distress post-18, the intensity and level of support starts to drop off, and subsequently so does a young adult's engagement with that service. For young people with mental health issues, this can have devastating effects on their later life. IceBreak recognise the importance of working with young adults in a holistic way in order to help them make the transition to more successful adults. Below are some other innovative ways that IceBreak innovatively works with young adults.

Dedicating adequate amounts of time:

Adult services often have limits on the time and capacity that they are able to work with a person. IceBreak, however, considers time to be one of the most important things they can offer.

"I worked with a young lady who was in the leaving care team, and I did an initial assessment with her leaving care social worker... [the social worker] said her responsibility as a leaving care worker was just four contacts a year. We have contact with most of our clients on a weekly basis, and sometimes it's twice a week. I've had somebody walk through the front door and I spent the next three days working with her."

(Care Co-ordinator)

Flexible working: One of IceBreak's most important assets is in understanding that young adults are going through a significant period of transition in their lives, as they move into early adulthood. This is a challenging time for any young adult, but set on a backdrop of early childhood trauma, unstable family background and poor attachments, the result is often complex and chaotic. IceBreak builds flexibility

into their working to ensure that no young person misses out on help because of other challenges and difficulties in their lives.

"I skipped three or four sessions and I got a letter to say they were gonna delete me off the case-load.... I rang them up and I said sorry, that I just needed to be away, but then we met up, and got a little bit done, but he was really supportive about it."

(David, 24)

Empowering young adults:

Care Co-ordinators always work with the young adult in a ways that empowers them. It is very much about what the young adult wants to do, what they want to talk about and how they want to move forward.

"Every time something is changed, like when I was seeing [J] one week and [L] the next, when it went down to just [J] it was discussed first and then explained why, then it went to every other week, then it was, 'do you think you can manage three weeks?'. It was discussed every time."

(Matilda, 23)

Linking young adults in

with other important services: IceBreak has a dedicated benefit worker at The Zone, and an associated GP. They also research and then signpost young adults to other services that might better meet their wider needs.

Reaching the cut-off point for child services...

"I used to go to this place, I can't remember the name, and it was for kids up until 18 to get counselling support. I was working with someone there for a while... but then when I hit 18 I was discharged and I wasn't referred on to anywhere. I was just kind of left. That was it. There was no preparation for what I was going to do when the service was cut off. It was just, we can't help you anymore. You're too old now. And it was like, if you have any other problems just speak to your GP'. I didn't do very well [after]. I didn't feel like I had anyone to talk to or go to with any of my stuff so it just built up and I ended up in hospital..."

(Claire, 23)

YOUNG ADULTS' VIEWS OF ICEBREAK:



Claire, 23 years-old

Claire has been working with the IceBreak team for four years. She is due to leave the service in a few months time. She was referred to IceBreak by the hospital after-care team as a result of a previous suicide attempt and a history of self-harming. She has had previous experiences of living in supported housing services and working with drug and alcohol services. Claire was initially unsure about the help IceBreak could offer, particularly after experiencing disappointments with other services. However, working with the IceBreak Care Co-ordinators over the years has gradually helped to rebuild her confidence, and enable her to map a positive pathway to adulthood. She describes the IceBreak service as

invaluable in her recovery, having supported her at times when she felt she had no support elsewhere. As she explains:

"I can talk to (the Care Co-ordinator) about absolutely anything. If I need something, he will find somebody that can deal with it. It's like having someone who is the go-between, between you and everything else. I know if I want something or need something, he can direct to where I need to go. Even if I'm not doing very well, if I don't feel like talking but don't wanna be by myself, we can just go for a coffee and just talk about anything. It's just like knowing that whatever frame of mind I'm in, I've got somebody there who can support me."

YOUNG ADULTS' VIEWS OF ICEBREAK:

Matilda, 23 years-old

Matilda started developing mental health problems when she was 17 years-old. She was previously being treated with drugs to deal with her mental health problems, but was very unhappy with the side-effects and did not like that form of treatment. She was referred to IceBreak through her GP, and was initially quite negative due to having had bad experiences with other mental health professionals. She has been with IceBreak for a year, going from once a

week appointments to now once every three weeks. She is happy and positive for the future, and feels her IceBreak experience was very instrumental in that. As she says:

"I've never had a service like this. It's always been about medication. They'd never look at the whole picture... It makes you feel as if you're not stupid. On more than one occasion I've thought I must be going mad, and when you've got no-one to listen to you, whereas they listen to you, and it's non-judgemental and they don't look at

you as if to say 'oh don't be so stupid. Have a tablet and sit down'. And that in itself, just been listened to makes you (feel calmer). That helps before you even get to working through anything... I think this (service) works best as it knows (young adults) have different things going on in their life. Whereas, I see doctors and it's almost as, 'cause you're not quite old enough to be an adult, (you are) kind of shooed away. It's like, 'oh you haven't got any real problems. You're only 21'. Whereas (at IceBreak) no matter how big or little your problem is, they still treat you seriously."

Building self-esteem and confidence:

Underpinning all their work, the IceBreak Care Co-ordinators aim to build self-esteem and confidence in the young adults they work with. This is often the first step in helping them forge the pathway to independence.

"If something goes wrong in my flat, I completely melt down and don't know what to do or how to deal with it. [IceBreak] has helped me get confidence in dealing with it, helping me speak to people on the phone, 'cause otherwise I'd just ignore it and hope it goes away." (Claire, 23)

Helping focus their interests towards positive futures:

Care Co-ordinators will also try and help young adults achieve their education, training and employment goals. This might be through helping them fill out applications, researching college/ university places with them or just helping them to think through what they might like to do with their lives.

Accompanying young adults to other appointments:

Where needed, Care Co-ordinators will also accompany young adults to appointments with professionals dealing with other areas of their lives, for example Job Centre Plus, GP or psychiatrist, or housing and benefits appointments.

Act as an advocate: On occasions, the Care Co-ordinators will also act as representatives for the young adults they work with, and speak on their behalf. For example:

"[S] actually went to court with me. And he put in a report, helping me. He put across that [S]'s known me for a whole year, and I was on his case load". (David, 24)

Link in with families: Where necessary, and where the young adult wants this course of action, IceBreak will also link in with the young adult's family to help build support networks.

"A while back I was having major issues with my family in general, and [S] said if I wanted to see him with them there he would organise it. I didn't want him to, but it was there, which was good to know." (Claire, 23)

"When I wasn't very well last summer, there were huge rifts between both my parents, and my mum especially, so if my mum came round they would talk to her, obviously not just stuff that I'd been saying, but then they would also discuss it with me and say, 'well maybe you should try this'. So they'd look at the family relationships as well. It was whatever came up for me." (Matilda, 23)

Finding innovative ways to engage young adults:

IceBreak recognises that young adults, particularly those who are most vulnerable, need encouragement and effort to build trusted relationships. This might be about taking them out on trips with other young adults, taking them in to town or meeting them on their 'own turf'. In some instances, Care Co-ordinators have also worked with a young adult whilst they have been in custody.

"We do anything we can to engage them. That could be seeing them at home, taking them out and doing any activity they want to do, taking them out for coffee. I've taken them out to breakfast four weeks on the trot just to get them to turn up."

(Care Co-ordinator)

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THE YARD PROJECT

SERVICE NAME:	THE YARD PROJECT
BASED:	LOWESTOFT
WHO DO THEY WORK WITH?	YOUNG ADULTS, 16-24, WHO FIND IT HARD TO SUSTAIN EDUCATION, TRAINING OR EMPLOYMENT
WHEN WAS SERVICE SET UP?	2005

What is The Yard Project? What do they do?

The Yard is a work-based training project that takes on young adults who find it difficult to sustain or engage with education, employment or training. The project helps 16-24 year-olds by working with them on a range of practical skills that will hopefully lead them on to finding rewarding and stable employment. The Yard offers training in a range of areas including general building, bricklaying, plastering, plumbing, bicycle refurbishment and repairs as well as gardening and community work. The Yard works with a core group of young adults for up to a year, and continues to support former Yard trainees through regular contact, meetings and events. What is particularly unique about the project is that in addition to being a training

centre, they are also able to offer a professional building service and will soon be able to offer a house insulation service. This is hugely beneficial to the young adults as the training they receive is in a real work setting, and demonstrates first-hand the skills needed to work in and run a professional business.

Underpinning the practical side of The Yard is a dedicated, mentoring support service. The Yard works with young adults who have often experienced feelings of failure, have had negative experiences at school and may have had disrupted home lives. As much as the project is about learning new skills, The Yard is also about building confidence and self-esteem.

The Yard also offers a monthly 'transition group' for young adults who have moved on from the project. The group gives these former Yard trainees the opportunity to come back and talk about how they are doing, what they are doing, and where needed, get help and support from project staff. The transition group also acts as a peer mentoring service, as the former trainees can share their experiences and successes with young adults who are currently training with The Yard.

How and why was the service set up? How is it funded?

The Yard Project was initially set up by Peter Grubb and Clare Meade in collaboration with other youth work colleagues, influenced by the realisation that too many vulnerable young adults were being directed in to employment, education or training that they were unable to sustain. Drawing on experience gained from a background working with young people in care, the initial founders developed a project that would build holistic support in with practical training, and thus give vulnerable and disengaged young adults the best possible chance of succeeding in life.

The project itself is based in a former builder's yard, situated in the heart of a residential community. The building site was originally purchased in 2004 by the project founders, and preliminary work began in late 2005. Over a three-year period, young adults, supported by skilled project staff, transformed the derelict building to create their own training and community centre. The building is now owned by The Yard Project (Community Interest Company).

"What heartened both of us was that when you talked to local people about what we were going to try and do the response was always positive. The involvement of the local community is very much the key to what we are doing here."

(The Yard Project, founder)

"...us young people get called names, or old people are kind of scared of us. But because we are right in the middle, the community can get involved with us and see what we do, then that builds relationships."

(Craig, 19)

"I've been working with care-leavers for a while. My job was to direct them into employment or training, and actually a lot of the time I was setting them up to fail. I could get them in to college or find an employer that would take them on but after a couple of weeks, those young people had not succeeded in either. And I thought, there's got to be a different way. So we thought let's do something positive about this. Let's actually go and work alongside young people. Let's get their routine going. Let's start to work on some of their barriers to employment and training, and also look at the things that actually keep them engaged."

(The Yard Project, founder)

YOUNG ADULTS' VIEWS OF THE YARD PROJECT:



Becky, 26 years-old

Becky is a mum of two and studies part-time at college. She started working with The Yard when it first opened in 2005, and feels very connected to the project because of that. She worked with The Yard for a year, and feels that she was, and still is, very supported by them. She feels Peter [founder] has given her help above and beyond what would normally be expected, and has made her feel that she is really cared about. The Yard is still a very important part of her life, and she regularly comes back to visit the project and is now working as a community volunteer. She says:

"Peter will say, 'what can we do now to get you in to a job if you're not? What toolkit do you need?' For me, I need books for college, and they help you find stuff like that... And if he hears of a job he'll phone people up and say he's recommending you for it. He's good like that. He has a lot of connections and he knows a lot of people. It has really built up my confidence. It's helped me go to college. I just didn't have the confidence to do that before. The confidence and the support you get are the main things."

The Yard is very much a community project, and community partnership is at the heart of the service. The community has helped keep the project going through a variety of ways, including having a range of locals and professionals come in and share their knowledge and experience with the young people, and also having car boot sales at The Yard to raise funds for the project. The Yard also has close links with local employers.

A particularly successful link has been with independent property maintenance company, Ace Group of Companies (www.ace-managementgroup.com). Through the collaborative support of The Yard, the company won a large, local building contract and as part of the joint agreement now hopes to take on two of The Yard's former young adult trainees.

Funding for The Yard was initially provided through Suffolk County Council and a small private donation. Since then the project has received a patchwork of funds from a variety of sources including Suffolk County Council, Lowestoft Together (Safer and Stronger Communities), Barclays, UnLimited, Fair Share Lottery, the Suffolk Foundation and some small donations. However, as The Yard operates as a community interest company, the project is partly self-sufficient due to income generated from providing skilled building, gardening services and bicycle refurbishment and repairs.

How many young adults benefit? How are they referred?

The Yard has 10-15 new young adult trainees every year, though they also provide ongoing support to a large number of young adults who have since left the project. The Yard also offers motivational courses for other young people at risk of becoming NEET (not in education, employment or training).

Referrals mainly now come through Connexions, hostels, Social Services, and the Youth Offending Team. Occasionally young people will refer themselves to the service.

What is the transition support angle?

The Yard is primarily a work-based training project for young adults, but it is also a place where they can go and learn about the skills needed to become independent and successful adults. Some of the ways in which The Yard works innovatively with young people are as follows:

Providing guidance and encouraging responsibility: Though project staff are clear that they are not there to support the young adults in a parental role, they do provide structure and guidance for them. The Yard puts trainees in a real-work situation but there is a 'soft' edge to that relationship, which recognises



“There isn’t a point at which you can say young people have reached maturity, adulthood decision-making. Young people, particularly in this group, are facing a huge amount of challenges. Often they’re living independently at a much younger age than others, and often they need to test things out.”

If something doesn’t work, you need to feel that you can come back and get support and move on to try something else.”
(The Yard Project, Founder)

YOUNG ADULTS' VIEWS OF THE YARD PROJECT:



Craig, 19 years-old

Craig had a previous job working on offshore oil rigs but after a bad experience at work, he lost all confidence in himself. He was referred on to The Yard from Connexions for a trial period, but found he really enjoyed the experience so stayed on for a year to do an apprenticeship. Since then, Craig regularly comes back to The Yard to help out, meet up with other former trainees and generally check-in with The Yard staff. He is extremely positive about his time working with The Yard project as he feels it has restored his confidence and belief in his own abilities. As he says:

"When I first came I was really nervous as I didn't know anyone. As soon as I met

Pete, he was just not like anyone else. He acts like he already knows you. He doesn't judge you. They built my confidence up. They did one-on-ones with me, and boosted me up. Now I'm working offshore again. It made me feel more manly... If I hadn't come to The Yard, I'd still be at home probably. Like, not have a job, I wouldn't have had no confidence. I'd just be in my own little box. I wouldn't have had the chance to go outside and meet new people... I couldn't pinpoint one good thing about The Yard. It would take a whole page to get them all down. If I wasn't in my job now, I would definitely come back here and do voluntary work."

that in many cases these young adults still need to gain the basics of responsibility. Project staff won't chase the young trainees if they are late or don't turn up, but will guide them if they encounter difficulties or challenges. The Yard experience is about cultivating responsibility, self-drive and motivation. The work-based environment encourages an adult attitude.

