

# Monmouthshire Integrated Youth Offer Annual Report 2014-15



*A collaboration of youth support services in  
Monmouthshire for 11-25 year olds*

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## 1. Introduction

Welcome to the 2014-2015 Integrated Youth Offer Annual Report. I am pleased to present this report which reflects another very positive and successful year for the group. My congratulations and thanks to all our member staff and volunteers who continue to provide excellent support and opportunities to young people in Monmouthshire, often in quite testing circumstances.

In the last 12 months the group has formally been delegated the Youth Support Services responsibilities by Monmouthshire's Local Service Board. With clear governance in place the group is able to report quarterly to the LSB Programme Board. We have also included an additional sub group - Wellbeing. This group encompasses the work across the authority around Bullying Prevention; Self Harm; Mental Health and Restorative Practice.

The main focus for this year's report is progression and impact. It is very important that there are opportunities, within the Integrated Youth Offer programme, for young people to progress. By this we mean that youth support services youth workers and volunteers support young people to take advantage of opportunities to develop as citizens and to use their skills, experience and confidence in new and different settings.

The key findings from the mapping exercise of 2014 has been analysed and used to inform our priorities for 2015. We have measured the impact that youth support services have on the lives of young people in Monmouthshire and the impact young people can have on their peers and their communities.

During the year of 2014-15, Youth Support Service's in Monmouthshire have collectively supported and enabled in excess of 14,700\* young people.

A series of case studies are presented to illustrate the ways in which the Integrated Youth Offer supports young people's progression and impact of services received. Case studies are a powerful way to illustrate the ways in which youth support services support young people to develop personally and socially and can bring to life the dry presentation of statistics.

The work of the Integrated Youth Offer is focussed on priorities drawn from the Single Integrated Plan. Our work has a very positive impact on the lives of young people in terms of their:-

- Health and Wellbeing
- Learning and Employability
- Involvement in Decision Making
- Building resilience to be positive active citizens

Partnership working is crucial to all of our work. Through effective partnership working we are able to provide services that are relevant; meet local needs; avoid duplication and maximise efficiencies.

I hope you enjoy the report

**Tracey Thomas**  
**Chair, Monmouthshire Integrated Youth Offer Group**

\*This is not 100% representative of individual young people as some agencies do work with the same young people



## 2. Integrated Youth Offer – Our Vision

### Our Vision Statement and purpose

To coordinate the services and resources of the Integrated Youth Offer partnership to ensure that they are used effectively to deliver youth support services to young people in Monmouthshire.

The agencies and services of the Integrated Youth Offer group will ensure that:-

- Young People are able to maximise their potential
- Young People are able to manage their emotions and relationships effectively
- Young People have access to effective services
- Young People are consulted about issues that could affect them
- Equality and diversity is recognised and supported

### Our priorities

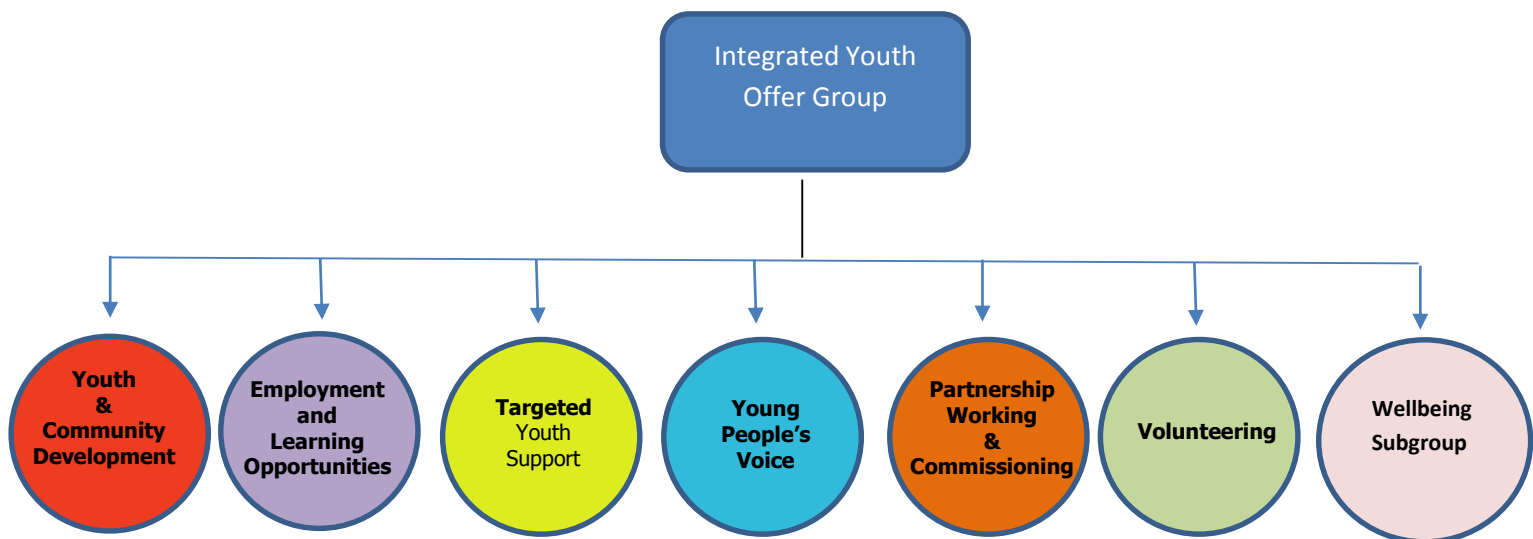
**OUTCOME 1** – *Young people maximise their potential*

