


# Youth & Community Service Annual Report 2020/21




Transforming the lives of young people in Redcar and  
Cleveland through the power of youth work



**this is Redcar & Cleveland**



**Youth Services focus directly on the needs and interests of the 'whole' young person. They have no other agenda than to support and develop each young person towards a better future of their own choosing.**



**- National Youth Agency**

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# 1 Introduction

The Redcar and Cleveland Early Help Youth and Community Service is staffed by a professional team of full and part-time youth workers who are responsible for developing trusting and caring relationships with young people. They do this with a clear understanding of professional and personal boundaries, based on the principles of being Youth-led, Inclusivity, Equality and Diversity, Respect, Quality, Safety and Well-being, Empowerment and Positivity.

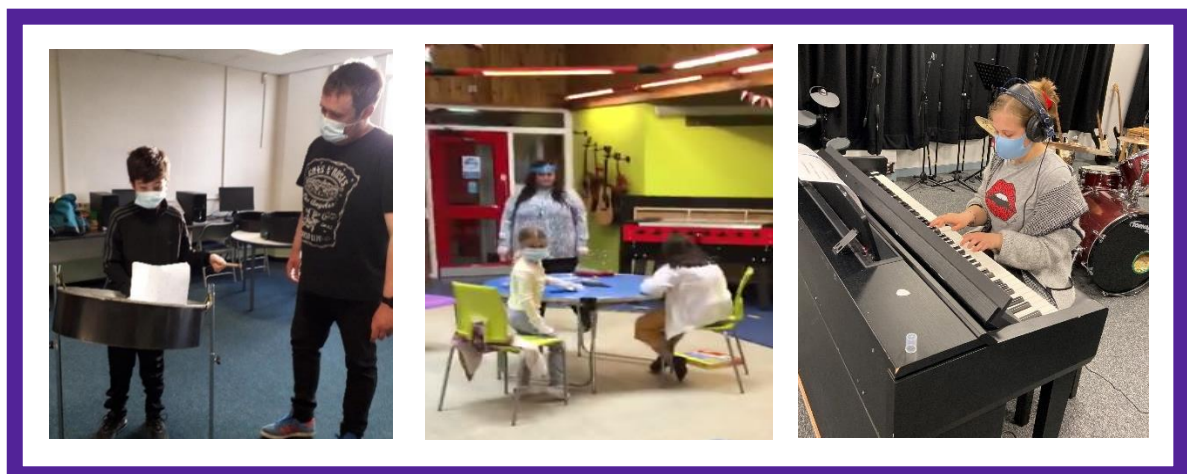
The youth service understands the needs of young people can be complicated and sometimes hidden and that to connect with the most vulnerable it is best to engage them in an arena in which they feel safe with their peers. Once the young person has built up relationships, they will start to open up and support can be given. All youth workers have been trained in Adverse Childhood Experiences (ACEs) awareness, to enable them to become a 'Trusted Adult'. The youth service continually evolves to ensure we are an effective service in delivering

"Negative impacts of Adverse Childhood Experiences are significantly mitigated by having a trusted adult"

70/30 Campaign: Empowering Communities to Protect our Children

preventative

activities to young people across Redcar & Cleveland, supporting young people to overcome difficult issues, problems, or barriers; giving them time and somewhere safe to turn, supporting them to cope with difficult life issues and to progress positively. The youth service also provides a co-ordinated and effective response to meet the needs of vulnerable young people when appropriate. This report provides information about the delivery of the service and the achievements of the team from April 2020 – March 2021 in engaging a total of 565 individual young people across all projects. This includes 4,951 attendances face to face or virtually, and a further 2408 contacts made through our Streetz Detached work. Information will also be provided about the ways we have adapted our service delivery during the COVID-19 pandemic.



Keeping Safe & Wearing PPE 😊

## 2 Youth & Community Service Principles

The Youth & Community Service delivery is based on six Youth Service Principles aligned with the National Youth Agency.

### 1 Youth-led

Young people's voices are central to the provision offered to them. They can choose to attend a variety of services on a voluntary basis, building a sense of autonomy and trust in practitioners that encourages engagement with further work where needed. Provision is structured around the needs of young people locally, offering both universal, open-access provision wherever possible, with targeted support for those considered more at-risk, disadvantaged or with higher levels of need.

### 2 Inclusivity, equality and diversity

Young people feel included in their local area and can access the support they need as they progress towards adulthood. No young person feels marginalised or isolated as a result of disability, sexuality, nationality, socio-economic status, special educational needs, mental health issues, religion or any other characteristic.

The local youth offer helps to improve social mobility for young people from all backgrounds by offering support to develop the skills, knowledge and networks they need to access and take advantage of opportunities.

### 3 Respect

Young people are a valued and respected part of the community whose needs and wishes are considered equally with those of other groups. They are actively encouraged to participate in their communities and to enjoy opportunities in their local area without fear of judgement or negative stereotyping.

### 4 Quality, safety and well-being

Good quality services are provided by staff with appropriate safeguarding training, linked to a wider network of support. Ideally this includes professionally qualified youth workers with the skills, expertise and competencies to support safe, quality services with appropriate levels and types of intervention. The youth offer helps to keep young people safe and supports their mental, emotional and physical health, improves their social and economic wellbeing, and makes sure they can access education, non-formal learning and recreation.

## 5

### Empowerment

Services empower young people to progress and engage in employment, education and training, and to take an active role in their local communities. Young people are listened to and can make positive demonstrable changes to their communities and understand how to engage with the democratic process.

## 6

### Positivity

Services are strengths-based and focus on developing the skills and attributes of young people, rather than attempting to 'fix a problem'.

## 3 Youth & Community Service Context

### 3.1 Service Overview

The Youth & Community Team in Redcar & Cleveland comprises of Neighbourhood Youth Officers, an Awards and Activity Co-ordinator managing the Duke of Edinburgh Awards, Children with Disabilities (CWD) Project Leads, a Youth Work Plus Lead, a Music and Arts Lead, a team of Streetz detached outreach workers and our universal sessional youth workers.

As well as managing all the diverse youth projects, the Neighbourhood Youth Officers manage 9 Youth & Community Centres based across the borough, with 6 of them in the 10% most deprived areas. Our Youth & Community Centres are fantastic resources accessed by their local communities, young people, partners, the voluntary sector, health, council staff, training providers and small businesses.

This year we have all been hit hard by the COVID-19 pandemic and this has affected our service and its delivery and has significantly impacted on our children and young people. By delivering sessions on a 'virtual' basis through social media, offering young people the opportunity to access support through WhatsApp and 'virtual drop in' sessions as well as some dedicated one to one sessions and small group activities, the service has ensured that youth workers have been able to keep in touch with children and young people who needed them during Covid-19.

Our Youth Services provide preventative activities delivered through informal, fun and interactive educational projects that young people can access voluntarily and most importantly have the opportunity to engage with their local communities. In addition, we have several targeted projects.

#### **Redcar & Cleveland's Early Help Youth Service delivers this service by offering:**

- Duke of Edinburgh's Award
- Youth Work Plus for Young People involved in ASB and crime
- Join Us—Disability Youth Session
- Streetz & Detached Youth Work
- Member of Youth Parliament
- Fun activities in safe environments
- Events & Trips
- Arts, Culture and Sports
- Project/Issue Based Work
- One to One & Group Work
- Partnership Working
- Opportunities for Young People to be involved in decision making
- Opportunities for Volunteering
- ASDAN (Accredited) Awards
- Holiday Programmes
- Disability short breaks service (after school and holidays)



### **3.2 Open access Youth Clubs**

In a normal year, the youth service runs term time open access youth clubs across the borough out of the nine youth and community centres. During 2019, 1,234 young people became members and regular attendees of our universal youth sessions. However due to COVID-19, over the period of 1st April 2020 to 31st March 2021, this reduced significantly to 253 young people accessing the evening youth club sessions. This was a 79% reduction on the previous year's figures due to Government Guidelines which allowed only for the delivery of youth services to children and young people considered vulnerable. This included those children and young people who were supported by early help, social care, had an EHCP or other vulnerability such as poor mental health or if they were a young carer. We adapted quickly to the changing restrictions and youth workers focused their sessions on engaging our most vulnerable children and young people to ensure they had support during this difficult year in line with the government guidance. The team delivered face-to-face and virtual sessions to the 253 children and young people during this time, which equated to 2577 attendances. Other targeted projects worked with additional young people also considered to be vulnerable, such as those attending our Join Us and Join Us Plus youth clubs for children with disabilities.