"When we talk about that transition [to adulthood] for me, one of the biggest steps is when young people start to take responsibility for themselves. And that's what we aim to do... If something happens like, for any reason they break a boundary, for example, we had a couple of young guys who were about to have a fight on a job. If you were an employer you would say that is unacceptable, I can't have you on the job. What we did was sit them down individually and then together to talk about what the implications of that were, if they weren't able to deal with that in the future that would affect their whole prospects of either getting a job or taking on further training. It's not to tell them off, it's because we want them to sort it out for their future." (The Yard Project, Founder)

Providing strong role models: Project staff also act as positive role models for the young adults, by demonstrating appropriate ways to communicate and behave in a real work situation.

"If you say you're going to do something, as an adult then you need to be able to carry that out. Unless there's really extenuating circumstances. And hopefully they'll join you in seeing it's important to do that."

(The Yard Project, Founder)

Recognising barriers to engagement: The Yard recognises that young adults are not always ready to engage with a new project, particularly when they may have had very negative experiences of education and training in the past. The project gives them the flexibility to make those decisions, and return back to the project if it did not work out the first time.

"When we find it isn't working with a young person, we say well maybe that person isn't yet ready. They need to know that they can say, 'well no perhaps that isn't what I want', or maybe kind of kick against it. It's having a place where you can come back to if you need to." (The Yard Project, Founder)

Providing ongoing support - the 'open door' policy:

The Yard Project offers young adults a place where they can touch base whenever they need to. Project staff will help in whatever ways they can, be it a work-based problem or a personal problem. Project staff also support young adults who have left the project. This may be in providing a forum for them to show what they have achieved since leaving The Yard, or helping support them with other issues in their lives.

"It's in that process of dependence to independence. You do need that open door." (The Yard Project, Founder)

Building confidence and self-esteem: The young adults who work with the Yard often have very low self-esteem. They feel labelled as failures and carry that around with them in everything they do. Project staff are very aware of this, and therefore make significant effort to find and build on something the young adults can do well. This might be building a wall, laying some concrete or simply lasting a full day without losing their temper. Rewarding and highlighting successes is considered a big part of helping the young adults make their first steps towards positive change.

"He's always there for you. And he always says nothing is impossible, which is a good thing. Even if you get something wrong, he always says everyone learns from mistakes. And then he tells you how to correct it, whereas other people just tell you to get back on with it and do it again without helping."

(Will, 21)

**What has been the impact of The Yard?
What's next?**

In the project's first year, two young adults went on to start their own gardening businesses and the others went on into employment or training. Since then, there has been a steady stream of young adults leaving The Yard and going on into education, training and employment. Two former Yard trainees have also succeeded in gaining youth work qualifications.

The young adults leaving The Yard have also shown how they have significantly built up their resilience since starting at the project, and have since found positive ways to move forward with their lives.

The Yard Project is keen to develop further links with local colleges to enable more young people to work towards professional qualifications. They are also establishing an insulation project, training and providing loft and cavity wall insulation as well as further developing the links with Ace Group to provide young adults with experience in construction work. These are part of the project's plans for greater sustainability whilst providing young adults with industry-based qualifications and experience which can lead to employment. The project continues to involve the local community through a range of activities and volunteering opportunities.

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**YOUNG ADULTS' VIEWS
OF THE YARD**

Will, 21 years-old

Before coming to The Yard, Will was getting in trouble and spending time with 'the wrong people', and was at risk of being kicked out of home. He was referred on to The Yard from YMCA Training, and despite feeling initially unconvinced that the project could help him, he really enjoyed it and stayed for eight months to do an apprenticeship. Will feels The Yard experience really helps young people who struggle to stay on in training and find employment. As he says:

"Before I was here I was not getting up till the afternoon, doing nothing, being lazy. When I came (to The Yard) I was getting up at 7, getting in by 8 and not going home till half 4, 5. It made me feel happy with myself, as I was actually working and doing something for myself. I started buckling down, getting on with people and doing odd jobs. When I left here, I got a full-time job at (a local) restaurant. And I'm still working there now. Not many people have come out of here without qualifications or a full-time or part-time job... They do everything. They keep in touch with you. They help you look for jobs as well, even when you finished (training). They bring you to meetings. They're always there if you need them, and they always keep in touch with you. We need more of The Yard projects everywhere."





BRIDGING THE GAP

4

SERVICE NAME: BRIDGING THE GAP: TEEN TO ADULT PERSONAL ADVISORS (TAPAS)

BASED: BRIGHTON AND HOVE

WHO DO THEY WORK WITH? YOUNG PEOPLE, 14-25, WITH MENTAL HEALTH NEEDS

WHEN WAS SERVICE SET UP? SEPTEMBER 2009

What is Bridging the Gap and TAPAs? What do they do?

Bridging the Gap is a clinical mental health service provided by the Sussex Partnership NHS Trust, for young people aged 14-25 with mental health needs. Though it is a clinical service, Bridging the Gap has strong links with Brighton's Integrated Youth Support Service and the voluntary sector. The aim of the Bridging the Gap service is to develop better access to services and earlier intervention for young people with mental health problems, particularly those who will likely move into adulthood under the treatment of a mental health service.

The service operates through five qualified mental health workers called TAPAs (Teen to Adult Personal Advisors), two of which specialise in working with specific groups of young people - those from BME (black or minority ethnic) groups

and those who are LGBT (lesbian, gay, bisexual or transgender). The TAPAs are based in various Youth Hubs across Brighton, though their work also involves outreach into other areas of the community. There are a range of professionals working out of the hubs including Connexions PAs, sexual health workers, and LGBT support workers. The TAPAs location in the hubs is particularly beneficial as part of their role is to link young people up to other services.

The TAPAs team work with young people through tailored, one-to-one sessions. The period of time each TAPAs team member works with a young person is dependent on the individual needs of that person. The service links in with specialist Child and Adolescent Mental Health Services (CAMHS), Early Intervention in Psychosis (EIP), the Adult Mental Health Service (AMHS) and substance misuse services.

YOUNG ADULTS' VIEWS OF BRIDGING THE GAP:



Mike, 22 years-old

Mike was referred to the TAPAs team because of a need for mental health support. He was also experiencing anxieties about his sexuality. The specialist background of his TAPA means that both issues are being supported equally. Mike has had past experiences with mainstream mental health care providers and also adult drug and alcohol services, but feels they did not support him in the holistic way he needs. He feels the uniqueness of the TAPA service is finally helping him work through all the issues in his life. He says:

"(My TAPA) helps me with the sexuality stuff but also the mental health side as well. It links in well, because they're quite related. I went to (another service) where they said I had like six, half-hour sessions but we couldn't discuss the sexuality issue because there wasn't time. It was a huge relief to find (the TAPAs service). I really wanted to sort my issues out and I really wanted to find somebody to help me, and I'm so pleased I have. It's not like any (other service) I have had before. There's nothing else like this."

Why was Bridging the Gap set up? How is it funded?

As part of the redesign of Brighton and Hove CAMHS, it was decided that a new service was needed in order to cater for young people with mental health needs who, for whatever reason, were not currently accessing services. Through research conducted by a range of people, including service providers, voluntary sector organisations and the young people themselves, it was found that mental health services were frequently losing young people in the transition to adulthood as they passed the 18 cut off age of the CAMHS service. This was particularly the case for young people with behavioural and developmental disorders e.g. autism spectrum disorder (ASD) and attention deficit hyperactivity disorder (ADHD). The project was named 'Bridging the Gap' by the young people that took part in the research in recognition of the many challenges presented by the move from child to adult services.

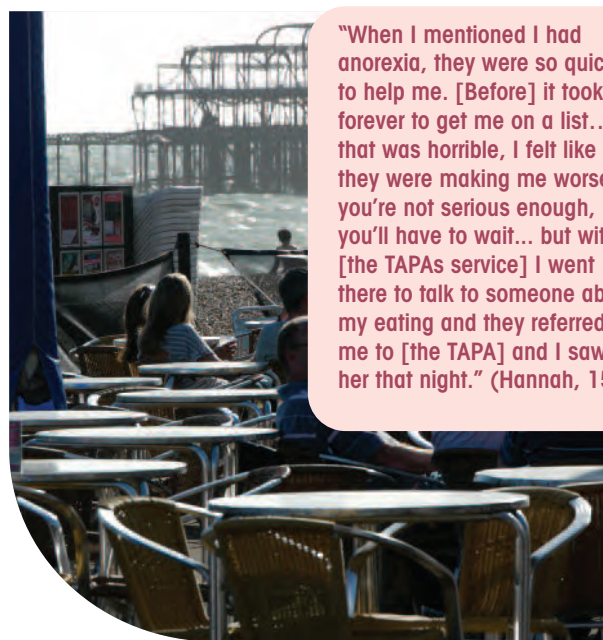
Bridging the Gap is funded through Brighton and Hove CAMHS. It is linked to the Right Here project (www.right-here.org.uk), which is funded by the Paul Hamlyn Foundation and the Mental Health Fund. Right Here aims to change the way in which the mental health of young people aged 16-25 is addressed in the UK. Right Here Brighton and Hove is one of the project's four pilot sites.

"Post 18, a lot of those young people find it difficult getting in to the adult services, and they are almost falling in to this black hole really... The way that CAMHS deals with that group, up until 18, is very different than adult services, and so when

they go through adult services they find it very, very difficult to engage... CAMHS treat a lot of developmental/ behavioural conditions but the adult services, well it's almost like, well they've become 18, they haven't got it anymore." (TAPA)

What is the referral process? How many young adults is the service reaching?

Referrals to the TAPAs team come from a wide range of other services, for example: CAMHS; AMHS; Connexions; GPs; YOTs and probation services. Because of the TAPAs placement in the youth service hubs, a number of young people make it on to the TAPAs caseload just by walking in to the centre. Importantly, one of the marked differences with the TAPAs service is in the speed of the response to referrals. Whereas the wait for an NHS appointment might be up to four weeks, TAPAs try and see young people within a week of them being referred.



"When I mentioned I had anorexia, they were so quick to help me. [Before] it took forever to get me on a list... that was horrible, I felt like they were making me worse, you're not serious enough, you'll have to wait... but with [the TAPAs service] I went there to talk to someone about my eating and they referred me to [the TAPA] and I saw her that night." (Hannah, 15)

Numbers accessing the service are lower than the average mental health worker, but the level and intensity of support given to each young person is considerably higher. Also, because of their location in the hubs, TAPAs frequently offer 'on the spot' support and advice, both to professionals working in different spheres and to young people who have just dropped in to the youth centre for that day only.

What is the transition support angle?

Disenchanted with other services...

"I don't fall in to all these rigid categories, which I find with other [services] out here. I was told before I was too low for one tier but too high for another. [My TAPA] is a lot more flexible. I told him my issues and where I need help and he said, 'right we'll work on those then'. It's not like I have to have this condition or that. He can offer me things that are tailored to my needs." (Mike, 22)

Mainstream services tend not to wrap around the person. They have allotted slots where support and/or psychiatric help is administered. They deal only with the key issue and not with the person as a whole. This is where TAPAs feel their service is different. Some of the ways they work innovatively with young adults are listed below.

Flexible and responsive working: The TAPAs team understand that young people may need more flexibility and effort to engage with a service than adults.

"When a young person becomes 18 and they have to go to the adult services, the leniency that they would have had certainly with CAMHS, literally stops... we are better able to offer them a flexible service that caters for their presentation and need. For example, they might have missed two or more appointments and you ring them, text them, you might write to them, speak to

their parents. You do everything you can. So there is a big difference from what they would get from [adult services] and what they get from us." (TAPA)

Using the 'one-stop-shop' approach or 'no wrong door': Young adults can have all their needs met in one place. The hubs house multi-disciplinary professionals, and so a young person can benefit from a range of services that they might well have not accessed independently.

"When a young person comes to the service, they can get their housing sorted out, their benefits, Connexions and so on... If they have to leave from one place to another, they won't get there." (TAPA)

Linking in with other services: In addition, the TAPAs team links young people in with other services that may affect their lives, for example: YOTs (youth offending teams); CAMHS; adult mental health services; Connexions; substance misuse services; LGBT services.

Supporting positives in young people's lives: The TAPAs help young people recognise the positive things in their life, and actively support them in reaching their goals.

"She gives me job things like a booklet of jobs I can look through. She's very interested in my college. She wants me to finish. 'Cause two months ago I didn't care. [Other mainstream services] focus on the bad things and not on the good things, 'how do you feel, do you feel bad'. It's not talking just about how you feel that helps, it's talking about all the other things. Like what you've achieved and what you're doing with yourself. It's not just the bad things." (Gemma, 20)

Helping them develop life skills: Alongside the key area of mental health support, the TAPAs team also help young adults develop life skills. For example, getting their benefits, form filling,

YOUNG ADULTS' VIEWS OF BRIDGING THE GAP:

Gemma, 20 years-old

Gemma has been with the TAPAs team for five months due to a range of problems, including an eating disorder, engaging in self-harm and experiencing anxiety and depression. Gemma first accessed help in 2005, where she spent 18 months working with a counsellor at the Youth Advice Centre, which she felt was particularly beneficial. She was later referred on to CAMHS, but as there was no follow up appointment she did not continue treatment with them. She describes this as a disappointment.

