

Providers' descriptions of services

Service Title: Emphasis	Annual Funding: £35,054	Service provider: Llamau	Contract type: Block
Service for (eligibilities , incl. areas): 16 – 21yr olds		No: staff @ interface: 1 FTE	No: Concurrent cases: 7
<p>Service description:</p> <p>Emphasis offers support, advice and advocacy to young people aged 16-21 who have:</p> <ul style="list-style-type: none"> • Substantial difficulties in maintaining education, employment, training. • Difficulty successfully engaging with any other agencies. • Been asked to leave their home (homeless), or who may be asked to leave in the future (at risk of homelessness). <p>The project provides 'Early targeted help' which includes support around Mediation, re-engagement in education / training services, and immediate / crisis support for young people at risk of homelessness, or homeless.</p> <p>Emphasis also offers support to 'non-engaging' young people who are NEET / homeless or who are at risk of becoming NEET / homeless / exhibiting anti-social/offending behaviour. Helping them understand the reason(s) why this has happened and enabling them to take positive action to address these issues, turning their lives around in a positive and fulfilling way.</p> <p>Aims</p> <ul style="list-style-type: none"> • Enable young people experiencing risk / threat of homelessness to maintain their home environment. • Enable young people to improve relationships within their family / home environment. • Provide services to young people with diverse needs and in particular those people who have a high likelihood of going through homelessness services at age 16 and 17, improving their coping strategies, resilience & prospects for the future. 			

- Enable young people who are NEET / at risk of being NEET to re-engage with education, training and employment opportunities. Thus improving ability to afford accommodation for their future, and avoiding benefits reliance.

Objectives

- Provide an advice and support service that will enable young people to avoid homelessness, remain / return to their home environment.
- Provide an advice and support service that will educate young people about the realities of youth homelessness and the impact of potential Welfare Reforms; provide an advice and support service for young people facing a crisis / immediate homelessness situation.
- Liaise with all relevant agencies to ensure a complete package of support, which is well coordinated, responsive to changing support needs and working towards re-re-engagement with Education and Training opportunities.

Outcomes:

Fewer Homelessness presentations from 16-21 age group.

Young People able to remain at home with ongoing support.

If unable to remain at home, the young person has been supported to acquire, maintain and sustain accommodation best suited to their needs.

Higher engagement in WTE

A better level of self-management, taking responsibility for their own actions / understanding potential consequences for the young person.

Ability to recognise the right time to ask for help to prevent a crisis for both the young person and caregiver i.e. better resilience.

Service Title: MYPS (Hill House & Woodstock House)	Annual Funding: 178,775	Service provider: Solas (Pobl)	Contract type: Block
Service for (eligibilities, incl. areas): Tenancy related support services working with young people towards all 11 SP outcomes for clients referred into the Monmouthshire hostels. Supporting young vulnerable people to move on and live independent lives		No: staff @ interface: 9	No: Concurrent cases: Hill House = 9 Woodstock = 12
<p>Pobl's approach to support is based on delivering bespoke, person-centred services, recognising that in every setting and service, people engage better when the service is relevant for their needs and aspirations. We deliver services that are flexible and tailored to meet individual need, developed through partnerships and delivered through a person centred approach.</p> <p>Pobl involve clients in the design and delivery of services including the recruitment of staff and strategic planning. This approach has helped us develop a wealth of experience around what works and what doesn't and builds confidence in the client's own ability to resolve issues which compliments the support planning process. Our young clients are diverse and their needs differ in relation to levels and type of involvement and we recognise this. Clients have different needs and therefore require support in many different areas, such as education, mental and physical health, social skills, confidence, living skills, developing relationships. As a result our services are holistic, flexible and dynamic and not set in stone.</p> <p>In our experience, support is most effective where it has the flexibility to respond to our clients' individual needs and respond to these needs as they change over time. There may be periods, particularly at the start of a move into a community, where people need intensive support, but services should be generally geared towards a gradual, managed reduction as the people we work with achieve greater independence. Similarly, if a client experiences a crisis or period of personal challenge whilst we are supporting them, then we may need to increase the level and intensity of support we offer in agreement with Monmouthshire Supporting People. Maximum flexibility which responds to the needs of the service user at any given time is the basis of our support model. We encourage people to take part in a range of confidence boosting and horizon expanding activities to increase potential and reduce isolation, including: <i>volunteering, fitness activities, accredited courses, apprenticeships, social enterprise and employment link work</i> – all designed to increase confidence, skills and long term financial capacity, tenancy sustainment and independence.</p>			