## 4 Youth Service Data

Due to the reduced numbers of young people allowed to access youth clubs during the pandemic the youth work staff risk-rated our members to identify young people we were most worried about. This was completed in different ways:

- Cross matching the LA vulnerable list with youth centre members to identify those most in need.
- Youth workers and Leads rag-rating members from their own knowledge
- Referrals received through the MACH

Neighbourhood Youth Officers developed risk assessments that were approved by the Health & Safety team to allow face-to-face 1:1 work with the most vulnerable young people, especially children with disabilities in our youth and community centres.

In line with the government road-map, we were able to deliver small group sessions working with the most vulnerable young people, offering places and creating bubble groups. Young people attended our services voluntarily to be able to spend time with friends and peers in Covid safe environments.

Many of our young people build very positive relationships with their youth workers due to them being a constant in a young person's life over long periods of time. This allows the young person time to build trust and respect and sometimes the youth worker can be the only positive role model in their life (a Trusted Adult) who they can turn to in times of need.

The table below shows the total number of attendances by young people in our youth clubs across the borough during the year (2577). It shows that 73 members (29%) who voluntarily attended our small group sessions fall into the vulnerability categories of being subject to a Child In Need plan (CIN), Child Protection plan (CP), were Children in our Care (CioC), or have had an Early Help intervention from the Prevention Team during the same 12 month period. The youth service staff also identified other youth club members who required extra support, as well as offering provision to those with an EHCP/disability through our short break provision and disability youth programmes. The service opened early help episodes for 100 young people who were not already open to a social worker or early help teams to record the support being offered on the EHM case management system over this time.

### 4.1 Youth Club Provision April 2020 – March 2021

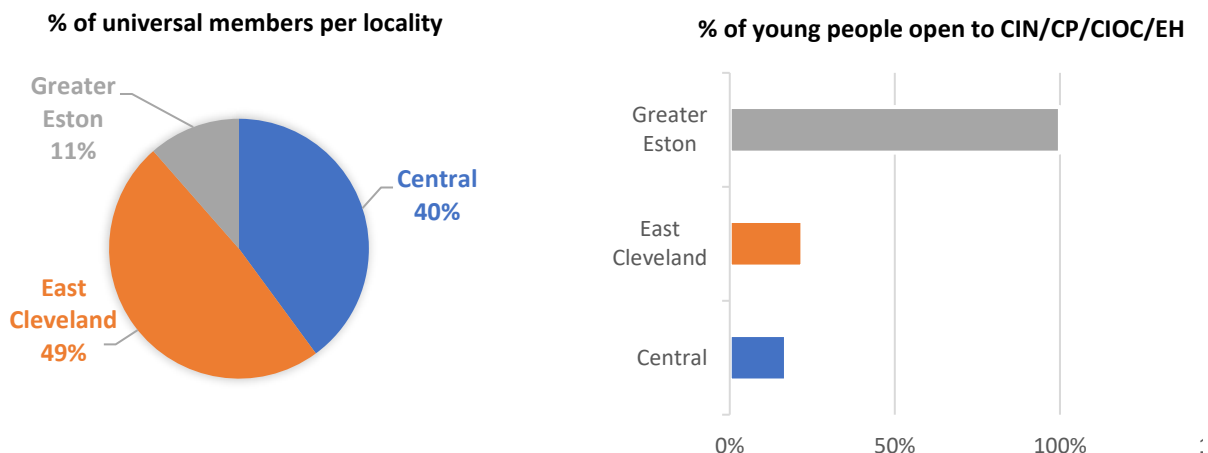
The table and pie charts also show the number of young people registered as members at each centre in the last year and the percentage of those who are classed as vulnerable young people who access our evening youth club sessions. This differs in each locality, but follows the same trend as the previous year, with 100% of members in the West locality being classed as vulnerable but the lowest overall membership. This was partly due to the lower number of youth sessions available over the last year in this area which was less than the other two localities due to some staffing issues.

| Centre/Projects                              | Universal Youth Service Individual Members | Members open to:<br>Early Help<br>CIN/CP<br>CIOC | Youth Service Opened Episodes due to yp being identified as requiring further support |
|----------------------------------------------|--------------------------------------------|--------------------------------------------------|---------------------------------------------------------------------------------------|
| <b>Central</b>                               |                                            |                                                  |                                                                                       |
| Tuned In                                     | 75                                         | 12 (16%)                                         | 60 (80%)                                                                              |
| 25K                                          | 26                                         | 5 (19%)                                          | 21 (81%)                                                                              |
| Central Total                                | 101                                        | 17 (17%)                                         | 81 (80%)                                                                              |
| <b>East Cleveland</b>                        |                                            |                                                  |                                                                                       |
| Loftus YCC                                   | 31                                         |                                                  |                                                                                       |
| Lingdale YCC                                 | 42                                         |                                                  |                                                                                       |
| Skelton YCC                                  | 50                                         |                                                  |                                                                                       |
| East Cleveland Total                         | 123                                        | 27 (22%)                                         | 19 (16%)                                                                              |
| <b>Greater Eston</b>                         |                                            |                                                  |                                                                                       |
| Grangetown YCC                               | 12                                         |                                                  |                                                                                       |
| Golden Boy Green                             | 17                                         |                                                  |                                                                                       |
| Greater Eston Total                          | 29                                         | 29 (100%)                                        | n/a                                                                                   |
| <b>Universal Youth Service Total Members</b> | <b>253</b>                                 | <b>73 (29%)</b>                                  | <b>100 (40%)</b>                                                                      |
| <b>Total number of attendances</b>           | <b>2577</b>                                |                                                  |                                                                                       |

East Cleveland had the highest membership numbers, with the least vulnerable groups fitting the criteria of CP/CIN/CLA/EH; but the numbers highlight that the demand for youth provision in East Cleveland is high. East Cleveland has its own set of barriers which can isolate its young people, due to its rural context and transport issues.

Central locality's young people appear to have very diverse needs. 25K Youth & Community Centre is very well attended with high numbers of juniors fitting the vulnerability category. Whilst Tuned In! on the coast road, attracts groups of quieter vulnerable young people interested in the arts such as music and crafts. Unlike other centres, members of Tuned In! do not have any territorial claims to the centre, as there are no housing estates nearby. This centre therefore attracts young people from across the borough to attend its projects. This does not appear to happen as often in our other centres.

## Open access Youth Club Sessions - members per locality



**Children with Disabilities youth clubs** -Government guidance allowed our Join Us youth clubs for children with disabilities to go ahead during the pandemic as those on an EHCP were considered vulnerable, so the teams still managed to engage with 126 children and young people during April 2020 to March 2021 compared to 168 the previous year which is only a 25% decrease. This highlights that families and young people valued the support these services give to the most vulnerable groups who attended 718 times over the year.

**Youth Work Plus** - Our Youth Work Plus (YWP) team supports young people between the ages of 9 - 19 who are involved in anti-social behaviour (ASB) and street violence, including young people likely to become victims of ASB/Street Violence. Our target areas are identified by intelligence led information from the local Community Safety Group, Problem Solving Group, Police, Streetz detached and general youth workers. Youth Work Plus continued to engage with 13 of their most vulnerable young people, offering intensive support which included leading two whole family cases over the year, completing an early help assessment and plan for these young people with their parents.