**OUTCOME 2** – *Young people manage their emotions and relationships effectively*

**OUTCOME 3** – *Young people have access to effective support*

**OUTCOME 4** – *Young people are consulted and listened to about issues that affect them*

### Flowchart of group and subgroups



**3. 3.1 Priorities, Impact and Outcomes for 2014-15**

**Integrated Youth Offer actions aligned to the Single Integrated Plan Outcomes:**

- Outcome 3:** Good Access and Mobility
- Outcome 4:** Peoples’ lives are not affected by alcohol and drug misuse
- Outcome 5:** Vulnerable families are supported
- Outcome 6:** People feel safe
- Outcome 8:** Access to practical and flexible learning

The IYO sets out a “shared vision” for how all parts of society – including statutory, voluntary, third and private sectors can work together in partnership, with a single goal, to support and improve outcomes for young people, particularly those who are most disadvantaged or vulnerable.  
The following evidences the outcomes of the IYO subgroups during 2014-15

**Measure of Success**

SIP Performance Indicators:

- % of people aged 18-24yrs on Monmouthshire claiming JSA
- % children achieving KS4 L2T incl English/Welsh and Maths – FSM eligible
- Unemployed persons as a % of the Economically Active population aged 16-24yrs

Description/Objectives	Action	Lead person/agency	How Much/How Often	How Well?
<p><b>Outcome 1:</b> Young People Maximise their potential</p> <p>1.1 Number of young people who engage in a recognised qualification/ award, employment or training.</p> <p>1.2 Number of young people who achieve a recognised qualification or award, employment or training</p> <p>1.3 Number of young people in self-directive informal learning experiences.</p>	<ul style="list-style-type: none"> <li>• Engage young people in the traineeship programme</li> <li>• Reduce the number of young people in tier 1</li> <li>• Reduce the number of young people claiming JSA</li> <li>• The Youth Offer Roadshow in Monmouth which the sub-group hosted. Identified a need for a</li> </ul>	<p>Employment and Learning Opportunities Sub-group</p>	<ul style="list-style-type: none"> <li>• 12 young people engaged in the traineeship programme</li> <li>• From intervention of the Keeping in Touch Group from April 14 to August 14 the number of young people in tier 1 reduced from 11 to 6</li> <li>• Weekly sessions of 21 hours per week</li> <li>• Multi- agency information sharing through monthly meetings. Lead Worker daily/weekly contact</li> </ul>	<ul style="list-style-type: none"> <li>• Out of the 12 young people, 9 progressed into either further education or employment</li> <li>• 5 young people progressed into either education, training or employment</li> <li>• Significant reduction in youth unemployment in 18 -24 years.</li> <li>• In April 2014 the number of</li> </ul>