Service Title: Youth Enterprise	Annual Funding: £13,000	Service provider: Youth Enterprise	Contract type: Block/Volume/Spot
Service for (eligibilities , incl. areas): Transition Support		No: staff @ interface: 2	No: Concurrent cases:
<p>Service description: Monmouthshire County Council Youth Enterprise is an integral part of the Business and Enterprise team. We work with young people and adults across the county supporting them through education, employment and training. We engage with the business sector, offering advice and support and help create local employment and entrepreneurial opportunities.</p> <p>Our Post 16 team work with young people 16 -25 years at risk of becoming NEET (not in education, employment or training) or are actually NEET. The team offer a range of support and provisions from one to one employability support covering CV writing, completing application forms and interview preparation to structured group sessions offering accredited qualifications such as Entry 3 BTEC Work Skills, Level 1 Vocational Studies and Level 2 British Safety Council Health and Safety in the Work Place. The team deliver and facilitate Work Based Learning opportunities through the Engagement and Traineeship programme enabling young people to gain valuable work experience, employer references, skills and confidence, while receiving a training allowance of £30.00 - £50.00 per week.</p> <p>The Post 16 team compliment the work of Solas and Llamau in assisting young people to develop independent living skills, to manage a budget, to sustain a positive future pathway and encourage good work ethics. The relationship between the team and young people is built through youth work ethos and values enabling empowerment and informed choices. Young people have access to a wider range of services and support, for example Face to Face Counselling Service.</p> <p>We have established a clear pathway to ensure that every young people who needs it has support with the education, employment and training. We monitor this through our monthly Keeping in Touch group (a multi-agency group of post 16 providers), ensuring an effective referral and reporting system is maintained, identifying common areas of work, avoid duplication and sharing information with other services.</p> <p>We have continued to access our business enterprise networks, training providers, employers and local knowledge to create new training and employment opportunities and to ensure that a range of options are available to our young people. We also offer entrepreneurial and enterprise opportunities, supporting young people that are keen to start up their own business.</p>			

Service Title: CHYPS	Annual Funding: 17,027	Service provider: Llamau	Contract type: Block
Service for (eligibilities , incl. areas): 16 – 18 year olds. Generic support in Monmouthshire area		No: staff @ interface: 3	No: Concurrent cases: 6
<p>Service description: Floating support provision across Monmouthshire. Assessment to identify and rate the levels of support needed for each individual Making sure that the individual feels safe in their own home, support to build skills around ability to maintain a tenancy, including understanding the responsibilities of being a tenant, a good neighbour and a valued member of the local community. Supporting the individual with maximising their income, and ensuring they are receiving everything they are entitled to, budget planning, and supporting to deal with issues around debts and bills payments / repayment agreements. Support individuals to identify their aspirations in terms of meaningful use of time, including accessing and attending training / education as a pathway to employment, or maintaining work whilst dealing with 'in work poverty' and making sure entitlements to working family benefits is achieved. Provision of effective, enabling & skills support to ensure individuals build the skills and experience they need to deal with issues themselves, and avoid the need to constantly re-refer to services every time they reach another challenge / set back. Throughout support we often see large increases in self-esteem and confidence, which has an effect on feelings of well-being. Alongside which we also support people to better cope with / manage any Physical and Mental health issues they may have, including engagement with specialist services, when people meet the thresholds for these.</p>			

Service Title: Young Person accommodation officer	Annual Funding: 36,000	Service provider: MCC	Contract type: Block
Service for (eligibilities , incl. areas): Younger people 16-24		No: staff @ interface: 1	No: Concurrent cases: 9-10
<p>Service description: From Job Description associated with new service introduced in 2018/19</p> <p>Purpose: To provide support and advice, and improve the availability and allocation of good quality and appropriate accommodation for vulnerable young people (16 – 25) including homeless, potential homeless, care leavers, young people experiencing domestic abuse, young single parent, young people with substance misuse, young people who offend, and unaccompanied asylum seeking young people</p> <p>The purpose of the role is:</p> <ul style="list-style-type: none"> <input type="checkbox"/> To provide support and advice, and improve the availability and allocation of good quality and appropriate accommodation for vulnerable young people (16 – 25) including homeless, potential homeless, care leavers, young people experiencing domestic abuse, young single parent, young people with substance misuse, young people who offend, and unaccompanied asylum seeking young people. <input type="checkbox"/> To obtain a positive and sustainable outcome for any Young Person who requires accommodation. <input type="checkbox"/> To create and implement a new protocol for referrals and placements into all Young People’s supported accommodation throughout the County in line with current policies and legislative requirements. <input type="checkbox"/> To ensure the most suitable accommodation is matched and allocated to the Young Person based on their assessed needs. <input type="checkbox"/> To ensure that Monmouthshire County Council are fully compliant with the legislative requirements of providing accommodation for young homeless people in times of crisis and to protect the Authority from adverse publicity and claims of misadministration through the delivery of this service. <input type="checkbox"/> To deliver new accommodation provision in line with relevant legislation and need <p>Expectation and Outcomes of this Role:-</p> <p>The post holder will provide support and advice, and improve the availability and allocation of good quality and appropriate accommodation for vulnerable young people (16 – 25) including homeless, potential homeless, care leavers, young people experiencing domestic abuse, young single parents, young people with substance misuse, young people who offend, and unaccompanied asylum seeking young people.</p> <p>The post holder will work with young people to provide high quality focussed housing advice, support and assistance to ensure that all necessary steps and actions are undertaken to prevent homelessness from occurring whenever possible</p>			