**Streetz Detached Youth Work team** - The Police & Crime Commissioner-funded Streetz project engaged with 2408 young people out on the streets during April 2020 - March 2021 compared to 5208 in the previous year. This represents a 54% decrease but is still very high engagement considering the UK was in national lock-down for significant periods of time over the year. Indeed, police data evidenced that there was more ASB incidents across the borough in the last year compared to 2019, and the Streetz team were able to respond to this intelligence and meet with groups of young people out in communities to encourage them to stay safe and follow social distancing rules.

**Duke of Edinburgh Award (DofE)** - The DofE team continued to deliver the award virtually and when guidance allowed, they supported 173 young people to complete sections of their award, with 100 of these taking part in outdoor activities and expedition walks when the guidance allowed. The DofE Operations Officer for the North of England, Ed Browne, stated Redcar & Cleveland “lead the way in the North East for delivering Expeditions with a difference.”

## 4.2 Targeted Projects Delivered April 2020 – March 2021

More detailed data from these more targeted projects is also shown in the table below.

| Projects                                                                                           | Members                                      | Vulnerable open to Early Help / CIN/CP CIOC / EHCP       | Episodes opened by the YS                    |
|----------------------------------------------------------------------------------------------------|----------------------------------------------|----------------------------------------------------------|----------------------------------------------|
| <b>Youth Work Plus (Targeted Project)</b>                                                          | 13                                           | 2 (15%)                                                  | 11 (85%)                                     |
| <b>Children with Disabilities (CWD) Join Us &amp; Join Us Plus Join Us 1:1 Join Us Playschemes</b> | 126<br>Attendances = 718                     | 68 (54%)<br><br>44 (35%) – aged 18 and classified as AWD | 14 (11%) – aged 5-17 and cases opened on EHM |
| <b>Duke of Edinburgh (Virtual and face to face)</b>                                                | 173<br>Attendances = 1656                    | 7 (6%)                                                   | n/a                                          |
| <b>Streetz Detached Yp engaged</b>                                                                 | Central 697<br>(35 sessions)                 | East 670<br>(31 sessions)                                | West 1041<br>(36 sessions)                   |
| <b>Streetz Total</b>                                                                               | 2408 yp engaged across 102 Outreach Sessions |                                                          |                                              |

## 5 Covid-19 Response

We know that young people have particularly struggled during the pandemic, with many of them losing a large part of their education and not being able to socially interact with their peers. This has had an adverse impact on their mental health and emotional wellbeing, which is also why a lot of young people have still chosen to hang out on the streets in the latter months of the pandemic. Leigh Middleton, Chief Executive of the National Youth Agency stated in his report, 'Inside Out Young Peoples' Health and Wellbeing: Response to Covid 19 August 2020':

"The pandemic has expanded inequalities that already existed. Public health guidance is needed to reflect the specific needs of young people. There is clear evidence of a rise in mental health issues among young people exacerbated by COVID-19. This report highlights concerns also about the lack of access to health services and wrap around support for young people's physical fitness, nutrition and personal relationships, and the impact from poverty and discrimination as we head into a global recession. Through youth work, support can be offered to young people as part of a joined-up approach with schools and colleges and health specialists. While each professional and practice has its own distinctive approach, it is vital they come together seamlessly to make sure young people have the help they need to recover, make sound choices and get ahead in life".

Chief Executive of the National Youth Agency

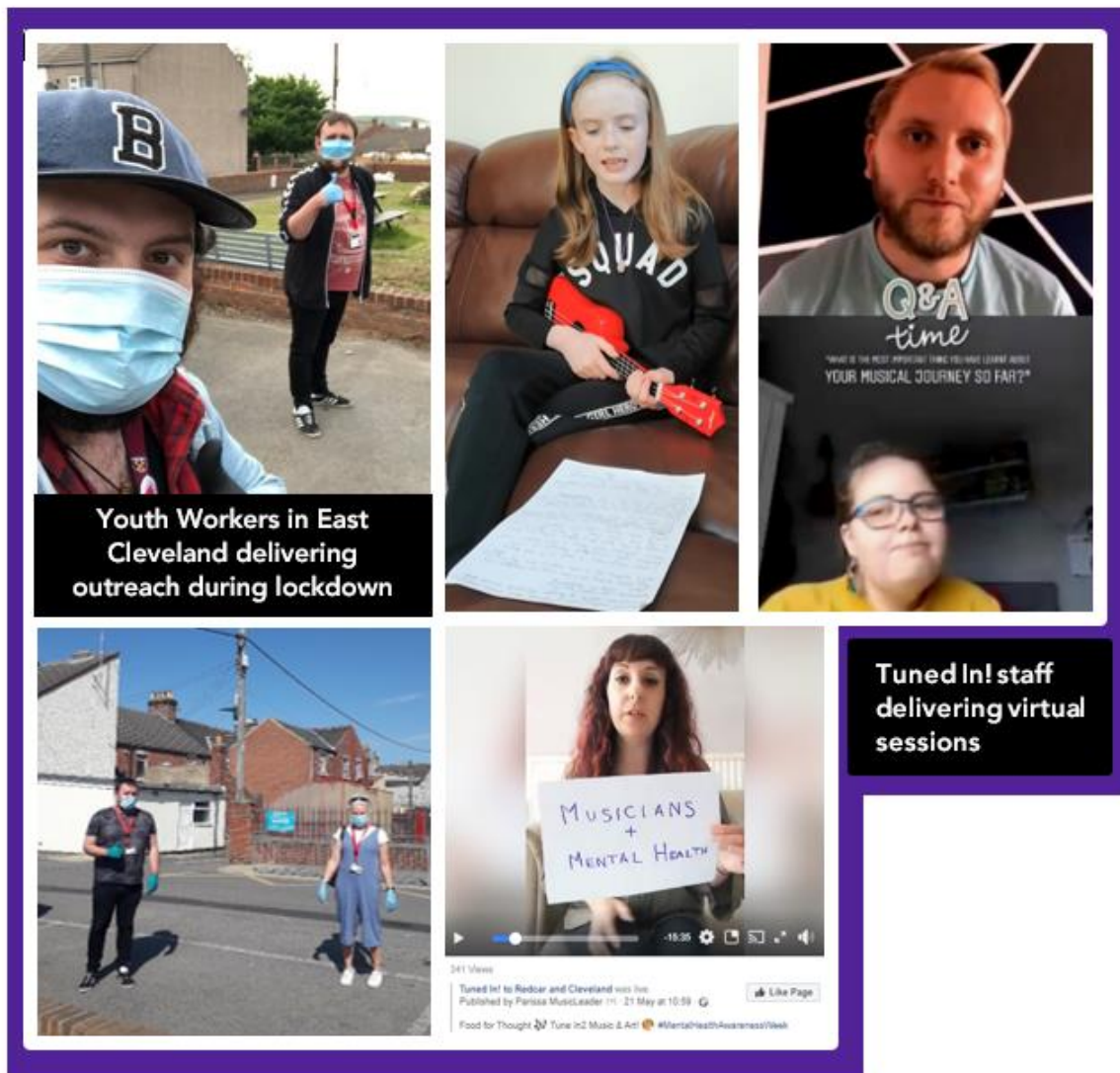
This year, as with all services, the youth and community service has been impacted by the COVID-19 pandemic which resulted in two national lockdowns as well as local tier 3 restrictions around those times.

### 5.1 Open access Universal Youth Clubs

Over the last year, the Youth & Community Service maintained some form of delivery and used the skills and experience of our youth work teams to ensure continued engagement of our most vulnerable members. Due to the lockdown and government guidance, the end of March 2020 saw all Youth Centres completely closed. This meant that no universal youth club sessions were allowed to run. Instead, the Youth Service used various methods to engage young people across the borough and ensured that they remained in contact during the lockdown period. Youth workers and leads contacted all the parents/carers from the membership lists of the young people who had accessed the centre since December 2019. They called them or texted the families and made enquiries as to how they were managing, if they required any support and if they felt their child would benefit from talking directly to a youth worker.

In addition, a mix of social media, virtual sessions and face to face small group sessions with the most vulnerable, has meant we feel reassured that we have managed to stay in touch with children and young people who needed their youth workers during Covid-19.