	<p>'Job Centre' provision in the area. This was shared with the JCP Partnership Manager who agreed to explore.</p>		<ul style="list-style-type: none"> <li>• Work of post 16 steering group which meet on a quarterly, sharing information and employment opportunities.</li> <li>• On 26<sup>th</sup> January 2015 the JCP Partnership Manager held a 'Job Fair' in Overmonnow Family Learning Centre to launch the digital Kiosk for claimants and a range of employers and providers were there to show case their opportunities.</li> </ul>	<p>young people claiming JSA was 330 and reduced to 205 in December 2014</p> <ul style="list-style-type: none"> <li>• Approximately 25 young people aged 16 -24 years attended the event.</li> </ul>
	<ul style="list-style-type: none"> <li>• Carry out a mapping exercise to identify what volunteering opportunities available to young people across Monmouthshire.</li> </ul>	Volunteering Subgroup	<ul style="list-style-type: none"> <li>• One off piece of work</li> <li>• All partners aware of MV programme and ensure young people register when carrying out volunteering work</li> <li>• Links to Welsh Bacalaureate in schools for volunteering section</li> </ul>	<ul style="list-style-type: none"> <li>• Clear referral pathway through GAVO for MV; all partners able to register and update progress on volunteer</li> <li>• Introduction of a Volunteer Induction handbook used by all partners as model of good practice and consistency</li> </ul>
	<ul style="list-style-type: none"> <li>• Deliver workshops based on the young peoples 'risk factors' i.e. substance misuse, anti social behaviour,</li> </ul>	Targeted Youth Support Subgroup	<ul style="list-style-type: none"> <li>• Weekly sessions for 2 hours per week.</li> <li>• The Positive Futures project is running a pilot and working</li> </ul>	<ul style="list-style-type: none"> <li>• Early indications are very positive.</li> </ul>

	<p>peer pressure etc. The young people also engage in a football / activity session that can lead to a Sport Leadership Qualification.</p> <ul style="list-style-type: none"> <li>• Encourage young people with disabilities to access sport.</li> </ul>		<p>with 9 young people. The project delivers workshops based on the young peoples 'risk factors' i.e. substance misuse, anti-social behaviour, peer pressure etc. The young people also engage in a football / activity session that can lead to a Sport Leadership Qualification. Following the 1<sup>st</sup> April 2015 this service will be rolled out across the four town areas of Monmouthshire.</p> <ul style="list-style-type: none"> <li>• All Leisure Centre staff are trained to ensure young people with disabilities are able to access sporting activities.</li> <li>• Posters / flyers are distributed to parents of young people with disabilities to ensure they are aware of the service available.</li> <li>• Equipment and specific sporting activities are available</li> </ul>	<ul style="list-style-type: none"> <li>• 50 clubs provided</li> <li>• 272 participants under 11-16 accessing services across Monmouthshire</li> </ul>
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			to ensure this happens i.e. wheelchair basketball.	
<p><b>Outcome 2:</b> Young People manage their emotions and relationships effectively</p> <p>2.1 Number of young people referred for specialist support</p> <p>2.2 Number of young people who show an improvement in emotional wellbeing</p>	<ul style="list-style-type: none"> <li>• Deliver workshops based on the young peoples 'risk factors' i.e. substance misuse, anti-social behaviour, peer pressure etc.</li> <li>• Help young people manage their anger</li> <li>• Enable quicker response time to dealing with young people in crisis</li> </ul>	Targeted Youth Support Subgroup	<ul style="list-style-type: none"> <li>• Weekly sessions for 2 hours per week</li> <li>• Positive Futures project delivers workshops depending on the needs of the group i.e. peer pressure, substance misuse, acceptable and unacceptable behaviour</li> <li>• A reducing Anger day was held for 10 young people who find it difficult to manage their anger (hosted by the Youth Service)</li> <li>• Clear Referral process for all partners to aid quicker response time to dealing with young people in crisis</li> </ul>	<ul style="list-style-type: none"> <li>• 9 young people engaged.</li> <li>• Early indications are that feedback so far is very positive.</li> <li>• Positive feedback received – data available from the Youth Service on request</li> <li>• Referrals received into Counselling; Choices; Housing; ABHB- Data available on request</li> </ul>