She has also received psychiatric care due to an eating disorder and depression, but did not like the medicating approach to treatment. She feels the weekly, one-to-one sessions with her TAPA have met her needs both as someone needing mental health support, but also as someone who is a young adult. She says:

"It's nice to just talk to someone, and know she's there for me. She just listens to what I have to say. She's been great. Quite a lot of (professionals) I speak to, I don't really like and it's hard for me to talk

to them if I don't like them, so I just clam up. I've got more confident too. I have good days and bad days but I don't feel how I did... (The TAPAs service) is very important. I think how much it's helped me. People in my situation need somewhere and someone to turn to. You need more places like that that focus on the young adults' problems, and try and help them overcome it at a difficult stage in their lives. You don't get a lot of that around."

child care advice, financial and legal advice, paying bills and even setting up mobile phone accounts.

“They find it really difficult and stressful to fill in the application, whatever, and I’ve done quite a lot of support with that, helped them fill the forms in and go through it with them. It’s quite time-consuming but it’s important to them.” (TAPA)

Accompanying to other appointments: Where needed, TAPAs will also go with the young person to other important appointments they may have. This helps the young people feel secure, supported and able to talk through their feelings about their experience with that professional.

“[C] came to a CAMHS meeting with me last week to see if there’s any help or anything else they could offer. That really helped me there. I liked it because it gave both of the people different points of view. [C] knew what was happening and what they were talking to me about at CAMHS, and CAMHS knew I was [with the TAPAs team] and getting help there too. I haven’t seen the CAMHS lady for about six months, and a lot has happened since then, a lot. [C] just helped me sum it up really.” (Hannah, 15)

“She comes down to my psychiatrist appointments to support me. After it’s finished she’ll ask me how I feel about it, and how I think it went. It’s nice to know it’s not just me going through it. Someone else actually cares apart from my family.” (Gemma, 20)

Being a positive role model: The service recognises that some young people may not have benefited from having a significant adult in their lives, so in turn may not have experienced

the boundaries, structure and guidance needed to make successful transitions to adulthood. The TAPAs therefore do a lot of work around stress management, and advice and guidance on lifestyles.

Link in with families: If possible, TAPAs will involve parents, other relatives and partners, but the involvement of family is always led by the young person. TAPAs also forge relationships with families when other issues are at play, for example, a young person going into custody.

“We try to involve their family as much as possible. When you go to an adult service, you will be dealt with as an individual, on your own. There’s none of that systemic approach. You’ll be dealt with as an adult, ‘this is what’s wrong with you, forget your parents’. And that’s the big difference. You can’t within this day and age, cut people off like that, because all the other bits within their life have some bearing on the way they actually present it.” (TAPA)

Finishing treatment when the young person is ready: Leaving the service is a mutual process decided between the TAPA worker and the young person. Sometimes a young adult will feel they are ready to leave, sometimes the TAPA worker will raise the topic. The young person will always be a key part of that decision-making though.

“Young people often dip in and out of treatment. You won’t discharge them as in three months they’ll come back and get a little boost and then go away again. You have to allow to that. That’s the way they want to use the service.” (TAPA)

YOUNG ADULTS’ VIEWS OF BRIDGING THE GAP:



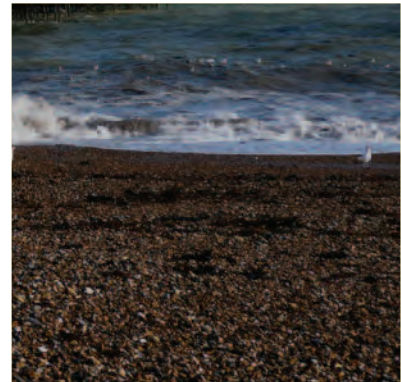
Hannah, 15 years-old

Hannah started working with the TAPAs team due to trauma following an incident of sexual abuse, and because of wider issues relating to a childhood eating disorder. She has been with the service for a month. Hannah had previously been with the local CAMHS team, but felt let down by her experiences there. Though she has been with the TAPAs team for a relatively short time, she feels the difference with the service is that she is much better understood, something she felt was never the case with other services. As she says:

“We’ve only met up three times at the moment, but it has been really helpful because if I need to talk to someone about daily routines, she’s always there to help me... I feel that (C) is more understanding (than other mainstream professionals). She actually listens to me, and we have a laugh, and she has really helpful advice... even in the short period of time she has helped me a lot. More than I thought someone would. It’s just someone to listen. That’s all I really needed, is someone to listen to me and not be, ‘oh you’re not allowed on our services’. Just someone to listen.”



"Young people often dip in and out of treatment. You won't discharge them as in three months they'll come back and get a little boost and then go away again. You have to allow to that. That's the way they want to use the service."



Making access easier: And as part of their outreach role, TAPAs will always make the effort to work with the young person at a place that suits them. This may mean home appointments, meeting in the hubs or it may be somewhere completely different.

"We have a young man, who is 20. He is up for sentencing and chances are he will go to prison. I will try to work out a programme that will work for him whilst he's in the prison, so he doesn't come back to what he has faced in the past, the behaviour, then get back in to prison." (TAPA)

"[P] has said I can call him anytime I want. If you wanna chat or something, or if anything's getting you down, or playing on your mind. We talk on the phone about twice a week." (Mike, 22)

For more information about Bridging the Gap and the TAPAs service:

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What's next for Bridging the Gap?

- * The TAPAs are currently providing training for non mental health staff in the hubs, so they can recognise mental health problems and refer if necessary.
- * Making links with other services, such as social exclusion outreach workers and local GPs, and particularly statutory services.
- * Implement a system which reviews all areas and issues impacting on a young person's life and plots 'distance travelled', so young people will be able to see for themselves where they were and how far they have come.
- * Ultimately, to replicate the 'one stop shop' approach to service delivery in other areas of Sussex.



5

**YOUNG CARERS
TRANSITION SERVICE**

SERVICE NAME:	YOUNG CARERS TRANSITION SERVICE
BASED:	WORCESTER
WHO DO THEY WORK WITH?	YOUNG CARERS, 16-25 YEARS-OLD
WHEN WAS SERVICE SET UP?	APRIL 2010

What is the Young Carers Transition Service? What do they do?

The Young Carers Transition Service, delivered by youth charity YSS, offers specific support to young adult carers, aged 16-24, who are providing emotional and/or practical support for a member of their family (usually a parent). The Young Carers Transition Service is distinct from the Worcestershire Young Carers service, also delivered by YSS, which supports younger carers, aged 8 to 18 years-old.

The Young Carers Transition Service is a bespoke, dedicated service. Through the work of a part-time Transition Key Worker and a part-time Transition Support Worker, the service provides age-specific support that takes young adults beyond the Young Carers service, to focus on

the other big issues in their lives, such as employment, education, housing, and emotional and physical wellbeing (addressing isolation and social problems).

The small team supports young adults through one-to-one work, and regular support sessions and focus groups.

How and why was the service set up? How is it funded?

The Young Carers Transition Service came about through recognition by YSS and Worcestershire County Council that young adults were often not making the transition to adult services after they had outgrown the Young Carers service,

which works with young carers up until their 19th birthday. A strategic review conducted in 2008 into carers' services in the local area identified that the county had 2,000 carers aged 16-24 years-old, 400 of whom were providing 20 hours or more of caring every week. It was therefore considered essential to focus specific attention on this particularly vulnerable group.

A group of young adult carers met with YSS to discuss their experiences since leaving the Young Carers service and through doing so, highlighted why there was need for an additional service for their age-group. The young adults explained that they did not relate to the groups provided by adult services. They did not see any common ground with the other adult carers and felt their lives, responsibilities and issues were totally different. Adult carer support services were felt only appropriate for older carers, usually of retirement age, who were dealing with partners with dementia or severe arthritis. The young adult carers were mostly looking after disabled parents, and by contrast were trying to find ways to begin their adult lives. The outcomes of this research underlined the importance of implementing a service that would recognise young adult carers as a distinct

group, and one in need of a service that met their individual needs.

The service is funded by NHS Worcestershire in partnership with Worcestershire's Adult Social Care and Children's Services. Funding is for 18 months in the first term. The service will be assessed again in October 2011 to see if it is meeting the goals of creating positive outcomes for young adult carers.

"I've referred [young adults] to the adult carers unit but the service that was being offered was totally inappropriate... the take-up was [therefore] not at all, basically. Once they left us, they were out there with nothing. I've been working with young [carers] for many years and [seen them] looking for what's next. What support will they get when they're no longer eligible for [the young carers] service when they reach their 19th birthday? Trying to prepare them for that, departing from the service, the people they've met and the support they have received, it's quite traumatic for them."

(Young Carers Transition Worker)

**How many young adults benefit?
How are they referred?**

Young adults are mainly referred on to the Young Carers Transition Service from the existing Young Carers and Adult Carers services. Other referral routes may include Connexions, GPs and colleges.

There are currently 110 young people accessing the Worcestershire Young Carers service. Of that number 19 (17%) are young adults aged 16 -19 and therefore eligible for the new young adults service.

YOUNG ADULTS' VIEWS OF YOUNG CARERS TRANSITION SERVICE

Kelly, 20 years-old

Kelly provides the full care for her physically disabled mum. She is pregnant and currently a mother of one. She also works part-time to support the family, so has little free time or disposable income. She feels the Young Adult Carers service is necessary as when she outgrew the Young Carers service, she felt she had no other support and little chance of meeting people of her own age. The Young Adult Carers group allows her to spend time with people who have similar lives and are going through similar experiences. As she says:

"I was not getting the help I needed. I went to the Adult Carers (group) that they told me to go to, but that was for 50/60 year-olds. And they were all caring for like, old people. We got nothing really in common except that we all care for people. There was no-one there my own age... (The Young Adults Service) is good, as it's nice to just have other people out there that you can relate to. It's a chance to meet new friends."



What is the transition support angle?

“They’re already in a difficult situation, and it’s a time in their life when things are changing and they’re growing in different directions. It’s a time when they’ve got to choose if they’re going to live at home or move away, continue caring stop caring, whether they’re going to go to university or get a job... They might be thinking about having children. They might also have relationship issues. As young carers, they don’t have the support. Quite often, they’re the ones providing the support. And [by 19] they’ve begun to trust [the Young Carers service] and don’t really want to go anywhere else. So us offering that in-house service, to continue [after 19], it’s just a lot easier for them to access that. Primarily, it’s about getting younger people in to adulthood and supporting them in that transition.”

(Young Carers Transition Worker)

The Young Carers Transition Service is an innovative carers service, in that it supports the individual in all areas of their life and not simply around their caring needs. The service is as much about helping young people forge successful pathways to adulthood, as it is about supporting them with their caring responsibilities. Below are some of the ways in which the service works with young adult carers.

who are at an age where they are about to embark on their independent, adult lives. Some of the ways in which the Transition Workers help young adults with general living may include: helping them to find money for driving lessons so they can transport a disabled parent; looking at what the needs are within the family – e.g. do they have bereavement issues? Are they in contact with social services if they need to be? It might also be about working on their basic living skills, such as teaching them how to shop on a budget, helping them manage money and showing them how to cook basic meals.

“You can wrongly assume because they are a young carer, they therefore know everything there is to know about the home life and the caring role... our help might just be something as simple as they want to look at renting and they don’t know who to go to, or how much it costs to start with. Or they might not know that there’s a housing association and that they can get put on the council list. Or once they get in to the property they might not know that they need a TV licence. It might have always just been in the home and they didn’t know you had to pay for it.”

(Young Carers Transition Worker)

Signposting and accompanying to other appointments:

The Support Workers will also help young adult carers look into other services they may need. This may involve signposting them to those services or, where necessary, accompanying them to appointments and meetings related to those other services.

“...what this service does do is identify what their needs are and then try to facilitate addressing those needs. So linking them up with the college, linking them up Connexions, Job Centre Plus, linking them up to adult social care, GP practices... it’s about facilitating those things. If a young person is able and confident to do that you might give the information to signpost them, but if not it might be about hand-holding to take them along and support them in that.”

(Joint Commissioner, Worcestershire CC)

Supporting general living: Young carers have often grown-up in an environment where they have taken on adult responsibilities a great deal earlier than other young people. However, the Young Carers Support Workers recognise that those young people may still need help, as in many cases they will not have had parents who were physically or mentally able to teach them the skills needed to cope with life. This is of particular importance for young adult carers

YOUNG ADULTS’ VIEWS OF YOUNG CARERS TRANSITION SERVICE



Anna, 23 years-old

Anna cares for her father, who has mental health problems. She has been caring for him almost independently since she was 11 years old. She has other siblings but explains they have their own lives and families, so she feels the weight of this responsibility. Anna is currently looking for a job, but her caring responsibilities often get in the way. She feels she has very little in the way of a social life, and because she cannot easily get work she also has limited disposable income. When she reached

the cut off point for the Young Carers service, she felt there was no support for her anywhere else. She briefly accessed adult carers support, but did not feel it was the service she needed. She therefore feels the Young Adult Carers service is very important. As she explains of adult services:

“(Adult carers) are all there for like a chin-wag. It was a lot, a lot different to Young Carers. They just sit around and talk to each other and drink tea and coffee. I never went again.”

YOUNG ADULTS' VIEWS OF YOUNG CARERS TRANSITION SERVICE



Vicky, 22 years-old

Vicky looks after both her mum and her sister. She used to have a home-helper that would come round and cook for them, but now does most of the work on her own. She is currently at college, but studies part-time because of her responsibilities at home. The Young Adult Carers service provides her with the necessary caring support, but she can also receive the advice and guidance she needs to cope with other aspects of her life. As she comments:

"When we come to the groups, if you have a problem or something you could mention to (S) or to someone that you needed to talk to them and they will take you off separately. Or sometimes they will take you outside the group, take you to McDonalds or something. If you're talking to your mates about your problems they can say, 'oh I'm sorry mate', but that's all. If you're talking to (S) or someone, they know the route to go down if you need to get help from somewhere else."