Youth service staff continuously remained in contact with young people and their families who worried us, and they were supported through text messages, calls and Facebook updates to share information about support services available and any other relevant information during the Covid lockdown period.



Youth workers and Neighbourhood Youth Officers posted or delivered activity packs to families who requested them. Some of these packs were for families to cook together and included ingredients and recipes.

They also delivered many virtual meetings offering fun and interactive games and activities for families to get involved with and virtual Youth Service drop-in sessions were offered to children and young people.

Over a 1000 texts and phone calls were made to young people and their parents during the first three months of the pandemic by youth workers across the borough as welfare checks. The youth service delivered 151 ‘boredom buster’ activity packs and gave master copies to sports and other community groups from our centres to share with their young people. The youth service delivered virtual music sessions and videos were made to give advice and ideas to keep our children and young people occupied.

**The table below provides data about the support provided by the Youth Service within the first three months of the pandemic**

| Contacts with YP & Parents           | Phone/Text Contacting | Social Media Interactions | Boredom & Activity Packs given out |
|--------------------------------------|-----------------------|---------------------------|------------------------------------|
| East Locality                        | 244                   | 299                       | 9                                  |
| West Locality                        | 180                   |                           | 22                                 |
| Central Locality                     | 119                   | 405                       | 77                                 |
| Children with Disabilities (Join US) | 504                   | 544                       | 43                                 |
| <b>Total</b>                         | <b>1047</b>           | <b>1248</b>               | <b>151</b>                         |

## 5.2 Supporting other services

In the early stages of the pandemic, the youth service staff team were extremely responsive in supporting other teams within the Local Authority. Youth Workers supported Social workers, NEETs and Careers Advisors, Prevention teams and by volunteering in the COVID-19 Support Hub as it was established.

### Join Us (Services for Children with Disabilities)

**Join Us 1:1** – Our new disability after school short break service was launched in May 2020 during the pandemic. This included recruiting staff via virtual interviews and putting COVID risk assessments in place to start delivering 1:1 and small group work once some restrictions lifted. Though this was a difficult task under the circumstances, the team worked very hard to launch and deliver the service. Join Us 1:1 is a referral only project with play and activity-based sessions for the most complex children and young people with disabilities. Following strict Covid 19 guidelines the members were able to be involved in fun, engaging and informal learning activities during sessions which included arts & crafts, group games, imaginative play, music making, outdoor play, sensory and messy play and as covid restrictions lifted they were allowed to visit out into the community.

**Join Us in the Holidays** -This new playscheme also launched during the pandemic and provides holiday provision specifically for young people aged 5-18 with a range of disabilities who do not require 1:1 support. Last year, 48 young people took part in the playscheme which offered a mixture of fun activities that included arts & crafts, sports, games, outdoor play,



independent living skills, imaginative play, group games, and as Covid restrictions lifted, they were allowed to visit the local community and play areas. Playscheme sessions in the summer holidays engaged with young people and supported them to access local areas of interest such as playgrounds, Guisborough Priory and Kirkleatham Woods – ensuring that young people had access to free, local provisions in their own area.

**Join Us and Join Us Plus Youth Clubs** – Join Us is a fantastic youth club project for children and young people with a variety of disabilities. The sessions support its members to gain independence and they spent valued time with their peers outside of school in a covid safe, and informal environment. The project operated throughout the pandemic and welcomed young people from across the borough forming bubble groups. 61 regular members attended its Junior and Senior sessions. The youth work staff responded flexibly to the government’s ever-changing guidance and supported the young people to understand how to keep themselves safe through the pandemic. Sessions delivered include activities such as Youth Voice discussions (with both the Redcar & Cleveland Young Persons SENDIAS Officer and Youth Focus North East), consultation around the Preparing for Adulthood offer being delivered at Redcar College, promotion of the Young Inspectors Programme and the Local Offer website. In addition, children and young people attending also enjoyed a variety of informal learning and development opportunities such as group work, team games, indoor and outdoor sports and arts & crafts activities.

### Youth Work Plus

During 2020/21, Youth Work Plus continued to engage with 13 of their most vulnerable young people, offering intensive support and completing early help assessments and plans where appropriate. The first Lockdown was the most challenging for our young people and Youth Work Plus designed resources to encourage interaction between the families they worked with. Creating boredom packs and cooking challenges even delivering the ingredients to the families with the recipes.



Each pack contained instructions on how to make the meals with a reminder on health and safety such as hand washing. Parental consent was gained before delivering the packs which were left on the doorstep in line with Covid-19 guidelines.

"The kids all enjoyed the cakes, thank you for bringing the stuff we really appreciate it"

"It has been such a struggle lately, it was great to receive this pack thank you so much we all enjoyed his cooking."

Feedback from families.

### **Streetz Detached Project**

In the National Youth Agency (NYA) report about county-lines called 'Between the Lines' published in March 2021, the NYA also notably mentioned the power of youth work in helping address extra familial harm and exploitation. *"...Detached and outreach workers know their area, and the young people in them, and are best placed to identify and respond to the changes in county lines. Open-access youth services also provide safe spaces and early help for young people in their communities, with 85% of a young person's waking hours across the year spent outside the school-day. Yet in too many areas this universal provision is lacking."*

During 2020-21, the pandemic saw the Streetz youth workers engage 2408 young people out on the streets. Even though the country was in and out of lockdowns, young people continued to meet out in the community. The Streetz were asked by the Community Safety Group to return to delivering outreach in May 2020, due to the increase in ASB and fire setting being reported. The detached youth work team delivered 102 outreach sessions, predominately in targeted hotspot areas where ASB was prevalent.

During Q3 of 2020 (Oct-Dec) the guidance was further relaxed by the government and young people started to gather in larger numbers out on the streets which resulted in ASB increasing. The Streetz team as well as extra staff from youth centres (due to limited numbers being allowed inside centres) worked throughout half term week to cover all areas. Our remit throughout COVID-19 has been to offer advice and guidance around the rules and social distancing as well as working with the fire service to prevent fire-setting especially and anti-social behaviour which is more prevalent around 'mischief night' in October. Throughout November, the team were out again making sure young people were not making themselves vulnerable and /or committing an offence mainly on a Friday night. Young people were out in larger numbers around bonfire night.

Wherever possible, the team try to target specifically vulnerable individuals out in the community and encourage them into the centres. For example, during this period, staff completing outreach work as an extension of Streetz engaged with three young males who were acting 'suspiciously'. The workers persuaded them to come into Skelton Youth and Community centre and delivered a programme with them around drugs advice alongside our partners from 'We are with you'.

In addition, the Streetz team have engaged with a group of 10 young people from Southbank around the Eston Rec area since November 2020. These young people have now been encouraged to come and join in with the universal youth club session at Golden Boy Green, which re-opened in April. This kind of long-term relationship building is sometimes needed to create trust amongst the young people. Hopefully, this group will now grow and become an important part of the community.

It is understood that we were one of the few local authorities in the region that continued with detached youth work during the initial lock-down and feedback from our partners was that this was invaluable.

### **Duke of Edinburgh Awards**

The staff team at Guisborough Youth Centre continued to deliver support virtually, during a year when it was extremely difficult for participants to complete the awards. As a way to recognise and celebrate the young people's hard work, the Duke of Edinburgh Awards (DofE) introduced a Certificate of Achievement, which was awarded to anyone who completed their Physical, Skills and Volunteering sections. The team supported 173 young people to gain their Certificate of Achievement. Of these, 100 completed their expedition (following Gov guidance) including 4 young people from the Join Us disability group who completed their expeditions towards their Gold Award. The DofE Operations Officer for the North of England, Ed Browne, stated "Redcar and Cleveland are leading the way in the North East for delivering Expeditions with a difference. So far R&C have enrolled 10 Gold, 139 Silver and 195 Bronze that is a total of 344, which is a very high percent due to lockdown."

One of Guisborough's previous Gold Award holders has also secured a place on the Ambassadors Team for the national Duke of Edinburgh, of which there are only 20 in the whole of the Country!