<p><b>Outcome 3:</b> Young People have access to effective support</p> <p>3.1. Number of young people who have access to effective support</p> <p>3.2 Number of young people who show a reduction in need after intervention.</p> <p>3.3 Number of young people entering and re-entering the criminal justice system</p>	<ul style="list-style-type: none"> <li>• Tailored Positive Future sessions delivered to the group's with identified need.</li> <li>• Host a LGBT support group regularly throughout the county.</li> <li>• LGBT training delivered to partner agencies across the County to raise awareness of the issues facing the LGBT community.</li> <li>• Deliver presentations to school assemblies to raise awareness of LGBT and empower young people.</li> </ul>	<p>Targeted Youth Support Subgroup</p>	<ul style="list-style-type: none"> <li>• Weekly sessions for 2 hours per week</li> <li>• Meeting held monthly across Monmouthshire</li> <li>• Programmed and advertised through the IYO to partners</li> </ul> <p>Ongoing:</p> <ul style="list-style-type: none"> <li>• 6 presentations have taken place within comprehensive schools to year 10 and 11 (approx. 600 young people and staff)</li> </ul>	<ul style="list-style-type: none"> <li>• 9 young people engaged. Early indication are that feedback so far is very positive.</li> <li>• 15 young people attend every month</li> <li>• 60 people attended training to date. Very positive feedback from users – data available from Youth Service.</li> <li>• Presentations to school assemblies have taken place to raise awareness and empower young people facing these issues to seek support.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Prevention Service Packages delivered depending on need.</li> <li>• JAFF/TAF services – responsible for co-ordinating agencies to ensure young people and families receive appropriate support.</li> <li>• Deliver a “raising awareness” session to Senior Managers of SSD.</li> </ul>		<p>Ongoing:</p> <ul style="list-style-type: none"> <li>• Prevention Service – interventions available to young people who are showing signs of offending behaviour through tailored intervention.</li> <li>• Two projects running concurrently in Caldicot and Chepstow engaging young people in planned diversionary activities</li> <li>• Referrals to JAFF/TAF are made when need is identified</li> <li>• Young people referred through targeted sub group</li> <li>• Sub group members attend some TAF meetings</li> </ul> <p>One planned session delivered:</p> <ul style="list-style-type: none"> <li>• A raising awareness session was delivered by Monmouthshire Housing to Senior Managers of SSD to enable better communication links between housing providers and SSD services.</li> </ul>	<p><b>Referrals made</b>  Prevention: 9  Restorative Justice: 45  <b>Completed successfully</b>  Prevention: 7  Restorative Justice: 45</p> <ul style="list-style-type: none"> <li>• Staff are better informed and this will enable better planning of services for the future based on potential need.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Deliver the Way Into Work programme.</li> </ul>	<p>Employment and Learning Opportunities Sub-group</p>	<ul style="list-style-type: none"> <li>• 6 week course of daily support and provision</li> <li>• 33 young people aged 18 -24 years access effective support through the Way into Work Programme</li> <li>• Varied hours of support and provision on a daily and weekly basis</li> </ul>	<ul style="list-style-type: none"> <li>• 9 entered into employment and have come off JSA – Job Seeker Allowance. The remaining 24 are still engaged in provision or independent job search with support from Post 16 Worker on request.</li> <li>• 35 young people who have engaged and completed in the Traineeship or Way into Work programme show a reduction in need.</li> <li>• Young people leave programmes up skilled and on an agreed pathway</li> </ul>
<p><b>Outcome 4:</b> Young People are consulted &amp; listened to about issues that affect them</p> <p>4.1. Number of young people who have their voice heard through appropriate mechanisms.</p> <p>4.2. Number of young people who feel we have listened and responded to their</p>	<ul style="list-style-type: none"> <li>• Established Engage 2 Change (E2C) Youth Council for Monmouthshire</li> <li>• Support LAC young people to set up forum</li> <li>• Set 4 youth forums up across authority in</li> </ul>	<p>Young People’s Voice Subgroup</p>	<ul style="list-style-type: none"> <li>• E2C meet monthly to work on their priorities for the year</li> <li>• Youth forums meet monthly and feed into E2C.</li> <li>• Working across partners in MCC to establish reasons why LAC young people do not attend youth provisions and establish what can be done to enable them to attend.</li> </ul>	<ul style="list-style-type: none"> <li>• Hosted event in Shire Hall in early 2014 to advise young people on the budget mandates for MCC – 60 young people attended and received feedback on the event</li> <li>• 12 new members have joined E2C from being at local forums</li> </ul>