Having someone to talk to: The Support Workers also know the importance of having a dedicated person available for the young adult carers to offload on. Due to the demanding nature of the caring role, personal needs and feelings are often overlooked or put to one side. These 'offloading' sessions are often the time when underlying needs are highlighted, which in turn allows the Support Workers to better identify where that young adult may need additional help.

"It's having someone to talk to. Someone who is not affected by what is going on, not emotionally involved, and you can just offload on. And it might be, during that time, that you realise that that isn't enough for that young person, they might need counselling, or they might need to be referred on, or they might need to see the doctor even, they might have mental health issues of their own because of what's been going on. So really it's about picking up on those points while you work with them."

(Young Carer Transition Worker)

Supporting education and training: The service has young adult's futures at the heart of what they do. Whereas adult services will focus on supporting the carer to better support the person they are caring for, the Young Carers Transition Service also looks to help the carer in working towards their own goals. This may involve helping write CVs, supporting job applications or helping them source any additional training they may want or need.

Provide a 'personal support network': Many young carers are isolated and rarely get to spend time with people their own age. The Young Adult Carers Support Group is particularly important as it allows the young adults to not only meet other carers with whom they can share their experiences, but also allows them the opportunity to talk through the issues that affect them as a young adult.

What's next for the Young Carers Transition Service?

- * Involving young adult carers in decisions about the future direction of the service.
- * Developing a new initial assessment tool, that explores issues related to both being a carer but also being a young adult.
- * Developing stronger links with Adult Carers services.
- * Currently looking at extending the service through developing promotional literature and making links with other services and professionals that may have access to young adult carers, such as: Healthy Schools Co-ordinators; school nurses; Connexions; and EduLink (Worcestershire's online learners communication service).

For more information about Worcestershire Young Adult Carers:

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6

YOUNG ADDACTION DERBY

SERVICE NAME:	YOUNG ADDACTION DERBY: TRANSITIONS PROJECT
BASED:	DERBY
WHO DO THEY WORK WITH?	YOUNG ADULTS, 18-24, WHO REQUIRE SUPPORT FOR DRUG USE
WHEN WAS SERVICE SET UP?	JANUARY 2009

**What is Young Addaction Derby?
What do they do?**

Young Addaction Derby help young people up to 18 who are experiencing problems with drugs and alcohol. They also offer a unique 'transition' service for young adults aged 18-24 who require support for any kind of drug use, and for whom adult services may not be appropriate. It is the latter service that this case study focuses on.

Young Addaction Derby is very much a holistic service. With each new referral, the Addaction project workers will devise an individual treatment plan that looks at the major

substance misuse problem, but also explores all the other issues that might be happening in that person's life. The treatment (or care) plan is designed to help the young adult address problematic issues in their life and ultimately change their drug/alcohol using behaviour.

Project workers provide young adults with information on drugs and alcohol, but they also focus on building self-esteem, confidence, family relationships, physical and mental health, fitness and general wellbeing. They do not have a

set pattern in the way they engage and work with a young adult. It is very much dependent on the individual person, and is identified through an assessment of their needs.

"If [a young adult] is at uni doing a degree, they've got a supportive family, and so have a variety of factors that mean that they have developed a strong resilience to issues they might face in their lives, but perhaps had begun to develop issues with alcohol or started using cocaine and it was getting out of hand. They might need to talk to someone about the triggers for alcohol and cocaine use and ways of controlling or stopping their use. So that's what we would do for that young person. But say for someone who had just come out of care, poly-substance user, got learning difficulties, the worker would work with them in a very different way. It's based on their individual needs."

(Project development manager)

**Why was the service set up?
How is it funded?**

Within Addaction as a whole, certain services (Liverpool, Derby, and also Lancashire) were noticing that the support package being provided was not meeting the needs of 18-25 year-olds. These young adults were indicating that they did not feel the adult drug services were appropriate for them. They did not identify with the older service users, who had crack or heroin addictions, and felt their lives and their drug-using behaviour were very different. As a result, young adults were either not arriving at adult services or they would go briefly but drop away soon after. Research conducted by Liverpool John Moores University exploring the

needs and perceptions of drug users in the 18-25 age range, and a needs assessment conducted in Derby confirmed this.

The need for the service was also underlined by the concern of mixing young adults, who often have lower levels of drug use or use less serious drugs (i.e. cannabis and powder cocaine), with older adults, who are likely to have more serious and long-term drug problems. Young adults were therefore at greater risk of both upgrading to more serious opiate usage and subsequently getting involved in crime, or alternatively, feeling their problem was not serious enough and that they were not receiving the same level of support.

"If you imagine, a young person who's been using cannabis really problematically, they're going to a young person's service where the majority of people there will include cannabis users. They then go on to an adult service where the majority of people there will be heroin and crack users, and there's a waiting list, and they're never seen as a priority. They will always drop to the bottom of the list. The young people are made to feel that their issue isn't really that big a deal. It then undermines the young person's experience and makes them think either, 'oh I don't really have a problem' or 'you don't understand my issues'."

(Project development manager)

Young Addaction Derby is part funded by the Barrow Cadbury Trust and part funded by the Community Safety Partnership. Funding was originally for one year, but has since led on to a second year. The service is reviewed on a yearly basis for funding purposes, and is linked to meeting targets such as, numbers accessing the service, retention and outcomes from treatment.

YOUNG ADULTS' VIEWS OF YOUNG ADDACTION DERBY:

Matt, 23 years-old

Matt has just recently left Young Addaction Derby after being with the service for a year. He started off on weekly appointments but went up to twice a week during a particularly difficult period. Matt first started developing a drinking problem following a bereavement in the family. Seven years later, things became significantly worse after experiencing an extended period of unemployment due to the (2007-2010) recession. He accessed Young Addaction Derby through being

signposted for help by the Derby Connexions service. He feels the help and support he received has been directly instrumental in his recovery. He says:

"It just seemed like they do care and they do want to do something for you. You go to other services and people will be opinionated saying, 'you can't do this' or 'you can't do that'. Whereas with (Young) Addaction, they'll set goals for you but if you fail your goals they won't turn round and say, 'you've not done this, you've not done that.' I wasn't

rushed to make everything good straight away. I could do it in my own time... My key worker was great, I had her mobile number, she had mine. It was a case of whenever I had a problem I could just text her and say I need to talk, and she'd ring me up. I thought that was quite unique. I found it massively supportive. And a year later, I'm feeling fantastic. (Young) Addaction has been great for me."

**How many young adults benefit?
How are they referred?**

Referrals can come through a range of sources. A common referral route is through the courts, as part of court orders. Other referral methods are GPs and also self-referrals. In many cases, young adults simply move directly on from the under 18s service, often working with the same team they had in the children and young people's service. There is also a preventative focus to Young Addaction Derby. Project staff will often target local colleges, universities and housing providers to access young adults who may be at risk of problematic drug use.

There are six project workers at Young Addaction Derby, three of which work with the young adults group. Caseloads are between 15-20 young people per project worker. This is half the caseload of adult services project workers, but reflects the much higher level of support.

"It's much more intensive support. Workers have much lower caseloads than they would have in adult services, meaning that all the time spent on the holistic needs that that young person might have is much greater... if you are perhaps only seeing them once a month, how are you helping them with their issues?" (Project development manager)

**YOUNG ADULTS' VIEWS
OF YOUNG ADDACTION DERBY**

Laura, 21 years old

Laura has been working with Young Addaction Derby for 2 months. She meets with her worker once a week to talk through her problems with alcohol, which started when she was 14 years-old. Though having previously stopped for six months, Laura began drinking again because of feeling low and deeply unhappy. Laura got in touch with Young Addaction herself as she wanted to cut down on her drinking. Though only having had eight sessions with her Young Addaction project worker so far, she is already feeling the benefit and has particularly liked their caring, and hands on approach to helping her. She says:

"I lead what we talk about. (Project worker) doesn't say, 'you've gotta do this, this and this'. I am able to say and talk about what I want... He has also asked me to think about things that I enjoy doing, to try and get me to think positively. He's trying to get me in to this boxing thing and some summer activities as well. I think that the fact that they offer things like that for free, I mean, there's a lot of people worse off than me that don't have the opportunity to do things like that. I think it's a really good thing that they do... I think it's really important to have this (service). With Young Addaction, you really feel they are interested in you and they really do want to help. What they're doing is great."

What is the transition support angle?

Adult drug services tend to treat the individual, exploring primarily the drug and/or alcohol misuse problem. Young Addaction Derby, however, offer a holistic service, which supports the young adult in all aspects of their life. Below are some of the innovative ways Young Addaction Derby work with young adults.



"[Project worker] came round to visit me at home for our first meeting. He just made me feel really comfortable 'cause I was quite nervous and 'cause it's in your own house, you feel a bit more comfortable. At [adult, mainstream] services they kind of stick you in a room, under pressure. You just felt like a number on a piece of paper."

(Laura, 21)

Flexible working: The transitions service is based around the model of a young people's service, where flexible working is at the heart of what they do. The project workers give as much time as they can to each young adult they work with, often adapting their schedules to accommodate them.

"The service is much more flexible in terms of appointment times if someone doesn't turn up. In an adult service, where people have huge caseloads, they're not able to be as flexible with appointment times. [Our] workers are able to go and meet the young adult wherever they are, and again that's different to adult services because again they're not able to afford that."

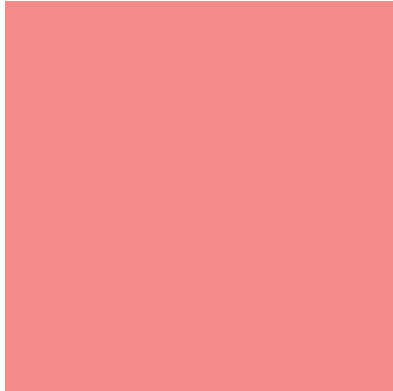
(Project development manager)

"...sometimes I'd have a relapse and I'd disappear for two weeks and I'd see [the project workers'] calls on my phone and I'd just ignore them. But whenever I was ready to go back and see her she was never like, 'oh well you've missed the last three sessions, I'm not gonna see you now'. It was always, 'OK, well let's rebuild what we've lost on'. I thought like after I'd dogged her off like three sessions and that, I thought, she's not gonna want to know me now. But it totally wasn't like that. She just gave me the space and the time I needed."

(Matt, 23)



"You can get it in to your head that there's no-one there for you, as someone in their mid-20s. It is a nice feeling to know that I'm not the only one of my age out there feeling like this. It definitely made me not feel alone."
(Matt, 23)



Finding innovative ways to work with young adults: Project workers emphasise the importance of strong relationships between themselves and the young people they work with. They use activities, such as 'box-fit' to help the young person build relationships with the worker and move the focus away solely from their drug/alcohol misuse.

Providing advocacy and practical support: The Derby project workers offer young adults practical support to help them organise their lives. This might be accompanying them to other appointments, advocating on their behalf or informing them about their legal issues and rights.

"[Project workers] can actually support the young person to make sure they are getting the right help, and that they're not being fobbed off by services. Or to stop them getting really, really frustrated and then just giving up."
(Project development manager)

Linking young adults up with other services: Project workers will also find ways to link the young adult in with other services they may need, including: housing; education; benefits; health services; young parent services; YOTs and probation etc.

Being aware of the young adults' support networks (or lack of): Young Addaction recognise the importance of wider support networks in a person's recovery. As part of the holistic service, project workers will explore the young adult's support networks outside the service. This will often influence the level and intensity of support provided.

"... it's not like they've necessarily had that guidance [that a parent offers]. Whereas [most young adults] can ring a parent or a family member and say 'I need help', or 'can you help me out financially', they wouldn't have someone to help them like that. Even sometimes if they're living with their family, if their parents are substance misusers themselves, the level of support they are going to get is minimal. It's about being aware of the environment they've grown up in."
(Project development manager)

Linking in with families: Project officers will also explore the young adult's family situation, to better understand how those relationships affect the drug use behaviour of that person.

"As part of the service, they have a 'Breaking the Cycle' co-ordinator, who works with parents who have substance misuse issues. Some young adults coming through, they might actually be parents themselves or have parents that are using substances. So again it's about doing work around other areas of their lives..."
(Project development manager)

Helping young adults develop life skills:

In addition, the service also aims to support young adults in developing their life skills, for example, budgeting, time-keeping, dealing with conflict, anger management and understanding the importance of working and living with rules and procedures. Skills felt to be key to helping young people grow up and integrate back into the society from which they have been isolated.

Building confidence and self-esteem:

And finally, underpinning the practical support offered by the service is a continual process of empowering young adults, and building up their confidence and self-belief. Many of the young adults accessing Young Addaction suffer from very low self-esteem. Their drug/alcohol behaviour is often a direct result of this. The project workers therefore work on overcoming these barriers in order to help young adults make real and lasting change.

"She definitely helped me to build my confidence back up. I got to a stage where I felt like, because I had been out of work for so long, I was never gonna get another job again. And I'd messed up jobs before. I dug myself that deep. She definitely gave me the confidence and the boost to say, 'no I am capable'. She made me feel intelligent again, and find things in myself that had gone." (Matt, 23)

What's next for Young Addaction Derby?

- * It is hoped that the service will develop assessment tools to compare 18-25 year-olds who are in other drugs services with those that are in the young adult service, to underline the positive impact the tailored service has on young adults.
- * Ultimately, the goal is to have a dedicated funding stream for the transition service, where funds are directly diverted in to the young adult model and are not part of the wider adult services.

Young Addaction Liverpool: Transitions Service

Addaction have another transitions service for 18-24s based in Liverpool. The Liverpool service started in 2006, and is funded solely by the local Drug and Alcohol Action Team (DAAT).