The DofE Team designed presentations and sent them out to all young people signed up to the award to give them ideas of how they could continue with them throughout the pandemic, such as adapting their volunteering section to tasks they could safely do to support wider friends and family during the crisis.

The DofE Awards Coordinator and the team received many notes of thanks from parents, young people, and schools.

Teacher of MFL, Outwood Academy Bydales stated "I would just like to thank you and your team for all the effort you have put in to enabling our students to achieve their award this week. I appreciate the huge amount of effort which has gone into it..... This award will mean so much to them in the future. When someone says to them, 'What did you do during lockdown?' they can be proud of their response."



### Member of Youth Parliament (MYP)

In line with all MYP's across the country, Gabrielle Shaw, Redcar & Cleveland's MYP has been given an extension for another term due to the pandemic and the restrictions.

During the last year Gabrielle has been attending monthly Zoom meetings with North East MYP Conferences. Gabrielle has also compiled a short promotional video to highlight her time as a MYP, the video will be used to recruit the next cohort of MYP's.

Gabrielle attended some of the inspiration speaker sessions at the start of lockdown.

In January 2021 North East E-convention, was led by the MYPs discussing leadership training, local campaign action plans, Gabrielle prepared the quizzes for the meeting and was selected to present a curriculum for life manifesto for the annual conference. Gabrielle is currently working with her youth worker to put together a survey for young people around their Health & Wellbeing in line with the Make Your Mark and the top five issues affecting young people. The information gathered from this will be fed back to the British Youth Council (BYC)

### Children in our care (CIOC)

The youth service are supporting with the CIOC group and though hindered by the pandemic, meetings have still gone ahead both virtually and face to face when restrictions have allowed. The group have been involved with consultations on services affecting them, feedback on their views about initial health assessments, designed a newsletter to be sent to all CIOC and they were asked to give their views and ideas on how to develop the young person's residential home to make young people feel at home. They have also been involved in fun and seasonal activities from pumpkin crafts to Christmas decorations and holding a Christmas quiz for the Corporate Parenting Meeting. Their next steps are to recruit new members and develop future for their project.

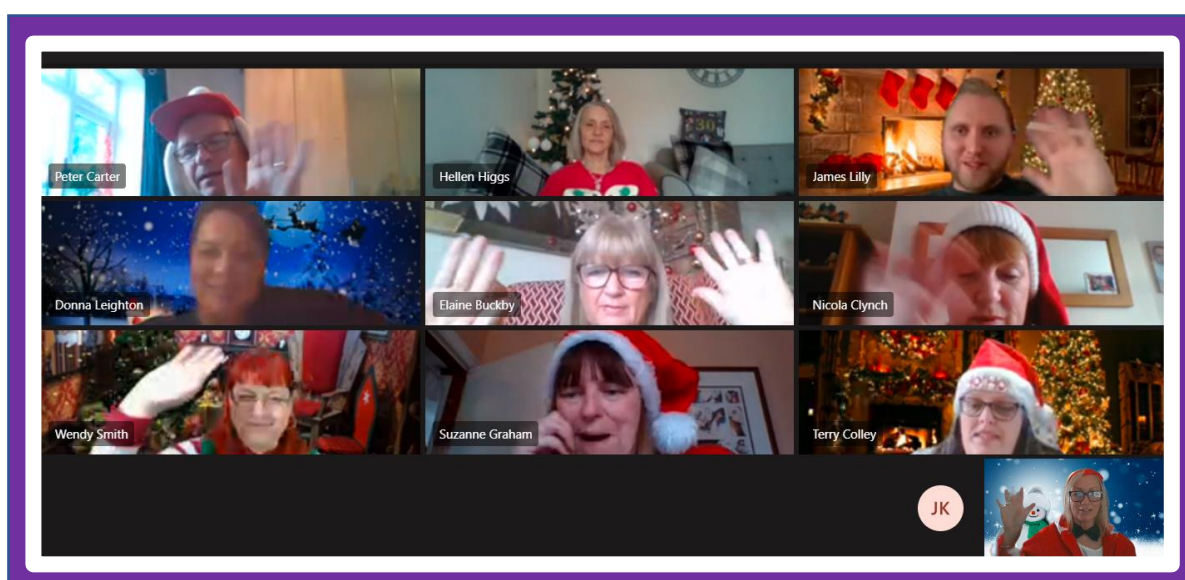
## 6 Supporting staff

Staying in regular contact throughout the pandemic was vital and our newfound skills using Teams was a great asset as it kept us updated, helped us plan, support each other and have a little fun too!

Neighbourhood Youth Officers and Leads set up WhatsApp/Messenger groups with their staff teams to ensure they kept in regular contact to check on their welfare and used these platforms to keep teams updated on service requirements and government guidance changes. This proved to be very popular and teams have still kept this way of communication.

During the first lockdown when staff were unable to work face to face, we set up training packages for our youth work team to complete online from home, so they could continue with their personal development and help support young people. The training included LSCB Training courses – Awareness of Domestic Violence and Domestic Abuse, Hidden Harm, Child Protection/Safeguarding, Child Poverty, Self-Harm, Trafficking and Modern Slavery, Neglect, E-Safety, Working with Disabilities and Young People & Adults at Risk.

Our Neighbourhood Youth Officers worked throughout the pandemic to ensure all Risk Assessments were in line with the changing government guidance and followed the health & safety guidance to ensure centres were set up with all the safety measures to protect staff and young people. As centres were preparing to open for the most vulnerable young people, all youth workers and children with disabilities workers completed Covid 19 Building and Risk Assessment training, to ensure they could deliver sessions in centres safely.



2020 Christmas Youth Service Team Meeting

## 7 Summer 2020 Provision

Summer 2020 will be remembered by many young people as the time that Covid-19 took over and stopped them from doing a lot of their regular activities and accessing services they previously relied on. However, the RCBC Early Help Youth & Community Service continued to deliver programmes to ensure young people were supported, had somewhere to go and felt involved.

The Youth & Community Service set itself its greatest challenge whilst working through the Covid-19 pandemic by delivering a full summer programme of activities to children and young people across the Redcar & Cleveland area. It should be noted that our usual youth sessions are term time only!

Not to be deterred by the many restrictions caused by Covid-19, the Youth & Community team worked alongside the RCBC Health & Safety team to develop safe youth work activities in centres that were all Covid-19 secure, with robust risk assessments in place.

This resulted in a Summer Programme taking place over the entire 6 weeks of the school holidays with dedicated staff teams supporting small groups of children and young people in individual 'support bubbles'.

### **Tuned In! Summer Holiday Youth Provision**

Throughout August Tuned In! welcomed back some of its regular young people as part of a Summer Holiday Programme. Working closely with RCBC key workers and our current centre members, we adapted our term-time youth sessions to offer young people the chance to attend sessions such as Manga Art, a specific Girls Group and our LGBTQ+ Skittles groups. Due to Covid-19 restrictions, smaller groups of young people were offered places via an online booking system. We received a positive response to our sessions returning, with 13 young people attending each week over a 4-week period. Throughout the summer, young people engaged in a variety of activities including arts & crafts, beach games, quizzes and watching films. The Cleveland Fire Brigade's education team also visited the young people to discuss fire setting issues and fire safety. The group learnt how they can help stop deliberate fire setting in their local area and went home with home fire safety packs.

### **Duke of Edinburgh Summer at Guisborough Youth Centre #dofewithadifference**

We are very proud of our Redcar & Cleveland DofE team who worked tirelessly and mainly on a voluntary basis, to ensure the young people who had started their awards could complete them and not miss this valuable opportunity. In July 2020, the DofE staff supported 28 Gold Students to achieve their 4-day Qualifying Expedition over 5 days, using small bubble groups and staggering start and finishing times.

In August, the team supported 21 Silver students with their 3-day Qualifying Expedition and supported 15 Bronze students from Guisborough Youth Centre to complete their 2-day Qualifying Expedition. They also went on to support a further 28 Bronze students from Outwood Bydales to complete their 2-day Qualifying Expedition across 4 days in small bubble groups.