<p>views</p> <p>4.3 Number of young people who feel it was easy to take part in the engagement process</p>	<p>youth centres</p> <ul style="list-style-type: none"> <li>• Support the LAC Safeguarding Survey</li> <li>• Conduct bi-annual Safeguarding survey for LSCB on how safe young people feel</li> </ul>		<ul style="list-style-type: none"> <li>• Annual survey in July 2014 with 41 young people</li> <li>• Annual Safeguarding Survey conducted in March 2015</li> </ul>	<ul style="list-style-type: none"> <li>• Survey highlighted that LAC young people are not confident in attending youth provisions across the county</li> <li>• 1200 young people took part; results analysed and reported to LSCB for further action.</li> </ul>
	<ul style="list-style-type: none"> <li>• Hold consultation road shows with young peoples across the 4 main towns in Monmouthshire</li> <li>• Hold topic specific consultations across the 4 main towns in Monmouthshire focussing on: <ul style="list-style-type: none"> <li>- More accessible coffee shops for young people</li> <li>- Accessible cinema and fair pricing</li> <li>- Youth shelters in open spaces.</li> </ul> </li> </ul>	<p>Youth and Community Development Subgroup</p>	<ul style="list-style-type: none"> <li>• Hosted 5 sessions across county in June 2014</li> <li>• Coffee shops being piloted through youth service in Abergavenny and Monmouth held in youth centres Jan-March 2015</li> <li>• Mobile cinema has been held in Caldicot for 60 young people. This will now roll out across county.</li> <li>• Meetings have taken place with head of Recreational services regarding the youth shelters to discuss design and costings to be shared with young people</li> </ul>	<ul style="list-style-type: none"> <li>• 480 young people took part across the week.</li> <li>• Intelligence gathered provided and informed work programme for 2015</li> <li>• The 72 Young people who took part in the consultations were happy to engage with staff and informed decisions/suggestions and enabled young people to contribute to their society and have a voice</li> </ul>

	<ul style="list-style-type: none"> <li>Establish a LGBT group for young people</li> </ul>	<p>Targeted Youth Support Subgroup</p>	<ul style="list-style-type: none"> <li>Monthly meetings set up in safe, central location for young people. 15 attending monthly</li> </ul>	<ul style="list-style-type: none"> <li>Group have been meeting for a year and young people are reporting growing in confidence; knowledge.</li> </ul>
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## 3.2 Trends

The Single Integrated Plan Performance Framework give an indication of the direction of travel with regards to our collective priorities. It is useful overview of how we are performing and in some cases can show the trends emerging from 12 months of data.

### Broad analysis tells us the following:

- We are moving in the right direction in priority areas such as employability, volunteering, specialist and diversionary work and involvement in decision making.
- We are increasing the number of young people engaged in youth support services in Monmouthshire.
- We are showing an increase in the number of young people accessing specialist, diversionary and targeted services across Monmouthshire.
- We are managing to sustain a good level of engagement with young people in the face of budget pressures and reduced capacity.
- We are increasing the opportunities available for young people to be involved in local decision making and ensuring their voices are heard.
- The number of young people achieving recognition for their learning through accreditation and who are volunteering continues to increase.
- Transport continues to be a challenge for our young people in Monmouthshire in particularly in rural areas.

### Actions

We will use this data and collation of outcomes as part of our annual self-evaluation and agree the improvements to be made to address the areas where we think performance has dipped below anticipated levels.

Improvements will include:

- Ensuring consistent reporting through the IYO meetings by each sub group
- Agree key outcomes with each sub group
- Continue to share localised data with all partners involved in IYO in order to contribute to discussions about improving services

## 4. Case Study – Specialist Targeted Work

### Positive Futures

Positive Futures is a Sports based social inclusion programme targeting ‘the most at risk young people’ across Gwent. In Monmouthshire this programme is being managed and delivered by Monmouthshire Sports Development in partnership with Monmouthshire Youth Services and the Youth Offending Service who make up a Targeted Support Group within Monmouthshire’s Integrated Youth Offer Group.

Positive Futures aims to offer positive alternatives to substance misuse and anti-social behavior through sports and activities and hopes to create safer and more inclusive communities by building a culture of respect, increasing youth volunteering and providing quality access to services for young people in their communities.

The Monmouthshire pilot targeted a group of young people who have been involved with Anti-Social Behavior Offences (ASBO) or Crime. Through the use of educative workshops and sport activities, the sessions aim to educate and raise their awareness of the consequences of their actions and the affect said actions have on themselves and others.

