

# Hvoss - No Wrong Door Project Plan

## Overview

No Wrong Door (NWD) is a youth project and part of HVOSS Herefordshire Voluntary Organisations Support Services which offers a hybrid of both direct delivery youth work and infrastructure to support to the voluntary youth sector.

NWD has a vision to create a single point of contact/doorway for young people to access in a safe place the most appropriate support services for Help, Support and Guidance to help them meet their full potential.

NWD has formed a cross-sector partnership of over 30 youth services across the sector to offer a single point of contact for all young people, but targeted at those most in need, between the ages of 11 to 25 in Herefordshire to access:

- **A Safe Space to Talk:** having someone to talk with who is non-judgemental and who then can open up to and be honest with, who supports their goals in life.
- **Find Help:** where young people not always having the confidence in themselves, find appropriate advice and guidance on navigating to the adult world.
- **Make a Difference:** to access a platform where they get support not only to be able to make a difference to their own lives but to others as well

Through its partnership it builds on the synergy to build the capacity and capability within the sector, it brings youth practitioners and agencies together to look at new ways of working, helping to identify and fill gaps in provision and share skills. Over the past 12 months NWD has supported just under 600 individual young people working with 30 partner agencies.

Funded initially from the PCC to target young people to help make a safer community and supporting young people from entering the criminal justice system it helps young people explore choices and hopefully more in a positive direction.



*“At a time when ambitious and exciting capital projects are being developed in the County such as a new university (NMiTE) and City Centre re-development, the No Wrong Door project could be seen as a pilot to develop a vision, rationale and support for a ‘fit-for-purpose’ Youth Hub that could support young people and youth services across the county.” - Nic Millington FRSA- Chief Executive Rural Media Company*

*“Addaction have been delighted to have been part of the No Wrong Door Project in Hereford since the commencement. It has given Addaction opportunity to work closely with partner agencies and supports Addaction’s ethos of working, in ensuring seamless, high quality treatment by strengthening the support and intervention given to the Young People whom are accessing services. It has promoted engagement and positive changes to risk taking behaviours and improving knowledge and understanding. No Wrong Door is a positive and safe space for young people to access informed support and build positive relationships with both professionals and peers.” Claire Morris- Contracts Manager, Addaction.*

## Background and Justification of NWD

**The concept:** This project developed from hvoss hosting stakeholder meetings with county wide youth groups and agencies, local police, local and national grant funders, to explore how the voluntary and independent sectors could work smarter together and to provide a joined-up Youth Work service. Key points raised were the need to reduce duplication of work and look at more collaborative approach in providing a youth service with a single point of referral to enable agencies to be confident that a young person in need would not drop through the net.

**Initial Funding:** A successful application to the PCC was made for the No Wrong Door concept which started in January 2016. NWD has now moved on from a pilot project successfully establishing its aims as a single point of contact for young people between the ages of 11 to 25. It has created a protected safe space with supportive people to talk to and access to information, support and guidance as well as access to positive activities through a collaborative of multi-agency team of over 30 partner agencies.

NWD is increasingly recognised as the place to go for young people to be able to access support and answers, forming a Gateway to youth services. We have developed a process where young people accessing NWD can access a triage service, working with them to understand their needs, and form a person-centered pathway to enable them to reduce their risks (including those of entering the criminal justice system) and achieve their goals.

**Established need:** NWD is evidencing the benefits of collaborative working, bringing both voluntary and statutory provisions together and is developing a hub for youth provision where both practitioners and young people can access support and guidance in an oasis of best practice. It is supporting an increase to the capability and capacity of this sector by providing monthly practitioner training, providing a strategic lead, coordination, infrastructure, a triage, direct delivery and outreach work. It is however very limited in its provision of this service due to its limited funding, resources and staffing levels.



**Partnership working has been key to the success:** The project has a strong partnership where it provides mutual support through informal peer supervision and multi-agency training sessions. This cross-sector skill sharing is not only a cost efficient and very effective method of building capability and capacity for the sector but also helps maintain wellbeing of staff in front-line services.