## **East Cleveland Summer Programme**

During the summer holiday period East Cleveland delivered a summer activity programme and one to one support in three centres for young people in Lingdale, Skelton and Loftus Youth & Community Centres. The young people signed up using Eventbrite or were contacted via the service's vulnerable group listings that RAG rated young people who had been identified either via the MACH or had been known by staff to have vulnerabilities from youth club sessions. Alongside this using the same identification tools there had been 1:1 provision to support young people. A total of 26 young people attended the summer programme and there were 5 1:1 sessions, delivering fun activities as well as issues based around online safety, emotional and well-being support.

# **8 What young people said! 2020**

## **8.1 Survey and Consultation Feedback**

Gaining the voice of the child is a main priority for our youth service and we actively encourage young people to help shape and plan sessions. Youth workers involve young people in the planning of youth club content, supporting them with ideas and identifying new trends and issues. This can be regional issues, environmental or can even come from themes from an episode of a TV soap that young people have related to and seek advice about.

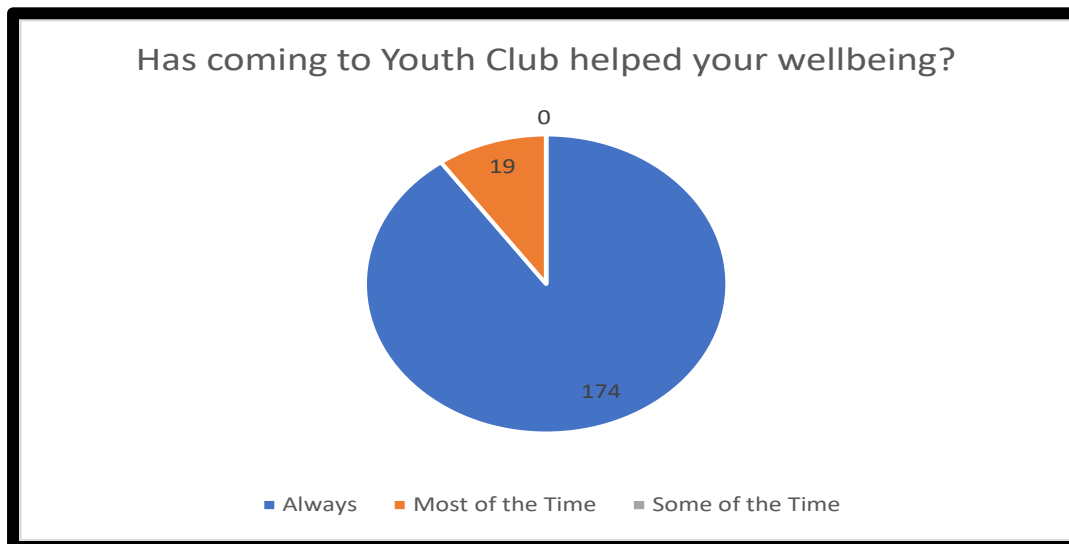
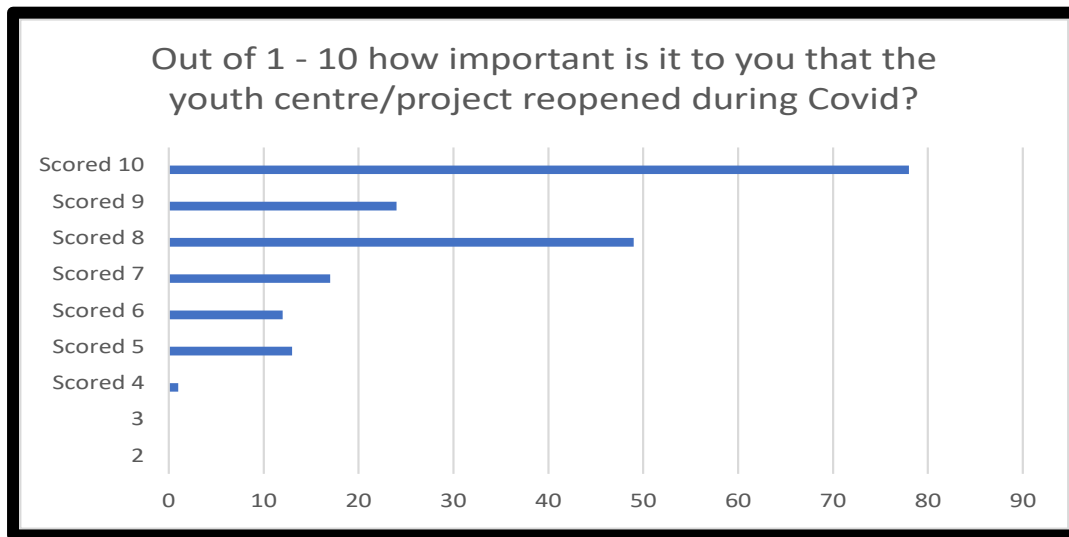
The youth service continually develops ways to ensure we gather young people's views through surveys and consultations, as well as managing the Member of Youth Parliament (MYP), Checkers consultation project for SEND and the new Young Inspectors Project.

Last year the youth service consulted with our young people about local youth activities, their health, ASB, Local Authority Young People's Pledge, Youth Offer Survey and their experience of the corona virus for Newcastle University. These activities were in addition to routinely completing evaluations with young people after their involvement in specific projects and activities.

The youth service usually completes an annual satisfaction survey. However, due to Covid-19 we changed the questions to reflect their views on this very prominent event and 199 of our youth service members that attended during the pandemic completed our survey. The survey asked questions about the importance of the centres reopening during Covid, about their wellbeing, how safe they felt about returning and about the youth workers and activities. Our Neighbourhood Youth Officers and team leads used the information gathered from the survey to work with the youth work teams to inform future service development and practice.

Some highlights are given here, but a separate feedback document is also available with the full survey results as well as other comments and compliments received by the service from parents and professionals in 2020/21.

## What 199 young people said in the Youth Service Consultation Survey during Covid 19



### Some of the young people's comments from the survey

- It's been brilliant here during Covid 19 and staff are friendly, I have a first class evening here
- Covid stressed mam out, youth club was chilled
- Made me not go crazy as I haven't been stuck in
- Take your mind off corona, makes life feel more normal again
- It give me something to do and I can make friends
- I haven't felt as isolated
- Because I can see my friends and meet other LGBT+
- Because youth club is a fun place to hang out with friends and do activities
- Have more time to spend on other things and not computers
- Get away from family (in a nice way)
- They keep to the restrictions so it makes me feel safe
- I enjoy coming it helps my Mental Health



## **8.2 Employment and Volunteer Opportunities**

### **Youth Employment**

The youth service welcomed our new full-time admin apprentice Sam during 2020 and following Covid 19 health and safety guidance, he was able to start supporting with administrative duties at Skelton YCC and Grangetown YCC.

We are also fortunate to have two kickstart youth workers starting with our team in 2021, with one supporting the centres in Greater Eston and the other with Youth Work Plus.

### **Volunteers**

The Duke of Edinburgh Awards Coordinator was humbled by the amount of time their staff and volunteers gave freely over the summer months to support young people to ensure they completed their expeditions once restrictions eased and they were allowed to undertake group walks (minus the overnight camping).

## Appendix 1 - Case Study: Streetz Detached Project

In October from evidence gathered by the Streetz team, fire service and Police, 15 young people's names were put forward as being possibly vulnerable to county lines, Child Criminal Exploitation (CCE) and VEMT. A task and finish group was set up by the CSG which includes Streetz to engage these named young people to offer support and guidance to them and their families. From this intervention some young people were referred to VEMT, some were referred to Social Care and others were visited by our Neighbourhood Youth Officer for the West area alongside the local ASB Officer to offer support.