Workshops included Effects of Cannabis, Effects of Alcohol, Sexual Health and Sports Leadership. Following the workshops the group have the opportunity to participate in sports and on Friday 27<sup>th</sup> February they lead an inter primary school football festival by organizing the fixtures, time keeping and refereeing the games.

Since being involved in the Positive Futures project, none of the young people have had any police related incidents in the community, and 7 of the 8 young people have successfully reduced their school behavioral incident ratings.

Following the successful pilot in Chepstow we are currently working in Mounton House School in Chepstow and King Henry in Abergavenny. In the 2015/16 academic year we will be working with the Pupil Referral Service, Caldicot and Monmouth Secondary Schools.



## Case Study – Specialist Targeted Work

### LGBT+ Group Assemblies

The Monmouthshire Lesbian, Gay, Bisexual and Transgender + group (LGBT+) has been established for the last 12 months. This group enables young people of all sexualities to come together in a safe and supported way with specialist staff. The group has grown in size over the year from 4 to 15 members. Many of these young people experience social isolation as well as dealing with their own emotional journey.

As the group has grown, member's confidence has increased. The LGBT+ group members decided that a proactive way to reach other young people and highlight the existence of the group, the support it offers, and to reduce Homophobic bullying would be to present assemblies to year groups 10 & 11 at all comprehensive schools in Monmouthshire.

The group approached the appropriate members of staff initially in 2 of the schools who organised the timetables of the assemblies, to ask if we could attend and talk about the year group around LGBT+ and homophobic bullying.

3 members of the LGBT+ group along with support staff delivered 6 assemblies in total over a term, reaching 600 young people to date.

The assembly includes digital stories of some of the members of the group and also a parent's story of one of our transgender members; this is played at the beginning and the end of the assembly when each member has finished telling their story and journey to date.

The feedback from staff and pupils at the 2 schools we have currently presented assemblies in has been overwhelming positive

Some quotes we have received from young people and teaching staff after the assemblies:-

"This is the best assembly we have ever had" Yr 11 pupil

"Please will you come next year and do this again for the next yr 10's?" Yr 10 Head

"OMG I didn't realise this group existed, I am going to join" Yr 11 Gay pupil.

"Well done all of you, we will put up the posters all around the school" Pastoral Head

We are continuing to present assemblies throughout this next year and the group has been asked by the founder of "Umbrella Gwent", to join him in rolling this message out in the other authorities in our consortium.

## Case Study – Employability and Learning Intervention

Within the past 12 months the Employability and Learning Sub group have worked with a number of partners from co-delivery, sub-contracting, placement proving, guest speaking, to networking and information sharing. Some of these include Torfaen Training; Department of Work and Pensions; Careers Wales; Job Centre Plus; Private Sector / local businesses; SOLAS; MCC various departments; Monmouthshire and Torfaen Youth Offending Service; Gwent Police and schools within Monmouthshire.

The evidential impact of the work carried out by the Employability and Learning Sub group is highlighted at information networking meetings. Members of the group have contributed to the reduction in the number of NEET young people in Monmouthshire (now sitting at 1.7%) and a shift in the number of young people sitting in Tier 1 (unknown) of the Careers Wales tier system. Caseloads are monitored at monthly meetings with individual services are responsible for locating and engaging the young people in all 5 Tiers. The group have also contributed to the reduction of 18 – 24 year olds in receipt of JSA. (Job Seekers Allowance). Monmouthshire has 220 young people claiming JSA, that's 3.4% of the population below the Welsh Average of 4.4%

Soft outcomes – the young people's confidence within their work has improved alongside their motivation, and the young people have a higher ability to work within a team and individually. The young people feel focused and have direction. Often the young people's family relationships have improved. The young people worked with have received qualifications such as Wider Key Skills, Literacy & Numeracy, Level 2 Health & Safety, and in some cases, employment.

### FEEDBACK FROM A YOUNG PERSON WHO HAS ENGAGE IN AN EMPLOYABILITY COURSE:-

“ NOW I FEEL SO CONFIDENT IN APPLYING FOR JOBS AND INTERVIEWS, I THINK THAT I HAVE COME SO FAR SINCE THE COURSE, ITS HELPED ME PERSONALLY AS WELL WITH MEETING LOTS OF NEW PEOPLE AND MY CONFIDENCE IN GETTING WHAT I WANT IN LIFE!”