For more information, telephone: 08000 196 197

For more information about Young Addaction Derby:

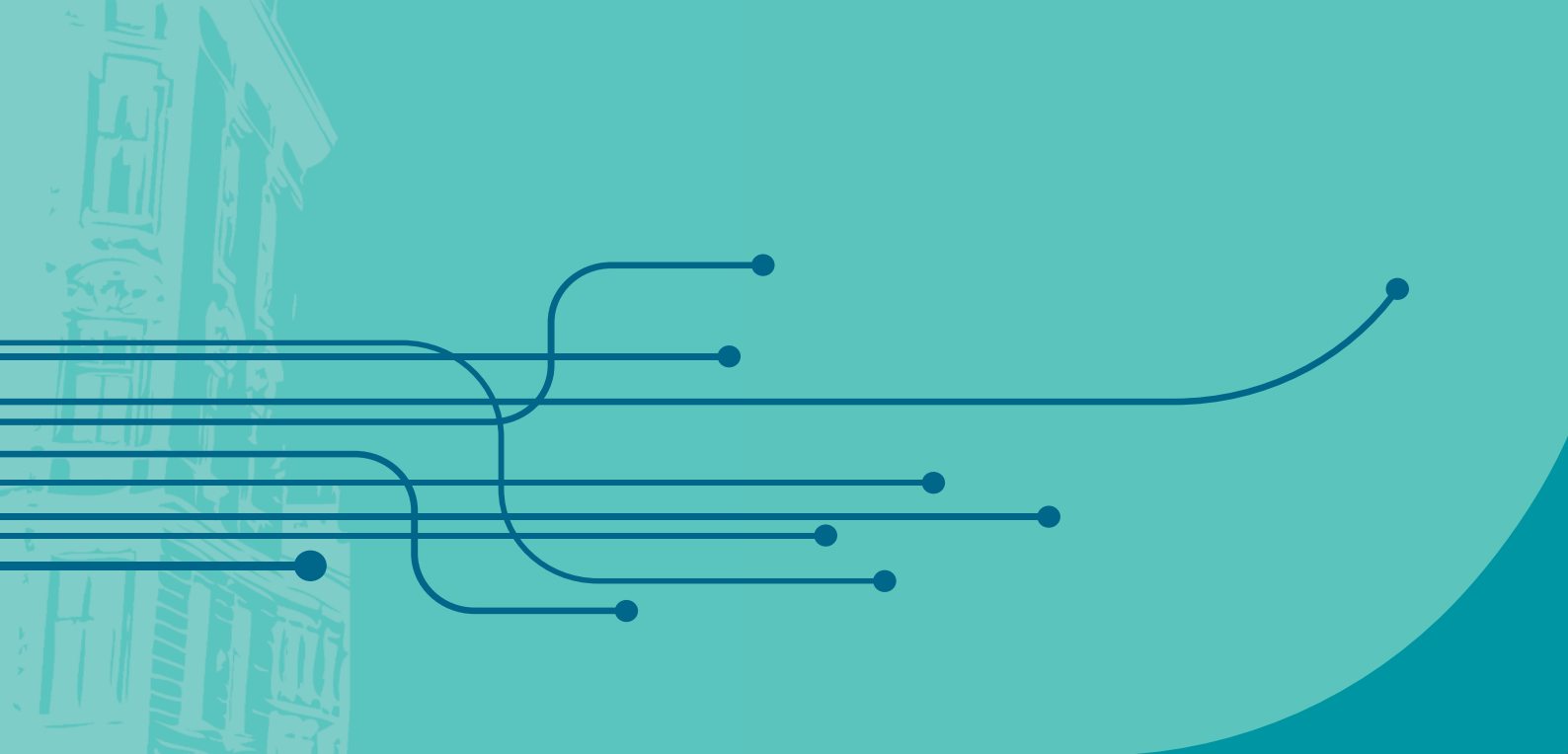
CONTACT: Angela Sims
TEL: 01332 254511
EMAIL: a.sims@addaction.org.uk

For more information about Addaction's wider work with Young Adults:

CONTACT: Gaby Chalk
TEL: 07776 244115
EMAIL: g.chalk@addaction.org.uk

WEBSITE: www.addaction.org.uk





SUPPORTING SERVICES FOR YOUNG ADULTS:

Key messages and top tips





SUPPORTING SERVICES FOR YOUNG ADULTS: KEY MESSAGES AND TOP TIPS

This section brings together some of the key messages and top tips put forward by the different people interviewed in chapter one. These include: 16 people delivering the projects and services; 20 young adults accessing those projects and services; and two commissioners who were involved in implementing two of the services.

Why provide services just for young adults?

- ⦿ Because young adults are a group both separate and distinct from children and older adults.
- ⦿ Because adult services are often not appropriate for those aged 18-24.
- ⦿ Because young adults are often not socially or developmentally ready to cope on their own.
- ⦿ Because young adults are at risk of 'falling through the gap' between child and adult services.
- ⦿ Because 18-24 year-olds are facing a wide range of changes and transitions in their lives as they move towards adulthood, and often need additional support at this time.

"...a situation might change because of what's defined by age, but then all the other needs that that person has will remain the same. But because they're [legally] an adult, it all becomes much more difficult..."

(Young Carers Transition Service)

"Young people step back from adult to childhood very frequently during this part of their lives. And that needs to be recognised."

(The Yard Project)

Why vulnerable young adults in particular?

- ⦿ Because they are already disadvantaged by their circumstances.
- ⦿ Because they often lack positive adult role models.
- ⦿ Because they have often had experiences of being let down by services.
- ⦿ Because they are making the transition to adulthood in particularly challenging circumstances. For example: moving from the youth offending service to the adult criminal justice system; making the transition from child to adult mental health services; or going from being a young carer to an adult carer.
- ⦿ Because they are among those most likely to have poor outcomes if left without external help or support.

"They're very needy. They're very vulnerable. They haven't had good role models. They often have chaotic lives, and lead very hard to mouth existences. And some of them, despite their age, are amazingly unskilled at coping with adult responsibilities."

(Bridging the Gap)

"Often, there is a problem with family life with the young people we work with, and emotionally that affects them dramatically."

(The Yard Project)



What do the young adults say?

You are legally an adult, but you don't feel that way – despite reaching 18, the young adults did not feel they were 'fully-fledged' adults, and were certainly not ready to take on full adult responsibilities.

"A lot of my friends were saying, 'at 18 everything changes, you're an adult. You'll feel like it'. But I still felt like a 15 year-old. I still felt like I wasn't ready for everything. I was finding things really difficult like sorting out my flat and beginning to learn to cook and remembering to sort things out, like my bills. Everything in general, I just felt like I wasn't able to do it."

(Claire, 23, IceBreak)

"When I was 18, I was still [thinking and acting] like I was 15/16. I was obviously my age but I was still immature."

(Craig, 19, The Yard Project)

Adult services are not suitable for 18-24 year-olds – many felt that accessing adult services had either been a negative experience for them or one where it just highlighted how they simply didn't fit in.

"In [adult drug and alcohol services] we were in groups, in group therapy, and I was the youngest there by far. They were all like mid-50s or something. I felt a bit uncomfortable there [with them] talking about taking their kids to school whilst [under the influence] and all that. I didn't relate to any of it. No-one there was on my wave-length. I felt like I shouldn't be there really. There was no-one there my age, they didn't understand and didn't know where I was coming from."

(Matt, 23, Young Addaction Derby)



A lot of my friends were saying, 'at 18 everything changes, you're an adult.' You'll feel like it. But I still felt like a 15 year-old.

"... somebody in their 40s is not gonna have the same lifestyle as somebody who's my age. So I think it is important to have something that's in-between."

(Laura, 21, Young Addaction Derby)

Feeling abandoned after outgrowing children's services – young adults also spoke of their experiences of isolation and loss after outgrowing children's services and feeling there was, at that time, nothing else out there for them.

"There's CAMHS that goes to 18 and there's adult services, but I couldn't find anything that goes in between. There's nothing for older teenagers or young adults that's 'specially for them, there's nothing there. And I needed that."

(Mike, 22, Bridging the Gap)

"I had [support] when I was younger from the Leaving Care [team], but when I hit 21 it was like, 'bye, get on with it'. I felt really isolated. They used to have a drop-in service and I used to go every day. To not have that, after you've had three years of going down there five days a week was a bit like, 'now what? I'm on my own'. And I just got worse when I got that lack of support."

(Becky, 26, The Yard Project)

Supporting the transition to adulthood: What really works?

Service providers identified a wide range of ways in which they work innovatively with young adults, including how they support young adults not only with their key area of need (mentoring, mental health or caring support needs etc) but also with their wider needs as young people making the transition to adulthood. These were the main ingredients:

Having a flexible approach – like children and young people, young adults may need more time to engage with a service and require a greater level of understanding at times when they fail to engage. It is important to give young adults the time and space to think through what they want and need from a service, and not write them off if they make a mistake.



... we have young people that walk through the door and have no GP, no housing, nothing really, and that's some of the first work we do with them.

"When a person reaches 17 a referral is made to the adult services. The adult service might send them an appointment, and if they don't turn up to that appointment, they get discharged... there is a notion that if a young person doesn't [turn up] once or twice they are unwilling to engage with a service. I have a different take on that, I think that sometimes a service is unwilling to engage with a young person. Or engage in a way that suits a young person."

(Bridging the Gap)

"With adult services, because it's an adult approach, it's taken for granted that a person can get to their appointment and they take responsibility for that. Young adult services, we call to remind you, we text to remind you, we don't just leave it to you to turn up..."

(Young Addaction Derby)

Finding innovative ways to engage young adults

– vulnerable and/or disadvantaged young adults may need more encouragement and effort to build trusted relationships than young adults who have come from more advantaged and nurtured backgrounds. It is therefore important to find innovative ways to work with these young adults. This might be about taking them out on trips, going out for coffee/breakfast or getting them involved in group activities. It might also be about going out to wherever they are to make sure contact is made, possibly through outreach work.

"We do anything we can to engage them. That could be seeing them at home, taking them out and doing any activity they want to do, taking them out for coffee. I've taken them out to breakfast four weeks on the trot just to get them to turn up."

(IceBreak)

Promoting positive futures – finding ways to help young adults work towards enjoying and achieving in life is paramount. Having goals, no matter what they are, helps young adults see they have a positive future ahead. Promoting positive futures might be about working with that person to plan out education, training and employment objectives, for example, through CV writing; job searches; or researching courses or new projects. Or it might be simply helping young adults identify the positive things in their life in order that they can then build on them.

Linking in with the young adult's support networks

– children's services will often attempt to make links with other supportive people in a child's life, in order to give them the greatest chance of recovery/ rehabilitation/ future success. Adult services, however, tend to treat the individual in isolation. For young adult services, there needs to be a half-way point. As much as it is important to help a young adult find ways to cope with life as an independent adult, it is also recognised that at times the support of family, friends or others may be the best way of helping that young adult move on.

Linking in with other services needed

– young adults with multiple needs may not be getting all the help they need to forward with their lives. Even though they are considered 'old enough' to be organising their own lives, in many instances this is not happening and their needs are subsequently remaining unmet. Linking young adults up with other services (housing; education; health; finance etc) is an important part of helping these young adults gain back control of their lives, and subsequently feel as if they can cope on their own.

"... we have young people that walk through the door and have no GP, no housing, nothing really, and that's some of the first work we do with them." (IceBreak)

Promoting independence and life skills

– equipping a young adult with the skills needed for independent, adult life is essential. Many vulnerable young adults have grown up lacking the guidance and key life-skills needed to make it on their own. Helping young adults with tasks such as cooking, budgeting, form filling or advising how to go about finding and renting a property or looking in to child care are hugely important to a young adult in ensuring their ability to survive independently.



Building self-esteem and confidence – helping a young adult feel good about themselves is the start point of any pathway to success. Young adults accessing support services may be suffering with very low self-esteem. They may feel labelled as failures and certainly will be struggling to find their way in life. This is often exacerbated by being at an age where they are beginning to form their adult identities. Rewarding achievements and building on past successes is an extremely important part of helping young adults make their first steps towards positive change.

“A lot of young people, they judge their success or failure on what other people think. And what we’re trying to say to them is your success or failure is what you do for yourself, and how you feel about yourself. And at that age, I think they very much are influenced by what happens around them. So I suppose the key thing for us, when we first meet them, is to find something they feel good about. Working with them in a positive way and celebrating their achievements is the first stepping stone.”

(The Yard Project)

Other ways that service providers have had success in working with young adults includes:

- ⦿ **Empowering young adults** – encouraging and supporting them to make well thought out decisions about their own life.
- ⦿ **Providing ‘revolving door’ support** – having a place where young adults can return to if they hit a difficult point in their lives.

- ⦿ **Helping the maturational process** – promoting responsibility and maturity in young adults to prepare them for their adult lives.
- ⦿ **Giving young adults the time they need, not the time there is available** – making sure that there is enough time to support young adults in a way that will actually make a difference to them in the long-term.
- ⦿ **Accompanying them to appointments** – ensuring young adults are actively supported in accessing other services they may need, beyond just sign posting them on.

“I used to have a young lady with an eating disorder and I used to take her over to the doctor’s every week where she was weighed. We do what we have to do. There’s not a lot we won’t do for our clients and that’s why we’re seen as different.”

(IceBreak)



...Working with them in a positive way and celebrating their achievements is the first stepping stone.



TOP TIPS FOR NEW STARTERS

Below are some of the 'top tips' put forward by the service providers to help others who may be thinking about setting up a similar service or project for young adults. The top tips are around:

- working with young adults
- setting up a similar service/project
- other useful things to know when running a young adult service.

What's important to know about working with this age group?

- To make a real and lasting difference, it is important to **work holistically with young adults**. Look at all aspects of their life and not just at the immediate reason for them accessing the service. In many cases, other underlying issues will be of equal concern to that person.
- **Listen to what the young adults want and need.** Young adults are most positive about services that listen to them and respond to what they say.

"[Mainstream service] tried to put me in a group for my eating disorder. If they would have spoken to me, they would have understood that I don't like being in a group. It's hard enough talking to one person, let alone five or six different people with all their problems as well. That really put me off."