October/November – Police and VEMT group asked Streetz to monitor an area in Guisborough, due to concerns about reports of an adult tenant allowing/encouraging young people to enter his property. Streetz staff monitored the area weekly and gave advice and guidance to young people trying to enter the property or hanging around the area, reports were fed back to CSG and the tenant was moved. The Streetz team have built up relationships with two young people who were outside the property often and now continue to meet with them at the Kings George Field to discuss services for young people in Guisborough e.g. they would like a skate park.

In addition, the Streetz team have been engaging with a group of 10 young people from Southbank around the Eston Rec area since November 2020. These young people have now been encouraged to come and join in with the universal youth club session at Golden Boy Green, which has only recently been allowed to re-open in line with the government guidance for operating youth clubs during the pandemic. This kind of long-term relationship building is sometimes needed to create trust amongst the young people. Hopefully, this group now grows and becomes an important part of the community.



## Appendix 2 - Case Study: Join Us

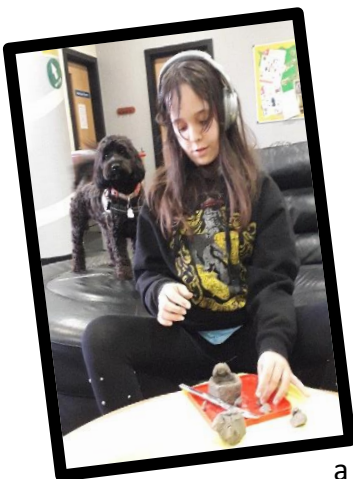


### Summer Programme 2020

The Short Breaks Summer Programme 2020 for children with disabilities was delivered throughout July & August and was subject, as all other youth provisions were at the time, to a series of delivery limitations due to the Covid-19 pandemic. Limitations on access to premises, numbers of individuals accessing groups, increased cleaning regimes and social distancing measures all impacted on the delivery of sessions and involved staff teams accessing training around Risk Assessments and Covid-19 Procedures prior to sessions running.

This, alongside factors such as the service being delivered by a newly established staff team, reduced session time/face to face contact and limited access to community facilities previously utilised when supporting children and young people with disabilities increased the challenges that the teams faced.

Between July and August the team delivered both 1:1 face to face sessions with children and young people who had been identified as in need of additional support by their Social & Youth Workers and small complex support needs and non-complex support needs groups across 3 days per week for the full six weeks of the school holidays in the three localities of Redcar and Cleveland.



Curriculum areas covered in sessions included: Wellbeing, Keeping Safe, Art and Sports and involved working informally alongside partners such as Cleveland Fire Service and Kirkleatham Hall School.

Children and young people took part in a range of activities including arts & crafts, imaginative play, pool, x-box, outdoor games/sport, basic cooking, sensory play, board games, Lego, storytelling, and group games.

They also participated in a mixture of off-site visits which included visits to the local park, Redcar beach, Kirkleatham Woods, local play parks and a local café.



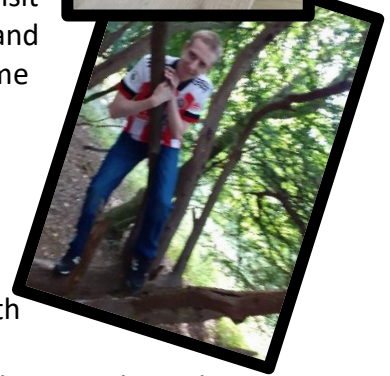
Working alongside Cleveland Fire Service some of the children and young people participated in a fire safety session where they spent time learning about fire safety, had time to look around a fire engine and could speak to fire fighters about their jobs and how they stay safe at work. The children and young people enjoyed this activity and have asked if the fire service can visit again.



A small group of young people also accessed a local café during one of the sessions – practicing social distancing as well as money management skills, independent decision making and social skills.

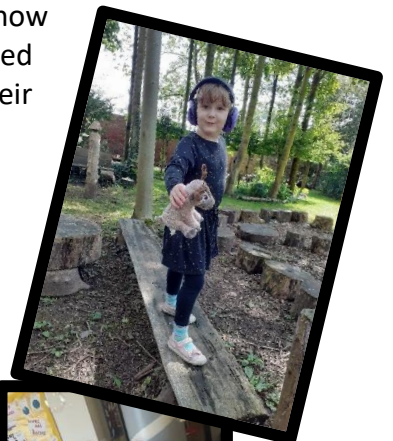


The staff team linked well with staff from Kirkleatham School and effectively supported a young person to complete a visit to the school site when during a group walk through Kirkleatham Woods a young person said, “I’m going to start school near here soon”. After speaking to the young person, they were made aware that because of covid they had not had the opportunity to visit the site beforehand. The team spoke with their contacts at the school and offered to take the young person to see the school grounds so they had some understanding of where they would be going in September.



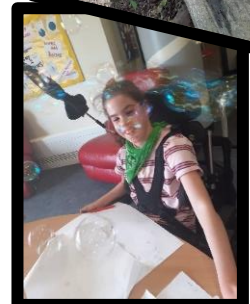
The join us staff organised a small group trip to include other members and once there the school staff explained there was an opportunity for the young person to have a tour inside! While the other members of the group were able to safely access the outdoor play equipment at the school with youth workers supporting them throughout.

On returning to the youth centre the young person who had completed the tour chatted excitedly about what she had seen, who she had met and how excited she now was to “go to my new school”. Parents were thrilled with this and thanked the team for supporting their child throughout as their transition into their new school had been held up due to the covid situation.



Feedback from children and young people was sought during the sessions ran in July and August and responses have included comments that they have missed school and their groups they go too; they miss having routines and some are anxious because of all the changes. They did also feedback that they would like to be able to see

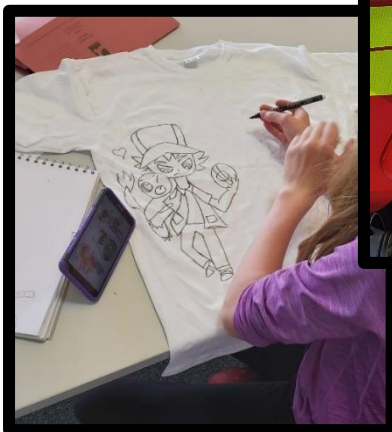
their friends more, they wanted to go back to school and to go back to the groups they attend.



## Appendix 3 - Case Study: Tuned In!

Working with multi-agency services within Early Help we were able to engage some of the most vulnerable young people in our authority and offer places on our youth sessions to those who would benefit from enriching social and creative activities due to the current circumstances and negative impacts of COVID-19 lockdown. One young person who attended was referred in through the Early Help Prevention Team actively engaged with all four of our Manga Art youth sessions after joining our online Facebook youth group. This young person had never visited Tuned In! and was quite shy. Within the first two sessions his confidence grew as he took part in Arts & Crafts activities whilst building relationships with youth workers and peers. A positive response from this young person when speaking to his mum was that “I felt that I can be myself” when attending the sessions. Following on from this he will be now attending our normal term-time youth sessions from September onwards.

Sessions were delivered in the summer as part of an ongoing project to capture the young people’s thoughts & feelings on their experiences whilst staying safe at home during the COVID-19 Pandemic a team of music leaders, sound technicians and young musicians have been meeting virtually to co-ordinate and create an original song purely out of the content submitted. Young people’s Lyrics, Poems, Raps & other video content were all used to create the structure of the song. All other submissions will be featured in the video once the song is completed. In August we had our first social distanced studio session (COVID-19 Secure) where we were able to record some of the instrumental parts of the song.



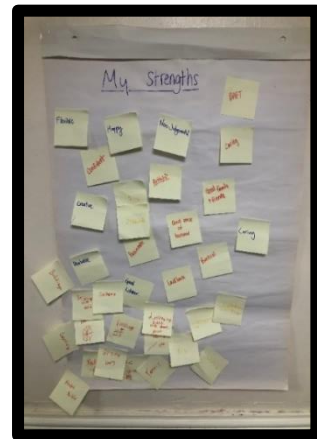
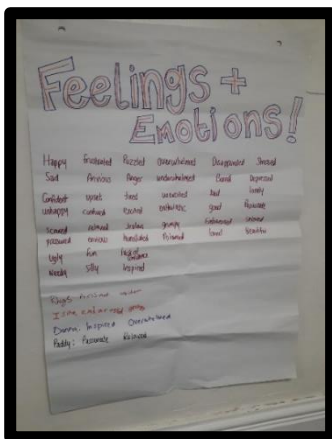
## Appendix 4 - Case Study: Summer Transition Project Loftus Youth Centre

We have had 3 young people attend our transition project summer school at Loftus youth Centre. These young people were identified either working with Early Help or the vulnerable list.