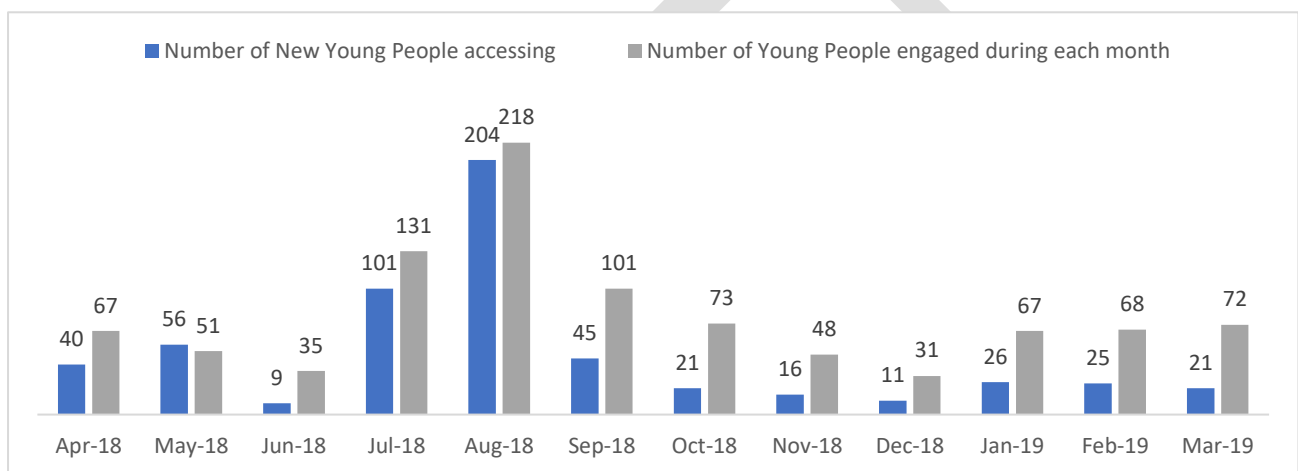
Six-weekly Partnership Meetings are held to keep aims and direction on track providing an effective representational group of the sector. This together with our monthly Practitioner CPD Training sessions enables us to build the credibility, capacity and capability of a cross-sector youth provision.

**Youth Provision:** NWD now offers a range of options including engaging group work such as stand-alone sessions, projects and ongoing programmes; participative groups aimed at increasing young people’s skills in teamwork, communication and consultation, as well as information, advice and support sessions on an individual basis, as needed.

**Continuing Assessments:** We continue to develop our assessment of needs and have developed a protocol agreement for agencies to work together, this covers how we work from providing an initial triage for when a young person come into No Wrong Door, identify a pathway which includes a swift referral to the most appropriate service.

**Volunteering:** We provide volunteering opportunities and encourage placements for student to gain experience working in a multi-agency provision. Over the year, young people contributed 1563 hours of volunteering, a further 564 hours were given by skilled volunteers; total: **2127 hours volunteering.**

**Numbers accessing No Wrong Door:** The number of sessions provided by NWD over the year 1<sup>st</sup> April to 31<sup>st</sup> March 2019 as shown in the graph below.



Over the first quarter of this financial year 1<sup>st</sup> April 2019 to 30<sup>th</sup> June we have shown the increase in figures. The graph indicates the number of new young people accessing the project with the green showing the total number of young people attending. There shows a season trend with numbers dropping due to exams in June and then increasing through our outreach projects over the summer holidays, then a steady growth back to Easter.

## Herefordshire –Young People needing support:

### Statistics:

- Herefordshire is a predominantly rural county, with the 4th lowest population density in England (0.87 persons per hectare). totalling 192,100 Two-fifths of our residents live in the most rural areas of the county. Hereford city has relatively high proportions of young adults
- There was little change in the numbers of children living in the county over the three years (2013-15), a gradual rise is predicted to continue until 2023 where it will peak at around 32,800 children.
- 49 per cent of Herefordshire’s children aged under 16 live in rural areas of the county
- Geographical Barriers to Services is one of the domains that make up the Index of Multiple Deprivation (IMD). In 2015, almost half (55) of Herefordshire Lower Super Output Areas were among the 10% most deprived in England. #