(Hannah, 15, Bridging the Gap)

- Though perhaps not yet fully-fledged adults, 16-24 year-olds are also not children. **Scaffolding learning and providing ongoing guidance** as part of a service allows young adults the confidence of feeling supported, but at the same time allows them room to learn and grow.
- **Avoid falling into the trap of being seen as a parent.** Many particularly vulnerable young people have come from challenging backgrounds, and may have had a lack of positive role models. Whilst it is important to care about the outcomes for these young adults, service providers should be wary of becoming 'stand-in' parents.

- **Be aware young adults may have had bad experiences of other services and subsequently may be less than willing to engage with yours.** Don't be put off by apparent unwillingness, uncooperativeness or an initial lack of enthusiasm. This may not be anything specific to your service. It is always worth persevering.

"I was quite negative before I saw them. I was like, 'what's the point, it never works', and when I did get in [to the service] it was a pleasant surprise."





(Matilda, 23, IceBreak)



To make a real and lasting difference, it is important to work holistically with young adults.



What about setting up the service?

-  **Assess what need there is for the service, particularly amongst those who would benefit most** – as with Switchback, the Young Carers Transition Service, Bridging the Gap and Young Addaction Derby, conducting research with prospective service users is always helpful in determining what direction to take a new service and where there is most need. It may also be a good tool for encouraging prospective investors and funders.
-  Make your argument for the importance of your service by **linking in with local service commissioners** – the Young Carers Transition Service and Bridging the Gap both came about either because of these links or due to direct action from a local commissioner. This can be a really powerful way of sustaining funding and/or becoming a 'preferred provider' in the future.
-  **Identify key agencies that can help you develop a caseload** – you've set up your new service, now you just need people to access it. Look around other services that are out there supporting young people and young adults. They could prove to be excellent referral routes for you. Good examples are: Connexions; GPs; colleges and universities; probation; the prison service; social services and mainstream mental health services.
-  **Have passion and drive to set the service up, but do it in such a way that it can sustain itself.** This might be about having staff who are experienced fundraisers; looking out for pilot project opportunities supported by government funding; or finding a way to be self-sufficient through generating income or tapping into sustained funding sources (i.e. part-funded by statutory services).



"I would say as advice to others thinking about setting up, there are a lot of people that are extremely passionate and talented at working with the client group, but all the administration is massively important in the setting up, and the marketing. Not many organisations would consider having 50% of the salary going on non-operational staff – those who don't deliver the programme. But that's why we have been able to raise loads of private income and that's why we managed to persuade [beneficiaries] to get on board. People often underestimate how massively important that whole side of setting up is."

(Switchback)




Have passion and drive to set the service up, but do it in such a way that it can sustain itself.

What else might be helpful for me to know?

-  Though there is a temptation to want to help as many people as possible, it is not always the best way. **Keeping caseload numbers low** means there will be more time to offer a package of support that will really help a young adult move forward with their life. In the long-term, this may then be about taking on more staff as the number of young adults accessing the service grows.
-  **Have a short period between referral and provision** – young adults were incredibly positive about the quick referral times they experienced with these bespoke services. For young adults, particularly those who may have very little support elsewhere, a speedy referral can make all the difference.

"I had to wait 7 weeks before I could see [a mainstream mental health professional], and before that I had to wait two months, and by that time I was well past breaking point..."

(Matilda, 23, IceBreak)

-  **Think about where your service is based** – services like Bridging the Gap and IceBreak benefit from being situated in youth centres, where there are a range of professionals working out of them. This is ideal for both raising the profile of a new service and also getting instant referrals from those other services.

- Combine mentoring support with practical tasks** – as with The Yard Project and Switchback, a service can be both supportive and practical. A young adult service doesn't always have to be about 'soft' support. It can also offer practical ways to help put that person on the right track.
- Develop partnership working** – again, Switchback, through links with local prisons and employers, and The Yard Project, with its links to local businesses, are good examples of how to develop partnerships that will keep your service going. Look around for other services or businesses that may have the same goals or interests as you. This could prove to be hugely beneficial in the long run.
- Advertise, advertise, advertise!** – the one point that kept coming up amongst the young adults was that they were previously unaware of the service that they were accessing. Make as many links as possible, and advertise widely, so that the word can spread about these important young adult services.

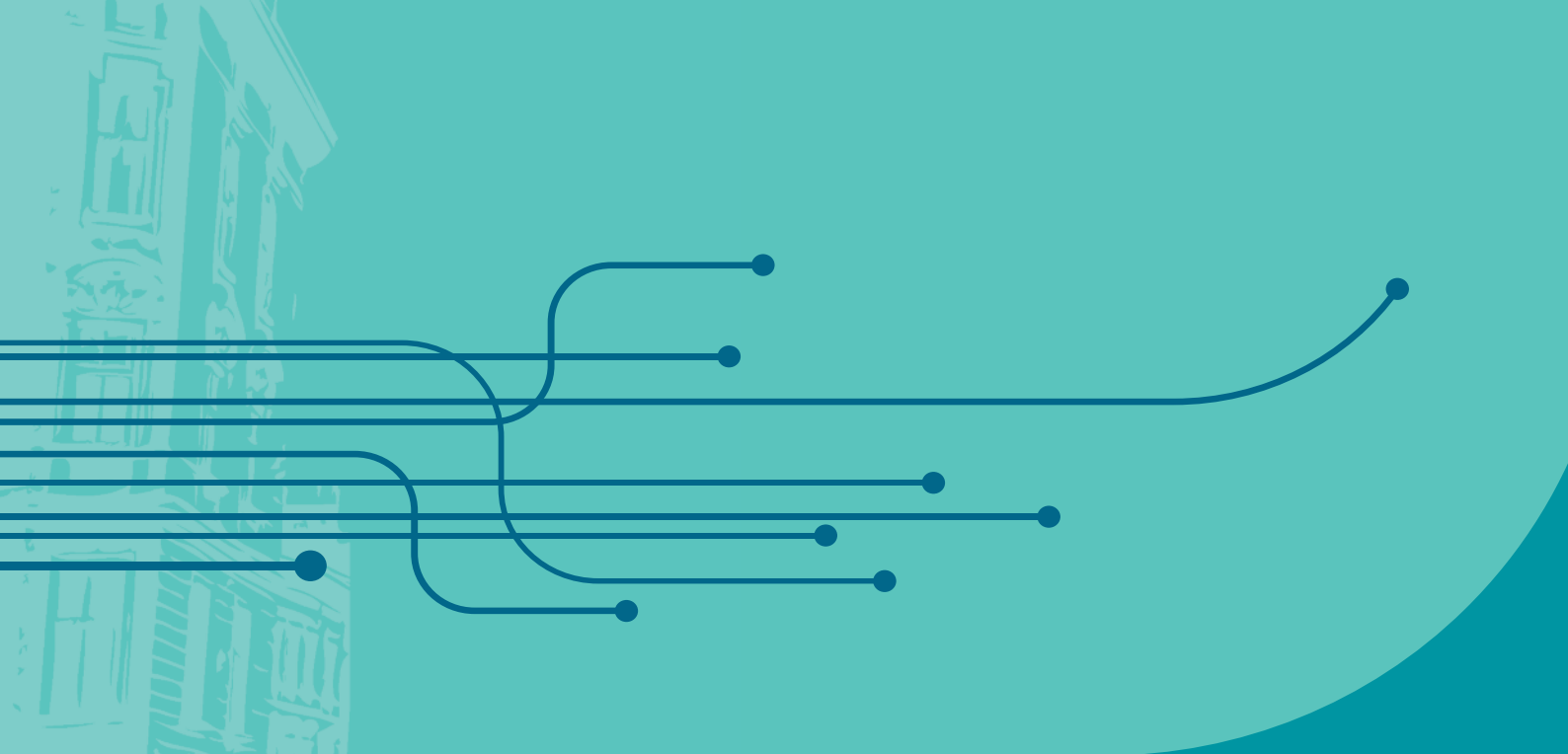


"They need to get the word out to get a few more people in. Until my GP said, I'd never heard about it."

(David, 24, IceBreak)

"I don't think it's advertised enough. I think if people knew it was out there more, maybe [young adults] would not feel alone and they could feel like something could be sorted for them."

(Matt, 23, Young Addaction Derby)



DIRECTORY OF YOUNG ADULT SERVICES



The following directory details a range of services predominantly based in England, which cater for young adults, 16-25. Services are listed alphabetically, and include:

- **Drug and alcohol**
- **Education, training and employment**
- **Housing and homelessness**
- **Learning disabilities**
- **Mental health, wellbeing and counselling**
- **Multi-level support**
- **Offenders and those at risk of crime**
- **Other useful services for young adults**

Please note:

- 1) This directory is not an exhaustive list of all services supporting young people up to the age of 25 in the UK. It is a snapshot of key services in a variety of different spheres, with a particular focus on those that do dedicated work with young adults, 16-25.
- 2) The section on housing and homelessness contains the most organisations because young adults, 16-25 have long been a key target group for these services. Supporting young people's transition to adulthood, and providing access to wider sources of support has often been embedded in that work.

DRUG AND ALCOHOL




CASCADE

Area: Bracknell and Berkshire

What does the service do?

CASCADE helps young people up to 25 to make an informed choice about drugs and their drug use. The service offers information on substance misuse and related issues; advises on drug/alcohol withdrawal; and provides additional counselling for individuals, couples and families. CASCADE is part of The YouthLine service, listed in the mental health, wellbeing and counselling section.

Contact details:

-  **Tel:** 01753 821789
-  **Email:** info@youthlineuk.com
-  **Web:** www.youthlinecounselling.co.uk


FRANK

Area: National

What does the service do?

FRANK is a national service offering young people help, support and advice about drugs. It provides services such as: a confidential phone line that is available 24 hours a day; online and email help; and confidential automated Live Messenger service.

Contact details:

-  **Tel:** 0800 77 66 00
-  or **text** 82111
-  **Web:** www.talktofrank.com

YOUNG ADDACTION DERBY


Area: Derby



What does the service do?

Young Addaction Derby helps young people who have encountered problems with drugs and alcohol. The service offers information, counselling and advice, and also help with improving self-esteem, fitness and general wellbeing. It also offers a unique transition service for 18-24s who require support for any kind of drug use, and for who adult services may not be appropriate.

Contact details:

-  **Tel:** 01332 254505
-  **Email:** info@addaction.org.uk
-  **Web:** www.addaction.org.uk


YOUNG ADDACTION LIVERPOOL

Area: Liverpool

What does the service do?

Young Addaction Liverpool helps young people who have encountered problems with drugs and alcohol. The service offers information, counselling and advice, and also help with improving self-esteem, fitness and general wellbeing. It also offers a unique transition service for 18-24s who require support for any kind of drug use, and for who adult services may not be appropriate.

Contact details:

-  **Tel:** 08000 196 197
-  **Email:** info@addaction.org.uk
-  **Web:** www.addaction.org.uk

EDUCATION, TRAINING AND EMPLOYMENT

FAIRBRIDGE

Area: National

What does the service do?

Fairbridge works with young people, 13-25, that other organisations find difficult to engage, giving them the self-confidence and skills they need to change their lives. Fairbridge encourages young people by offering them a unique combination of personal support and opportunity in the form of a wide range of challenging and structured courses and projects. Fairbridge centres are based in 15 of the most disadvantaged areas of the UK. For many young people it is their first step back into education, training or work.

Contact details:

For Fairbridge central office:

-  **Tel:** 0207 928 1704
-  **Email:** info@fairbridge.org.uk
-  **Web:** www.fairbridge.org.uk
- Address:** 207 Waterloo Road, London, SE1 8XD

FIFTEEN FOUNDATION


Area: London, Cornwall (plus Amsterdam and Melbourne)


What does the service do?

Fifteen has four restaurants worldwide – Amsterdam, Cornwall, Melbourne and London – all of which operate a pioneering apprenticeship scheme for young adults, 18-24. Fifteen offers young adults the chance to learn the skills of the restaurant business.

Contact details:

For Fifteen London:

 **Tel:** 0203 375 1515

 **Web:** www.fifteen.net

Address: 15 Westland Place, London, N1 7LP


LIFETRACKS

Area: National


What does the service do?

Aimed at supporting young people's transition to adulthood, the LifeTracks program supports 16-25 year-olds to make informed choices about learning, training and work. It incorporates on the ground and online services and includes workshops, helplines, an interactive website and a wide range of volunteering opportunities.

Contact details:

 **Tel:** 0207 250 5700

 **Email:** media@youthnet.org

 **Web:** www.lifetracks.com

THE PRINCE'S TRUST


Area: National


What does the service do?

The Prince's Trust helps young people, 14-30, to develop self-confidence, learn new skills and get into work. It aims to help four target groups: unemployed; educational underachievers; care leavers; and ex-offenders. The Prince's Trust also offers a range of projects that directly support young adults, 18-25.

Contact details:

For the Prince's Trust Head Office:

 **Tel:** 0207 543 1234

 **Email:** webinfops@princes-trust.org.uk

 **Web:** www.princes-trust.org.uk

Address: 18 Park Square East, London, NW1 4LH

THE YARD PROJECT


Area: Lowestoft

What does the service do?

The Yard Project is a work-based training project that takes on young adults who find it difficult to sustain or engage with education, employment or training. The project helps 16-24 year-olds by training on a range of practical skills, whilst providing ongoing mentoring support. The project aims to help young adults move on to find rewarding and stable employment.

Contact details:

 **Contact:** Peter Grubb

 **Tel:** 07908 007219 or 01502 584305

 **Email:** grubbmeade@talktalk.net

Address: (Rear of) 3 Ashby Road, Lowestoft, Suffolk, NR32 2BB

 **CASE STUDY**
see page 14

URBAN ACADEMY

Area: London

What does the service do?

Kids Company's Urban Academy provides practical, emotional and educational support to vulnerable inner-city children and young people. The Urban Academy is a post-16 education and life skills academy, specifically designed to meet the needs of young people who reject or have been rejected from other educational facilities, supporting them into university, college or employment.