The project focussed on getting to know each other and to help the young people relax so we did ice breakers, played games and introduced the theme of transition. Young people rated their worry about starting school and we had group discussions about the differences between primary and secondary school, any worries they have about September and what they are looking forward to about starting secondary school. These conversations helped the young people realise that they have a lot in common and helped them to quickly bond.

Going on to explore feelings and emotions and talking about worries and anxieties and fight, flight or freeze. They took part in activities on friendships and bullying, creating our 'perfect friend' and discussing coping with peer pressure. We provided each young person with a fake timetable and some questions so they could practise how to use a timetable as they all said they had never used one before. As the group progressed, we focussed on strengths and coping strategies. The young people shared examples of when they overcame obstacles and how they coped in challenging situations. Groups discussions around being resilient and how to offer friends support if you see they are struggling.

Sessions always finished with some games and free time for them to get to know each other better. Two of the group who did not know each other previously developed a friendship and would be attending the same school in September, both their parents had said previously that they struggle to make friends so were over the moon and felt so much more relaxed about them starting and thanked the staff for letting their children be involved.



## Appendix 5 - Case Study: Streetz Team and mainstream Youth Workers joint project at Skelton Youth and Community Centre

This case study demonstrates the impact of detached youth work in partnership with youth workers based in our youth and community centres and the power of building up trusted relationships with young people over a longer period. During October 2020, the Streetz detached team and in-centre youth workers delivered outreach to engage young people during the Tier three lockdown. Due to reports coming in to the CSG about anti-social behaviour in Skelton, ASB officers contacted the Streetz Lead, Lee Waters, to deliver outreach in the area. Over a period of a few weeks, the Streetz team made regular contact with a group of 6 young males known previously for being involved in anti-social behaviour who had caused issues at Skelton Youth Centre prior to the Covid pandemic. The Streetz team engaged with the group and started to build up positive relationships. Due to this, the young people opened up to the staff and informed them that during Covid they spent most of their spare time outside the shops and on the streets, regularly drinking, smoking and causing issues in the community.

The Streetz team contacted youth workers from Skelton Youth & Community Centre to discuss the group and explore the development of targeted intervention sessions at the centre to engage the young people in more positive activities. The youth workers accompanied the Streetz staff during outreach to build up relationships and discuss ideas with the group about attending the centre. This approach was successful and three young people agreed to attend.

The focus on the first few sessions was basic relationship and 'getting to know you' activities, leading on to consultation about what they would like the sessions to look like with the aim to base the sessions around health improvement. The young people were desperate to have access to have fitness activities, so every week, we opened the sports hall for 30-45 minutes for them to engage in low level activities, in line with current government guidelines at this time. Local authority risk assessments and procedures were also followed including the 2m rule, masks to be worn, sanitising equipment before and after. The sessions had a positive impact straight away, with young people not wanting to leave to go drinking or smoking afterwards.

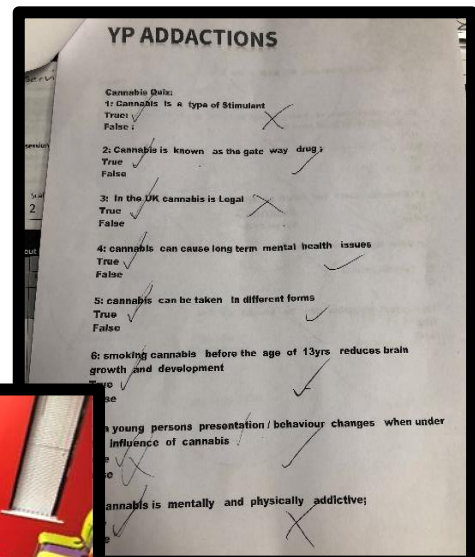
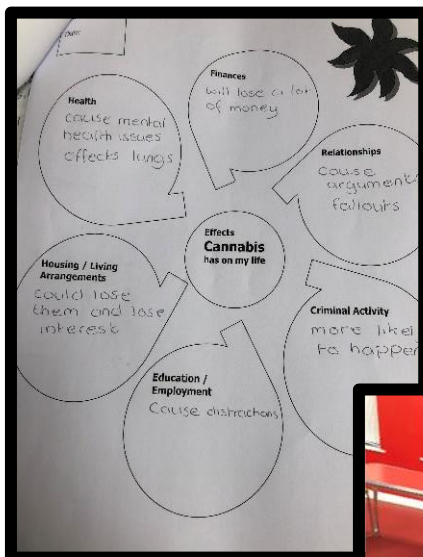
Discussions with the group led onto talking about ASB and the impact this has on communities. The group engaged well in these discussions and seemed to link their drinking behaviours to them causing ASB.

As the group continued to meet, they opened up further and conversations were around their use of cannabis. Workshops were delivered by youth workers linking the implications of drugs misuse both for their health and getting involved in crime. During these issue-based workshop sessions, a disclosure was made by one of the young people that resulted in a youth worker submitting a Safer Referral.

As part of the issues being highlighted by the group, the staff contacted drug support services 'We are with You' who attended sessions to deliver drug workshops. Sessions included cannabis knowledge quiz, their thoughts and opinions on cannabis, implications, and general chat/information. The young people seemed to take it seriously, asked questions, answered questions, and gave their thoughts and views on it. Due to the group being small and targeted, this gave them time to talk directly with 'We are with You' staff and they seemed to value the sessions.

As a result of the vulnerability of the group, episodes were opened on the EHM system to record these interventions and case notes were written. Once all outcomes had been achieved, the episode of intervention was closed.

The group currently continue to access the 'universal' youth club every Thursday and no further issues have been identified. The young people speak openly with the staff and a trusting and supportive relationship with them has continued.





# Youth & Community Staff Structure



**Aggie Keightley-Smith**  
Early Help Youth and Community Service Manager



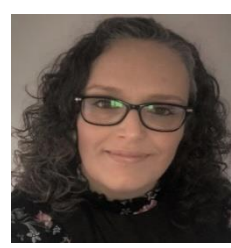
**Hellen Higgs**  
Neighbourhood  
Youth Officer  
(Central Locality)



**Lee Waters**  
Neighbourhood  
Youth Officer  
(Greater Eston)



**Peter Carter**  
Neighbourhood  
Youth Officer  
(East Cleveland)



**Terry Colley**  
Neighbourhood  
Youth Officer for  
Children with  
Disabilities



**Suzanne Graham**  
Business Support  
Team Leader

**James Lilly**  
Youth  
Activities  
Music & Arts  
Leader

**Donna  
Leighton**  
Youth Work  
Plus  
Leader

**Nicola Clynych  
Lisa Stockell**  
Children with  
Disabilities  
Youth Leaders



**Elaine Buckby**  
Awards and  
Activities  
Co-ordinator

**Wendy Smith**  
Business Support Officer

**Lauren Alderton  
Christine Blake  
Debbie Catchpole  
Claire Smitheringale**  
Business Support Assistants

**Sam Underwood**  
Admin Apprentice

**60 sessional Youth Support Workers for**  
Universal Youth Sessions  
Children with Disabilities projects  
Duke of Edinburgh Award  
Streetz Detached Outreach

## Youth & Community Centres



Grangetown Youth & Community Centre



California Youth Centre, Eston



Golden Boy Green Youth & Community Centre, South Bank



Guisborough Youth Centre



Lingdale Youth Centre



Loftus Youth and Community Centre



Skelton Youth & Community Centre



Tuned In! Youth Centre, Redcar seafront



25K Youth & Community Centre, Redcar