### # Understanding Herefordshire Indices of multiple deprivation JNSA 2018

- Herefordshire is a relatively low crime rate area, however while the overall rate of reoffending has reduced over time the number of juvenile re-offenders is increasing faster than regionally or nationally. \*
- Eighty per cent of anti-social behaviour categorised as ‘nuisance’ offences are committed by young people\*
- 9 wards in Herefordshire where Children and Young People fall in the bottom 10% of indices of deprivation\*
- It is estimated that 14.7 per cent of children under 16 in Herefordshire are living in poverty, although this figure is significantly lower than across both the West Midlands region and England.
- Children living in areas of the county with higher levels of child poverty performed below the county average at both Key Stage 1 and Key Stage 2 \*

*\*2017 Joint Strategic Needs Assessment Summary Report /Strategic Intelligence*

Intelligence gathered from the Herefordshire safety Partnership has identified between 35 and 50 young people who are known at risk of Criminal and or Sexual exploitation together with another estimated 300 who could easily become at risk.

This is coupled to recent research which has highlighted the impact of “Adverse Childhood Experiences” (ACEs) which refers to stressful events occurring in childhood (between 0 to 18 years). Trauma in childhood can lead to reduced educational attainment, mental and physical health problems and difficulties in adult relationships, impact profoundly on the child’s outcomes which in turn are highlighted as key factors in enabling them to meet their full potential. There are other types of childhood adversity, including growing up in poverty which is also a risk factor for experiencing the ACEs. *Tackling the attainment gap by preventing and responding to Adverse Childhood Experiences (ACEs) NHS Health Scotland 2017*

With the rural demographics of Herefordshire and the significant numbers of children living in poverty, there is a challenge to youth agencies to offer the most appropriate support to young people in the county to enable them to achieve the best they can in life.

Given the above factors we would estimate that there are around there are potentially 5,000 young people in Herefordshire under the age of 25 who would benefit from the combined support of NWD services.

## Restrictions:

With the current austerity policy and cutbacks with the loss of Youth Work provision reports are now suggesting this is having a negative impact on young people and communities especially those vulnerable and in need of early intervention support.

With little or any clear National Youth Policy, funding is being released as reactive than proactive as evidenced by the recent release of funding opportunities to respond to Knife and gang crime and the impact of County Lines. Unfortunately, with Herefordshire being the 4<sup>th</sup> most sparsely populated counties in the country, we do not attract this type of support and the needs of young people suffering from rural isolation access to early intervention work goes largely unmet.

Local Authority commissioners have little or no resources to provide a service such as this, their work is still to consider what services it can cut rather than to commission out.

Against the backdrop of the sector bearing the brunt of significant spending cuts, constant funding insecurity is having an adverse effect on youth work, No Wrong Door is creating a success storey of bringing a network of community and voluntary sector agencies together to provide a collaborative Youth Work service The project is in desperate need for:

- A permanent building strategically placed in the city
- Good Human Resources with professionally qualified youth workers to deal with the wide-ranging need to support the vulnerable and hard to reach young people who need these services
- A good perception and marketing plan to avoid any misconception of the project. It needs a safe space to anonymise any young person accessing specialist service being provided and promoting positive outcomes from the venue such as social action rather than crisis support.

## Opportunities:

**Multi Agency working:** NWD has identified that a well sustained true multi agency Youth Work intervention can create a cost effective, more interventionist youth service for the future. With the emergence and establishing the need of a vital safe place for youth service provision for young people, No Wrong Door now wishes to build upon the success of the pilot by extending the scope and delivery of the project with a view to long-term sustainability.

**Cost Effective:** This way of collaborative working is cost effective to support and sustain Youth Work intervention which can reduce the likelihood of a young person needing high cost, more interventionist services in the future. With the emergence and establishing the need of a vital safe place for youth service provision for young people, No Wrong Door now wishes to build upon the success of the pilot by extending the scope and delivery of the project with a view to long-term sustainability.

There is now real evidence which can be evidenced over the last 20 years for the need of:

- “A high-profile Young People’s centre should be provided in the city to provide a central point for support to provide a county wide youth service” *DE Montford Review (2001)*
- Bring together intelligence, planning, commissioning and providing services to deliver local solution
- A coherent approach identifying the impact of Youth Work is needed to support investment in Youth Work and achieve the best outcomes for young people recognised by commissioners
- “Early intervention is vital – not only in ensuring that fewer and fewer children grow up in abusive or neglectful homes, but also to help as many children as possible to reach their full potential. *Lord Laming’s (2009)*

- The troubled families' agenda should only be an extension of what targeted Youth Work is provided and should add to Youth Work practice.