Contact details:

 **Tel:** 0207 407 8419

 **Email:** claire@kidsco.org.uk

Address: Sherborne House, 34 Decima Street, London, SE1 4QQ


YOUTHBUILD UK


Area: National


What does the service do?

YouthBuild UK works with local councils, contractors and housing associations to create projects that can help disadvantaged young people up to 25 to undertake construction work and training that benefits themselves and their community. YouthBuild UK also works with Youth Offending Teams to offer young offenders construction experience in lieu of community service.

Contact details:

 **Tel:** 0116 299 4466

 **Email:** info@ybuk.org

 **Web:** www.ybuk.org

Address: 165 Glenfield Road,
Leicester, LE3 6DP

YMCA TRAINING


Area: National

What does the service do?


YMCA Training is a national charity working from 50 locations, and on employer premises, transforming the lives of young people and adults through work related training. YMCA Training support people to develop personal, vocational and work-related skills for employment. There is a specific focus on 16-24 year-olds, particularly in offering help and advice around getting apprenticeships.

Contact details:

For YMCA Training's head office:

 **Tel:** 01295 252082

 **Email:** banbury@ymcatraining.org.uk

 **Web:** www.ymcatraining.org.uk

Address: 55 High Street, Banbury,
Oxfordshire, OX16 5JJ

HOUSING AND HOMELESSNESS

ASPIRE YOUNG PEOPLE'S CENTRE


Area: Great Yarmouth


(RUN BY THE BENJAMIN FOUNDATION)


What does the service do?

Aspire Young Person's Centre provides accommodation for single, young homeless people, 16-25. A support team work with young people to help them address any issues they may have, and help them to gain the necessary skills to live independently. They offer holistic support on a variety of issues which may be the underlying causes of homelessness. They also link young people in with other support services based in the same building, so enable multiple needs to be met in one place.

Contact details:

 **Tel:** 01493 858270

 **Email:** reception.gtyarmouth@benjamin
foundation.co.uk

 **Web:** www.benjaminfoundation.co.uk

CENTREPOINT


Area: National

What does the service do?

Centrepoint work with young adults, 16-25, who often have little sense of self-worth or self-respect. They help them to tackle the underlying issues behind their homelessness and focus on the positive aspects of their lives to become resolute, resourceful and resilient. The organisation helps young adults make a successful transition to adulthood, through addressing key areas in their lives where they have problems moving forward.

Contact details:

For Centrepoint head office:

 **Tel:** 0845 466 3400

 **Web:** www.centrepont.org.uk

Address: Central House,
25 Camperdown Street,
London, E1 8DZ

DEPAUL UK


Area: National

What does the service do?


Depaul UK is a charity supporting young people who are homeless, vulnerable and disadvantaged. Support is offered through: providing temporary and emergency accommodation; working to rebuild family relationships; offering 'through the gate' support to young offenders; and providing young people with the chance to fulfil their potential in the community through education, volunteering, training and jobs.

Contact details:

For DePaul UK central office:

 **Tel:** 0207 939 1220

 **Email:** depaul@depauluk.org

 **Web:** www.depauluk.org

Address: 291-299 Borough High Street,
London, SE1 1JG

HORTON HOUSING

Area: Bradford, Calderdale, Kirklees and North Yorkshire

What does the service do?

Horton Housing Association provides a wide range of services from support for people wanting to stay in their present accommodation, to specialist accommodation for people that are either homeless or have other housing-related issues. It provides several services just for young adults, 16-24.

Contact details:



Tel: 01274 370689



Email: headoffice@hortonhousing.co.uk



Web: www.hortonhousing.co.uk

Address: Chartford House, 54 Little Horton Lane, Bradford, West Yorkshire, BD5 0BS

MOVING ON

Area: Preston, North-West

What does the service do?

Run by charity Barnardo's, the Moving On project works with young people, 16-25, who are homeless or in housing need, and is part of the Barnardo's North West Homelessness Project. It offers a range of services including a drop-in centre; emergency accommodation; longer-term accommodation; and floating support to help young adults move on to have successful adult lives.

Contact details:



Tel: 01772 788993



Web: www.barnardos.org.uk/movingon.htm

Address: Ground Floor, West Wing, Derby House, Lytham Road, Preston, PR2 8JF

MOVING ON DURHAM

Area: Durham, North-East

What does the service do?

Distinct from Barnardo's Moving On, Moving on Durham is an independent organisation offering support, advice and life-skills to 16-25 year-olds who face homelessness or housing difficulty and need support to live independently.

Contact details:



Tel: 0191 383 1559



Web: www.movingondurham.org.uk

Address: 2 Red Hill Villas, Durham, DH1 4BA

SHYPP

Area: Hereford

(SUPPORTED HOUSING FOR YOUNG PEOPLE PROJECT)

What does the service do?

SHYPP is a Herefordshire based service working with 16-25 year-olds, who are experiencing homelessness. The service offers: emergency and medium term accommodation in supported housing projects; outreach support to young people and young parents; a 'Nightstop' emergency accommodation project; and education in schools.

Contact details:



Tel: 01432 842 924



Email: info@herefordshireshypp.org



Web: www.shypp.co.uk

Address: 6 Bridge Street, Hereford, HR4 9DF

ST BASILS

Area: Birmingham

What does the service do?

St Basils provide emergency accommodation, supported housing and support services to young adults, 16-25. The service also promotes positive futures by helping young adults gain skills and achieve qualifications. St Basils supports young adults experiencing homelessness, and also young people experiencing problems at school, college or at home.

Contact details:



Tel: 0121 233 1508 or 0300 30 30 099 for St Basils 24-hr emergency youth helpline



Email: manager@link.stbasils.org.uk



Web: www.stbasils.org.uk

Address: 5 Ryder St, Birmingham, B4 7NE




STOPOVER HOUSING

Area: Brighton and Hove

What does the service do?

Run by charity Impact, Stopover Housing provides safe accommodation as well as offering support with accessing secure accommodation; acquiring independent living skills; securing benefits; accessing health care; accessing education and training; and acquiring a range of other emotional and practical support services. Stopover runs two main services: Stopover One, 24-hour supported housing service for young women aged 16-21 in Brighton and Hove and Stopover Two, semi-independent housing service for young women, 16-21.

Contact details:

-  **Tel:** 01273 322940
-  **Email:** info@impact-initiatives.org.uk
-  **Web:** www.impact-initiatives.org.uk
- Address:** Impact Initiatives,
19 Queens Road, Brighton, BN1 3XA

THE CLOCK TOWER SANCTUARY

Area: Brighton and Hove

What does the service do?

The Clock Tower Sanctuary is a Christian-inspired, voluntary organisation and registered charity, that supports young adults, 16-25, who are experiencing homelessness. It provides two levels of support: short-term emergency assistance to young people who are homeless or need support because they are insecurely housed and vulnerable; long-term support to help young people address the causes and consequences of homelessness. The Clock Tower Sanctuary also has a drop-in centre providing on the spot advice and guidance to homeless young adults in Brighton and Hove.

Contact details:

-  **Tel:** 01273 722353
-  **Email:** info@theclocktowersanctuary.org.uk
-  **Web:** www.theclocktowersanctuary.org.uk
- Address:** 14 Dyke Road,
Brighton, East Sussex, BN1 3FE




THE CONNECTION AT ST MARTIN'S

Area: London

What does the service do?

The Connection at St Martin's provides an integrated package of services which help people to cope with the physical crisis of being homeless, and address the underlying issues which may have caused the homelessness. It has a specific Young People's Day Centre, which provides a range of services for homeless people, 16-25. The day centre is to help young adults in crisis to deal with the physical and personal consequences of homelessness, and enable them to find long term solutions to their housing and employment problems.

Contact details:

-  **Tel:** 0207 766 5544
-  **Email:** info@cstm.org.uk
-  **Web:** www.connection-at-stmartins.org.uk
- Address:** 12 Adelaide Street,
London, WC2N 4HW

THE FOYER FEDERATION





Area: National

What does the service do?

The Foyer Federation offers programmes and campaigns that fill gaps in community services. Successful examples include: supported housing; training and employment projects; homeless prevention initiatives; transitional learning; and health and wellbeing programmes. This service also offers a university bursary scheme and campaigns for welfare reform. Connected to this is the National Foyer Service for homeless young adults aged 16-24, where they cater for young adults with a range of needs. Details of both The Foyer Federation and the National Foyer Service are listed.

Contact details:

For Foyer Federation central office:

-  **Tel:** 0207 430 2212
-  **Email:** inbox@foyer.net
-  **Web:** <http://foyer.websites.bta.com>
-  **Website for finding local residential Foyers:**
<http://foyer.websites.bta.com/find-a-foyer.asp>

LEARNING DISABILITIES

GETTING A LIFE

Area: National

What does the service do?

Getting A life is a project for young people with severe learning disabilities. The aim of the project is to find and share new ways of working so that young people with learning disabilities can leave school, get paid employment and have equal life opportunities.

Contact details:

 **Email:** clare.rayner@dh.gsi.gov.uk

 **Web:** www.gettingalife.org.uk


LUTON TRANSITION SERVICES TEAM

Area: Luton

What does the service do?

The Luton Transition Team works with young people, 14-25. The team plans and supports young people's transition to Adult Social Care. The team consists of a Transition Co-ordinator, Learning Disability and Difficulty Personal Advisor (LDDPA) plus a Brokerage Advisor. The team offers young people help with: school/college work; careers advice; training opportunities; employment; relationships; family problems; bullying; racism; housing and homelessness; and financial difficulties.

Contact details:

 **Tel:** 01582 548150


THE HARINGTON SCHEME

Area: London


What does the service do?

The Harington Scheme is a unique learning programme primarily for young people with learning disabilities and/or difficulties to help them into employment, further education or a more rewarding life through appropriate learning opportunities.

Contact details:

 **Tel:** 0208 341 3657

 **Email:** info@harington.org.uk

 **Web:** www.harington.org.uk

Address: 55a Cholmeley Park, Highgate, London, N6 5EH


TRANS-ACTIVE PROJECT


Area: Birmingham


What does the service do?

Trans-Active is a project helping young people with learning disabilities to make life choices about school; college-work; their social time; and where they might live. There is a specific project for young adults 18 plus, who have learning disabilities and who are making the transition to adulthood.

Contact details:

 **Tel:** 0121 707 7877

 **Email:** trans-active@mencap.org.uk

 **Web:** www.trans-active.org.uk

Address: 4 Swan Courtyard, Coventry Road, Birmingham, B26 1BU


YOUNG FOUNDATIONS (TRANSITION HOMES)


Area: Darlington, Co. Durham


What does the service do?

Young Foundations operates two Transition Homes in Crook, County Durham and Seaham, near Sunderland. The homes provide residential support for young adults, 16-25, who are at that difficult stage between children's services and moving into their own homes or into adult services. The Transition Homes are designed to support young adults with complex needs. They offer young adults the chance to learn life skills, access education and integrate into the wider community.

Contact details:

 **Tel:** 01325 366365

 **Email:** info@youngfoundations.com

 **Web:** www.youngfoundations.com

Address: Chesnut Street, Darlington, County Durham, DL1 1QL

MENTAL HEALTH, WELLBEING AND COUNSELLING

BRIDGING THE GAP




Area: Brighton



What does the service do?

Bridging the Gap is a clinical mental health service for 14-25 year-olds. The service aims to make earlier interventions for young people with mental health problems, particularly those who will move towards adulthood under the treatment of a mental health service. The service operates through five mental health workers called TAPAs (Teen to Adult Personal Advisors), two of which specialise in working with young people from BME (black or minority ethnic) and LGBT (lesbian, gay, bisexual or transgender) groups. The TAPAs are based in various Youth Hubs across Brighton, though their work also involves outreach into other areas of the community.

Contact details:

-  **Contact:** Colin Small (TAPAs Team Leader)
-  **Tel:** 07836 517731
-  **Email:** colin.small@sussexpartnership.nhs.uk

ICEBREAK




Area: Plymouth



What does the service do?

IceBreak is an early intervention mental health support service based in Plymouth. IceBreak works with young adults, 16-25, who are experiencing severe emotional distress, which is impacting negatively upon their day to day life and mental wellbeing. Through the work of six dedicated Care Co-ordinators, the IceBreak service offers young adults practical and emotional support, designed to empower them to make the positive steps needed to move forward in their life.

Contact details:

-  **Contact:** Lorna Rose
-  **Tel:** 01752 206626
-  **Email:** enquiries@thezoneplymouth.co.uk
-  **Website:** www.thezoneplymouth.co.uk
- Address:** IceBreak, Youth Enquiry Service (Plymouth) Ltd, 14-16 Union Street, Derry's Cross, Plymouth, PL1 2SR

OFF THE RECORD

Area: Portsmouth and Havant

What does the service do?

Off The Record is a free and confidential counselling, support and information service for young people, 11-25. The service has a small team of mental health professionals, as well as a freephone telephone support line, email and post service. The team provide crisis counselling and information regarding drugs, housing and sexual health.

Contact details:

- Havant Service:**
-  **Tel:** 02392 474724
- Address:** 138 Purbrook Way, Havant, PO9 3SU
- Portsmouth service:**
-  **Tel:** 02392 815322
- Address:** 250 Fratton Road, Portsmouth, PO1 5HH
-  **Web:** www.off-the-record.org.uk




OPEN DOOR

Area: London

What does the service do?

Open Door provides confidential counselling and psychotherapy to young people aged between 12 and 24, and a separate consultation service for parents of teenagers.

Contact details:

-  **Tel:** 0208 348 5947 (Young People and Parents)
-  **Email:** enquiries@opendooronline.org
-  **Web:** www.opendooronline.org
- Address:** 12 Middle Lane, Crouch End, London, N8 8PL





YOUTHLINE

Area: Bracknell and Berkshire

What does the service do?

YouthLine is a free and confidential counselling service for young people, 8-25. It offers support and advice on a range of issues, including bullying, drugs and general wellbeing issues. It also offers one to one counselling to members of a young person's family.