“ MY BEST PERSONAL ACHIEVEMENT IS THAT I HAVE A JOB NOW! I DIDN'T FIND THE JOB BY THE END OF THE COURSE BUT WHEN YOU FINISH THOSE 6 WEEKS NOTHING LEAVES YOU, WHEN YOU LEAVE THE COURSE YOU FEEL SO MUCH MORE CONFIDENT WITH APPLYING AND GOING OUT THERE AND FINDING WHAT YOU WANT!! “

“OVERALL SUMMARY OF THE COURSE JUST ONE WORD - FANTASTIC!!

WE ALL HAVE COME SO FAR SINCE THE COURSE, AND I WOULD SUGGEST THE COURSE TO ANYBODY!! IF YOU GET OFFERED THE COURSE WELL YOU'RE REALLY LUCKY TO BE ON THERE, IF YOU'RE NOT ON THE COURSE - WELL GET ON IT!! SINCE CLAIMING JSA IT HAS BEEN THE BEST AND MOST INTERESTING 6 WEEKS I HAVE HAD!! THANK YOU FOR THIS OPPORTUNITY - I AM NOW A WORKING CLASS CITIZEN AND THAT'S DOWN TO THE WAY INTO WORK.”

The sub group will continue providing support for NEETS within Monmouthshire. We will strive to secure positive outcomes for young people into further education/employment/training. We will recruit more NEET young people onto traineeship programmes to continue decreasing NEET figures within Monmouthshire. To improve services across Monmouthshire we are looking at wider avenues of support for Tier 2s and to offer a wider range of qualifications for NEET young people to increase their opportunities for further education/employment/training.

## Case Study – Young People’s Engagement

Engage to Change Youth Council (E2C) is a forum for young people looking to influence decision making and to change things in Monmouthshire. Through the Youth Council young people can raise awareness of wider issues such as transport; access to services and personal safety and have an influence on local decision making.

The aim of the Youth Council is to take an active and influential role in local decision making and help develop local services which are responsive to the needs of young people. In doing so the Youth Council can have an impact on the wider community and influence policy and practice.

The impact on the Youth Council members themselves has led to them becoming more confident, skilled and active community members.

One event supported during the last 12 months has been to attend the Gwent Police and Crime Commissioners youth forum. This forum was set up to engage with young people in Gwent to ensure they have a voice on local policing matters and to build confidence and trust in local policing. The meetings are held quarterly in rotation at the five Local Authorities. A delegation of young people from Monmouthshire joined other youth forums across Gwent in attending the annual PCC’s residential in February 2015. The event was held in Shropshire at Condover Hall for 3 days. Gwent youth forum had met on previous occasions during 2014 prior to the residential to identify key matters to young people to influence the agenda for the residential. The main focus for the residential was to:

- Gather evidence and viewpoints of young people on the validity of PSE Lessons in Welsh schools and to share findings with Welsh Government.
- Gather evidence and viewpoints to share findings with the Chief Constable for Gwent Police on young people’s perceptions of Gwent Police, their real life experiences and interaction with the police in their local communities

Overall the young people had a fantastic time, made lots of new friends and felt issues raised were listened to and duly taken forward. The information that was collected was passed onto the Police and Crime Commissioner and used in the meeting held at Caerphilly in March 2015.

Monmouthshire Youth Service is hosting the next PCC meeting in September 2015 and will be sure to revisit some of the work highlighted on the residential to see what progress has been made around the issues raised by the young people.



## Case Study – Volunteering

### Volunteering experience of Kirsty, 15 years old from Caldicot

I have been volunteering for over two years now in two different placements. One is a children's club and the other is as a member of the Youth Council and it's been just fantastic. I have so much more confidence with children, I've learned organisational skills, have developed leadership qualities and have many transferable skills to help me with future employment opportunities that I would never have had without volunteering.

It's so rewarding to see the children's confidence and abilities grow as they get more involved in activities and to know that I've helped make that happen. I've always enjoyed meeting new people which this has allowed me to do and seeing the children having a good time is all the motivation I need to keep on being involved.

Volunteering was first mentioned in school and then having to do so many hours as part of my Duke of Edinburgh has led into a greater involvement in volunteering – not only have I increased my volunteering contribution but I've actually persuaded some of my friends to give it a go and now they really enjoy participating too!!