Core principles to build on:

- Being centred on Young People
- Provide the four basic principles of a “youth offer”
  - Positive activities for young people
  - Targeted youth support for those at risk or who have additional needs
  - Information, advice and guidance for all young people
  - The active involvement of young people in shaping, providing and reviewing services and opportunities.
- Creating a focus for early intervention and prevention, providing both universal and targeted services to meet young peoples need (Not only providing increased support for young people in crisis but also providing support services to help establish a norm)
- Involving young people in planning and delivery
- Integrating leadership and management across specialist services
- Breaking down barriers between professionals delivering services to young people
- Adopt a multi-agency approach
- Achieving efficiencies through integrated delivery and economics of scale so as to redirect resources to front-line delivery

## Proposal

NWD is now adopting a staged 3-year strategy to secure additional funding to provide a permanent base and core costs to develop its vision to provide a county wide provision with a view to long term sustainability.

Develop its partner agencies and organisations from both the voluntary and statutory sectors encouraging partners to co-locate within the project and contribute financially to part cover the increased costs of this expansion.

Consideration is now down to Herefordshire as a community to provide support for its young people and investment to grow its own solutions.

### 1. Immediate Need:

- a. Relocate the NWD project as the current location is being taken over by NMiTE the new university in Hereford

### 2. Short Term:

- a. Secure additional funding for administrative staff to support increased growth of project and to monitor and record evidence of needs of young people
- b. Provide space for partner agencies to co-locate in the NWD project and provide a financial contribution towards rents and administration costs
- c. Secure funding/sponsorship to cover costs of expansion to provide additional accommodation for confidential space and training rooms.

### 3. Long Term:

- a. Identify a suitable funds/donor/benefactor to provide funding to provide a permanent base and core costs to provide a central point for support to provide a county wide youth service
  - i. Strategic building as a long-term base
  - ii. Initial 3 to 4-year funding to employ and establish a core staff unit of: 1 manager, 1 administrator and 2 full time youth workers.
- b. Provide a mechanism for commissioned youth work ie: a multi-agency outreach unit to respond to identified hotspots of need in rural areas. Needs:
  - Existing mobile unit operational
  - Ongoing running costs
  - Staff to provide outreach service.

### 4. Sustainable:

- a. Develop ways of providing ongoing funding core services by partners contributing financially to co-locate within the NWD Base
- b. Income generating work to include renting out training & meeting spaces.
- c. Provide an outreach service for communities to commission outreach work
- d. Provide volunteer placements to “grow our own youth workers”
- e. Create a mechanism to gain sponsorship from corporate companies and individuals to enable sustainability of the project and enable specific gaps or needs of provision to be developed.

#### Four Core Values for development:

1. **Build the capacity and capability of youth provision** within the county through its collaborative network of partner agencies, providing Information, Support & Guidance to include drug and alcohol cessation, housing advice, skills development and education, wellbeing, stress and anxiety support, sexual health and relationships.
2. **Be young people focused** to establish and provide a “Youth Offer”: A Safe Space to Talk: Find Help: Make a Difference; but also
  - a. **Give Young People a voice** to participate in decisions that impact on them. It will create a Herefordshire Youth Representative group that will create a platform for young people’s issues to be discussed and views captured to influence positive differenced to decision makers.
  - b. **Create an effective referral pathway** between partner agencies to enable young people to access the most effective youth support
  - c. **Be responsive to young peoples and community needs and issues, Responsive:** Any Youth Work must be able to respond to the needs and aspirations of all young people especially those in most need.
  - d. **Supportive:** NWD recognises that Good Youth Work listens to and understands the issues of Young People and can respond to support young people at their own pace and through voluntary engagement to help young people reach a contentment and fulfil their potential.
3. **Helping to support new work** where there are gaps in provision. Identify needs and provide targeted support for young people including (but not exclusively) those with complex needs; developing a seamless referral system to partner agencies and offering opportunities to engage in support around life issues, as well as positive activities, volunteering and training.
4. **Provide strategic intelligence** gathered from the project to the sector and provide representational to impact of building a better more effective youth provision to meet the needs and aspirations of young people in Herefordshire

#### Appendix:

1. Financial projections
2. A New hub requirement
3. Benefits of sponsorship