Contact details:

-  **Tel:** 01344 311200
-  or **text** 07963 779007
-  **Web:** www.youthlinecounselling.co.uk
-  **Address:** YouthLine Ltd, The Lodge, Coopers Hill, Bagshot Road, Bracknell, Berkshire RG12 7QS

MULTI-LEVEL SUPPORT

CONNEXIONS

Area: National

What does the service do?

Connexions is a national advice and guidance service offering a range of support on issues related to education and training; employment; housing; health; finances; and legal matters. Connexions primarily work with young people 13-19 years-old, but also provide support for young people with learning disabilities up to 25 years-old.

Contact details:

-  **Tel:** 08080 013219
-  or **text** 07766 413219.
-  **Web:** www.connexions-direct.com


KILBURN YOUTH CENTRE

Area: Kilburn, London

What does the service do?

Kilburn Youth Centre is a 'one stop shop' for young people's needs. It provides a wide range of services to young people up to 25, including an advice and information service; accredited IT programmes; a sound recording studio; and a sexual health clinic.

Contact details:

-  **Tel:** 0207 328 7172
-  **Email:** info@kilburnyouthcentre.org.uk
-  **Web:** www.kilburnyouthcentre.org.uk
- Address:** Kilburn Youth Centre
12-22 Kilburn High Road,
London NW6 5UH

MULLHOLLAND AFTER CARE SERVICES (MACS)

Area: Belfast

What does the service do?

MACS was established in 1990 to provide a range of services for vulnerable young people, 16-25 years-old. In partnership with young people and stakeholders, MACS has developed a range of projects to meet gaps in service provision, MACS offers young people: a supported housing/ transition to independence service for 16-25s; a mentoring service; and a floating support service for vulnerable or at risk young adults aged 16-25 living independently.

Contact details:

-  **Tel:** 02890 313163
-  **Web:** www.macsni.org
- Address:** 4 Lower Crescent,
Belfast, BT7 1NR




P3

Area: Ilkeston, Derbyshire

What does the service do?

P3 offers a variety of life changing services across the UK for people facing social exclusion. Services include: supported housing; child support services; hostels; move on accommodation for homeless people; outreach teams; prison in reach; link worker schemes; job shops; youth services; and community support projects for people recovering from mental health. P3 offer a wide range of services for young people and adults, spanning a range of issues.

Contact details:

-  **Tel:** 0115 930 6661
-  **Email:** info@p3charity.org
-  **Web:** www.p3charity.com
- Address:** Gladstone House,
Market Street, Ilkeston,
Derbyshire, DE7 5RB




THE ZONE

Area: Plymouth

What does the service do?

The Zone offers a wide range of information, advice, counselling and other personal support services for young people. The majority of services are for young people, 13-25, who live, work or learn in the Plymouth area. Services include mental health and wellbeing support; young carers support; accommodation and housing advice; and counselling and sexual health advice. The Zone also houses the IceBreak service, featured in chapter one (and listed in the mental health, wellbeing and counselling section).

Contact details:

-  **Tel:** 01752 206626
-  **Email:** enquiries@thezoneplymouth.co.uk
-  **Web:** www.thezoneplymouth.co.uk
- Address:** Youth Enquiry Service (Plymouth) Ltd, 14-16 Union Street, Derry's Cross, Plymouth, PL1 2SR




YOUTHNET

Area: National

What does the service do?

YouthNet offers information and emotional support primarily through the internet, but also through mobile phones and digital interactive TV. It offers three innovative online services: the site.org, a life guide for 16-25s; Do-it, a volunteers advice service for young people; and Lifetracks.com (listed in the education, training and employment section).

Contact details:

-  **Phone:** 0207 250 5700
-  **Web:** www.youthnet.org
- Address:** First Floor, 50 Featherstone Street, London, EC1Y 8RT
-  **Other websites at YouthNet:**
- TheSite.org** www.thesite.org
- Do-it** www.do-it.org.uk

YSS

Area: Worcester, Telford, Birmingham & Staffordshire

What does the service do?

YSS is a leading independent charity working with children, young people, young adults and families at risk of social exclusion. YSS offer: criminal justice programmes; mentoring, diversion and support; children, young people and families services; employment support; and vocational training. YSS also offers the Young Adult Carers service, featured in chapter one (and listed in the other useful services section).

Contact details:

For the YSS head office:

-  **Tel:** 01299 252300
-  **Web:** www.yss.org.uk
- Address:** Unit 3, Ryelands Business Centre, Ryelands Lane, Elmley Lovett, Droitwich, Worcestershire, WR9 0PT

OFFENDERS AND THOSE AT RISK OF CRIME


BIRMINGHAM T2A PILOT

Area: Birmingham

What does the service do?

Delivered by the Birmingham Probation Service, the Birmingham Transition to Adulthood (T2A) pilot works with 17-24 year-olds with medium to low needs, specifically providing assistance with accommodation, employment, relationships and substance misuse. It offers advocacy, advice and mentoring both in custody and the community, as well as additional support to motivate the young adults to access appropriate interventions.

Contact details:

-  **Email:** pat.brown-richards@west-midlands.probation.gsi.gov.uk

CATCH 22

Area: London, Sheffield and Kent

What does the service do?

Catch 22 is a national charity that works with young people and young adults who find themselves in difficult situations. Catch 22 has a range of projects that work with young people, their families and their communities to give them the best possible outcomes for their future. It works with young people in a range of contexts, including: schools; on the streets; in the home; at community centres; at police stations; and in custody.

Contact details:

For the Catch 22 central office:

-  **Tel:** 0207 336 4800
-  **Email:** information@catch-22.org.uk
-  **Web:** www.catch-22.org.uk
- Address:** Churchill House 142-146 Old Street, London EC1V 9BW

LONDON T2A PILOT

Area: London

What does the service do?

Run by St Giles Trust, the London Transition to Adulthood (T2A) pilot project identifies young offenders, primarily in HMYOI Rochester, engages with them well before release, and then supports them as they return home to either Southwark or Croydon. The service is delivered by staff who are all qualified ex-offenders, and comprises of mentoring, motivational and attitudinal work, combined with practical support in areas such as housing, benefits and employment, training and education.

Contact details:

-  **Contact:** Evan Jones
-  **Tel:** 0207 703 7000
-  **Email:** Evan.Jones@stgilestrust.org.uk
-  **Web:** www.stgilestrust.org.uk

NACRO MILESTONES MENTORING



Area: South London, Hampshire and Dorset

PORTLAND HMYOI

What does the service do?

Nacro Milestones is a mentoring project working with young men, 18-21, who are released from HMYOI Portland and are returning to Hampshire, Dorset and South London. Volunteer mentors provide support, advice and guidance on a range of practical and personal problems. They work with the young men whilst they are still in prison and then for at least six months after release.

Contact details:

-  **Tel:** 01305 715694
-  **Web:** www.nacro.org.uk
- Address:** Nacro Office, HMPYOI Portland, Grove Road, Portland, Dorset, DT5 1DL

POSITIVE FUTURES

Area: National

What does the service do?

Positive Futures, run by Catch 22, offers 120 programs nationwide aimed at helping young people in deprived communities steer clear of crime, alcohol and substance misuse. Programmes include: coaching skills across a variety of sports; education programs; leadership skills; and mentoring programs.

Contact details:

-  **Tel:** 0207 336 4843
-  **Email:** positive.futures@catch-22.org.uk
-  **Web:** www.posfutures.org.uk
- Address:** Churchill House, 142-146 Old Street, London, EC1V 9BW




SWITCHBACK

Area: London

What does the service do?

Switchback supports 18-24 year-old young men, who have recently left prison and want to turn around their life for the better. Building on the skills they have developed in prison kitchens, Switchback links the young men in with a local café and sets them up with instant 'on-the-job' training. Switchback also offers an ongoing mentoring service which helps the young men to develop the skills needed to move forward with their lives. The goal of the Switchback service is to help them become more stable in all areas of their lives.

Contact details:

-  **Tel:** Slaney Wright (07920 486 808) or Alice Dawney (07920 486 818)
-  **Email:** slaney@switchback.org.uk or alice@switchback.org.uk
-  **Website:** www.switchback.org.uk
- Address:** 66 Commercial Street, London, E1 6LT

CASE STUDY
see page 5

VENTURE TRUST

Area: Edinburgh and Strathcarron

What does the service do?

Venture Trust runs intensive personal development programmes using wilderness settings and activities, helping vulnerable or chaotic young people develop life skills and make positive changes in their lives and behaviours. Venture Trust helps young people recognise what they need to change then gives them the confidence, motivation and life tools they need to make those changes.

Contact details:

For the main Edinburgh office:

-  **Tel:** 0131 228 7700
-  **Email:** info@venturetrust.org.uk
-  **Web:** www.venturetrust.org.uk
- Address:** 6d Bruntsfield Terrace, Edinburgh, EH10 4EX



WOMEN IN PRISON

Area: London, York and Manchester

What does the service do?

Women in Prison supports and campaigns for women offenders and ex-offenders. The service provides a range of 'through the gate' resettlement support to women leaving prison who are returning to London, York and Manchester. It also supports women who are serving sentences in the community. The London service provides specialist support to young women under 25 years of age who are involved in gang-related offending.

Contact details:

 **Tel:** 0207 841 4760
 **Web:** www.womeninprison.org.uk
Address: 347-349 City Road, London, EC1V 1LR

WORCESTERSHIRE T2A PILOT

Area: Worcester

What does the service do?

Run by youth service YSS, Worcestershire T2A pilot offers a flexible, community based, one-to-one support and mentoring project to young adults, 18-25. The project works closely with West Mercia Probation Trust; Worcestershire Youth Offending Service; Worcestershire Youth Support; voluntary sector organisations; and the police, in addition to a wider range of agencies involved with the support needs of young people.

Contact details:

 **Tel:** 01299 252300
 **Web:** www.yss.org.uk
Address: YSS, Unit 3 Ryelands Business Centre, Ryelands Lane, Elmley Lovett, Worcestershire, WR9 0PT

OTHER USEFUL SERVICES FOR YOUNG ADULTS




ASYLUM WELCOME

Area: Oxford and Oxfordshire

What does the service do?

Asylum Welcome supports refugees, asylum seekers and immigration detainees in Oxford and Oxfordshire. As part of their support package, they have a specific service for young adults, 19-21 years-old, which offers advice on education; employment and training; support in dealing with organisations on immigration concerns; and help finding leisure activities.

Contact details:

 **Tel:** 01865 722082
 **Email:** office@asylum-welcome.supanet.com
 **Web:** www.asylum-welcome.org
Address: 276a Cowley Road, Oxford, OX4 1UR




BREAD YOUTH PROJECT

Area: Bristol

What does the service do?

BREAD Youth Project works with young people aged 11-25 to build up their skills and confidence through informal and social education, so they can fulfil their potential. Services and projects are closely tailored to meet the specific needs of Bristol's young people.

Contact details:

 **Tel:** 0117 941 2395
 **Email:** info@breadyouthproject.org.uk
 **Web:** www.breadyp.org.uk
Address: The Proving House, Sevier St, St Werburghs, Bristol, BS2 9LB

STREETWISE COMMUNITY LAW CENTRE

Area: Penge, London

What does the service do?

Streetwise Community Law Centre is a young adults' law centre, providing advice and casework for 16-24s on a range of legal issues, including: homelessness applications; possession hearings; access to welfare benefits; and obtaining support from social and mental health services.

Contact details:

 **Tel:** 0208 778 5854
 **Email:** info@lawcentres.org.uk
 **Web:** www.lawcentres.org.uk
Address: 1-3 Anerley Station Road, Penge, London, SE20 8PY

YOUNG CARERS TRANSITION SERVICE




Area: Worcester



What does the service do?

Young Carers Transition Service offers specific support to older young carers, aged 16-25. The service provides age-specific support that takes young adults beyond the Young Carers service, to focus on the other big issues in their lives, such as employment, education, housing, and emotional and physical wellbeing (addressing isolation and social problems).

Contact details:

-  **Contact:** Lorraine Preece
-  **Tel:** 01299 252303 or 07792 749086
-  **Email:** Lorraine.Preece@yss.org.uk
- Address:** YSS, Unit 3 Ryelands Business Centre, Ryelands Lane, Elmley Lovett, Worcestershire, WR9 0PT

NOTES

NOTES

Some comments on *Made to Measure...*

'Young adults aged 16–25 years are a distinct group within society. This is a statement that is usually accepted by most practitioners and yet from the experience of YSS this is rarely recognised in the systems established by service delivery agencies, commissioners and policy developers. This situation could be compounded by the economic difficulties faced over the coming years. This publication is therefore essential in highlighting guidance and best practice to support the changes required to ensure young adults can develop positive lives within society.'

Rob Smith, Chief Executive, YSS

'Young adults, and in particular those with multiple needs, are a distinct group facing unique challenges. Providing support through the transition to adulthood is crucial, but too often this is the time when services withdraw. In providing practical advice on how young adults can be supported through this challenging time, and including young adults' views on what really works, this publication is an important tool in improving young people's lives.'

Dominic Williamson, Chief Executive, Revolving Doors Agency

'If young adults are to receive the support required to meet their distinct needs, it is vital that commissioners of children's and adults' services focus on this age group when reviewing service issues and shaping proposals for the delivery of future services. Alongside effective implementation of procedures for joint working between children and adult focused professionals, the commissioning of dedicated services should be considered to support younger adults through the most significant of transitions. This new publication evidences how support services for younger adults can be improved if commissioners actively consider their needs.'

Keith Hoare, Joint Commissioning Officer, Worcestershire County Council

Also from Young People in Focus ...

Young Adults Today

Key Data on 16-25 year-olds

1st Edition

*Kerry Devitt, Lucy Knighton
and Kevin Lowe, YPF*

This new YPF publication is the first of its kind to focus on young adults. It covers topics such as: health and wellbeing; education and employment; family life; social life and crime and has specific information about vulnerable young adults and those within the criminal justice system. Packed with facts and figures, it provides authoritative information and commentary.