I've already had so much opportunity through what I do to learn skills and have experiences that I know will help in future such as attending meetings and functions, hosting cross-county events, met influential people within the community and been able to give feedback from a young person's perspective on issues. I also organise activities for the club like football or cricket or baking cookies etc. and I've been part of a team that have won awards of recognition for our volunteering which was really good but the best thing is seeing others enjoy taking part in things I've helped make possible.

**Quote** *"I love volunteering. I love meeting new people, learning new things and knowing I'm a part of providing something that brings happiness and enjoyment to others as well as helping young people have a voice. I've already been volunteering for almost three years and don't intend to stop anytime soon I'm having too much fun and learning too many new skills!!"*



Lucy



Kirsty

### Volunteering experience of Lucy, 24 years old from Monmouth

I was lucky enough to be accepted onto a Vi-ability Volunteering Abroad project which gave me a month in India teaching English and sports to over 77 boys at a school there in February of 2015. I heard about the opportunity through signing up to receive emails from GAVO Volunteering (Gwent Association of Voluntary Organisations) and applied for this all expenses paid opportunity.

I was considering a career working with children and was keen to get some experience and develop my skills and being a part of this volunteering opportunity has helped me make up mind that this is definitely what I want to do now. I had the most incredible time and you can click on this link to view my blog and read my day-by-day account of my time there. [Vi-Ability India — Lucy Humble - week 5 Indian Adventure](#)

**Quote** *"I had such an amazing experience and met some truly beautiful people. India was an amazingly inspiring place. I hope my experiences will help inspire other young people to volunteer and support both local communities and those through travel."*

## 5. Feedback directly from young people accessing Youth Support Services

*"My life has changed so much since I started volunteering – I find it so much easier to meet people and speak with them and I continue to learn skills that will help me in future as well as learning things about myself, like having more confidence in my abilities"* Harry

*'I've gone from having no motivation to becoming motivated; unconfident to confident; feeling like everything's impossible to believing everything is possible and from negative to positive.'*  
Josh

*'I found that the radiate project was very good and helped me to want to go out and find a full time job. It was very educational, and made me aware of what a full time job was like and I liked meeting new people and communicating with the clients. We also learned how to work as a team and work to a schedule.'* Bradley

*"Before coming I was in a dark place without much hope, but now I feel there are options open to me and I'm not so stuck in quick sand"* Annon

*"Everyone treated me with respect and I didn't get patronised. Thought the process was really good and I was pleased with the outcome".* Anon

*E2C has had a massive impact on me. It has helped me not to be scared to say your own opinion. It has also given me great opportunities such as the "Your Future Your Way" event and Funkydragon.'* Marcus

*'The young carers project makes me feel less alone when times feel hard'. CR*

*'They helped me to sort things out with my mum and realise how alcohol was affecting my life in a bad way' Annon*

## 6. Priorities for 2015-16

The next twelve months will see the Integrated Youth Offer group and sub groups focusing on the following priorities:

- Critically examine funding and commissioning of Youth Support Services across Monmouthshire. Having this data will also 'thinking ahead' and enabling of protection of services for young people; create more joined up working; where projects are ending that clear exit strategies are in place and where possible source and secure external funding to provide services to young people.
- To maintain quarterly monitoring and scrutiny of subgroup work programmes ensuring that we are meeting the Performance Indicators of the Single Integrated Plan.
- To ensure all services that provide opportunities to young people do so through Safeguarding procedure and protocols.
- To sustain membership of the IYO and stimulate momentum – all youth support service are accountable to the Local Service Board and ensuring robust, fit for purpose services are made available to the young people of Monmouthshire.
- To continue to develop 'community projects' in areas where specialist targeted projects can support young people in particularly around issues of anti-social behaviour; criminal activity and bullying.
- Raising awareness, developing new and strengthening existing services available to those most vulnerable young people, and those within the protected characteristics.
- To increase volunteering opportunities for young people across Monmouthshire, and to ensure they are treated with respect, valued and appreciated and given appropriate support and training.
- Continue to contribute towards the increase in attainment and attendance of those in Key Stages 3, 4 and 5 across Monmouthshire and to continue providing services that decrease NEET figures.
- To map current transport available to young people after school hours; to identify gaps in service provision and work towards improving opportunities and services to enable young people to access youth support services across Monmouthshire.

## 7. Key Contact for Integrated Youth Offer Group

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