Youth Flow – Project Report

Supporting young people to reach their future goals and aspirations

Reporting November 2020 – October 2021

Integrated Systems Approach

System Successes:	Resulting systematic change:	Reflection / Learning
Refer to pages 7 & 8		

System Failures:	Resulting systematic change:	Reflection / Learning
Refer to pages 7 & 8		

The impact on young people

Total number of young people referred into the project:	46
Total number of personal progress plans started:	37
Total number of personal progress plans not started (non-engagement):	9
Total number of exit personal plans with clients who disengaged before case closure:	13
Total number of final personal progress plans completed:	32
Total number of final progress plans not completed (client started work but final progress plan was not able to be completed):	1
Total number of appointments/interventions for all clients:	2568
Total time (hours) spent for appointments/interventions for all clients:	547
Number of cases currently open:	0
Total number of Team Around the Person (TAP) meetings held:	13
Total number of young people moved into training or education:	12
Total number of young people doing / have done volunteering:	11
Total number of young people doing / have done work experience:	11
Total number of young people that started work:	15
Refer to page 3 for breakdown of outputs / outcomes	
Total number of young people currently in work by period of employment: • Started work (in work less than 1 month) • For 1 month or more • For 3 months or more	 1 2 9
Increased sense of direction and purpose in life (as scored by clients, refer to page 2)	20%
Number of young people engaged in the Youth Advisory Panel (YAP)	0

Non-Engagement (as per table above): we were unable to engage with 9 clients referred in, the clients were discussed at weekly operational meetings and via ongoing communication with work coaches aiming to try and find ways to engage prior to case closure.

Pre & Post Engagement: Client Aggregate scores (1-Strongly disagree 6- Strongly agree)	Pre	Post	Change (points)	Positive / Negative Change
Complex needs assessment score	7/48	6/48	1	Positive
(CNA scoring above is based on a possible total of 48 points per individual client)				
Q1. In general, I feel I am in charge of the situation in which I live.	3.4/6	3.9/6	0.5	Positive
Q2. I have a sense of direction and purpose in life.	2.8/6	3.6/6	1.2	Positive
Q3. In general, I feel confident and positive about myself.	3.3/6	3.9/6	0.6	Positive
Q4. I often feel overwhelmed by my responsibilities	3.1/6	2.3/6	0.8	Positive
Q5. I feel that my personal circumstances are understood by the relevant services.	3.5/6	4.1/6	0.6	Positive
Q6. I feel supported by relevant services to meet my goals.	3.7/6	4.3/6	0.6	Positive

Initial Project Targets / Indicators of Success

Target / Indicator of Success	% Achieved
100% have a progress plan:	80
70% have increased employability skills and increased confidence:	80
70% moved closer to employment	80
30% moved into employment	33
40% into work experience or voluntary work	48

The table above shows the % achievements for project targets for the 37 clients that engaged from the 46 referrals received. Client's will have more than 1 outcome, refer to the table on page 3 for a comprehensive list, including colour key linked to targets.

Outputs and Outcomes November 2020 – October 2021

Outcome - Alternative Housing Secured	4
Outcome - Appropriately Engaging with GP	1
Outcome - Client took own action to address their issue	11
Outcome - Eviction averted/homelessness prevented	4
Outcome - Improve Living Conditions	3
Outcome - Improved Devon Home Choice Banding	1
Outcome - Improved Family Relationships	1
Outcome - Improved life skills	15
Outcome - Improved meaningful activities	6
Outcome - Improved Motivation	9
Outcome - Improved Physical Health	4
Outcome - Improved Social Relationships	11
Outcome - Improved Social Skills	4
Outcome - Move into Employment	15
Outcome - Moved into Training / Education	12
Outcome - Volunteering	11
Outcome - Work Experience Secured	11
Outcome - ESW supported housing offered and accepted	2
Output - Budgeting Advice	9
Output - Connected with community developer	1
Output - CV Created	24
Output - Food Parcel Given	4
Output - Form Filling	19
Output - General Money Advice	9
Output - Housing Advice Provided	11
Output - Interview Skills	8
Output - Welfare Benefits Advice Given	9
Output - Research	11
Output - Signposted to external agency	7
Output - Support in finding alternative accommodation	4
Output - Support to attend medical appointments	4
Output - Support to contact and attend Counselling appointments	3
Output - Support to develop self-care skills	6
Output - Support with children	2
Output - Support with Mental Health	3
Output - Support working towards goals and aspirations	6
Output - Supported to enrol on courses	1
Output - Team Around the Person Meeting Conducted	13

Key (re: project funding targets); green = linked to increased employability skills / confidence, blue = linked to becoming closer to employment.

Training / Employer / Mentor Support

Training	
% Attendance rate at relevant course/support services	N/A
Employer and Mentor	
No. of businesses contacted	164
No. of businesses willing to engage	18
No. of business that identify a mentor	1
No. of community mentors	21
No. of mentors trained	10
No. of mentors currently requiring support from Lead Mentor	0
Number of young people engaged with a mentor:	2
Client satisfaction with workplace mentor approach (Aggregate)	N/A
% of mentor sessions attended	N/A
No. of organisations trained	4
No. of businesses that engage with wellbeing package	3
Key themes from workplace wellbeing engagement.	
No. of businesses that offer a young person job opportunity	6
No. of employers attended wellbeing support and training: • Mental Health First Aid: • Suicide prevention awareness training: • Physical Health champion with training:	 8 0 0

About Youth Flow:

The below link explains the background and work of Youth Flow.

Youth Flow - One Northern Devon

Youth Progress Coaches update:

James: Positive aspects of the project include: the number of clients ending up in work, and in general whose overall situation improved, also a client becoming part of a Housing First youth pilot.
Negative aspects included:
Reporting System
There were changes made during the project term to our internal client system so outputs and outcomes could be fully recorded as the project evolved.
Needs Assessment
The needs assessment can give incorrect feedback and skewed results; when first working with a client it is initially carried out and it can be difficult to obtain a full account of circumstance and need as it is based on self-disclosure. At case closure stage when the professional relationship and rapport has developed, clients are usually more open and forthcoming with this assessment.

Work Coaches
Some referrals did not necessarily have complexities i.e. lockdown relaxed and they returned to their previous employment or were able to find and secure work with ease, this also resulted in a decrease to overall scoring for both CNAs and PEs.
Challenges
The need to be accountable to multiple people for the project also a feeling that not everyone linked to the project had a full understanding of the variety of case work being carried out and the time this would often take to achieve goals and outcomes.
There were also occasions of 'too many cooks' and differing expectations. An example of this was where I provided interview preparation to a client with learning difficulties who did not perform very well at an interview and subsequent feedback included not preparing him sufficiently to answer simple questions.

Kate: I joined Youth Flow in January 2021 after a previous progress coach left.
Covid has caused issues for this project. For those clients who would have benefitted from face-to-face meetings with us as their progress coach the many issues including trying to find suitable work placements, experience or volunteering during a lockdown and restrictions was made more challenging. For those clients with anxiety covid may well have increased this.

Due to this being a new project there were lessons learnt along the way. The focus of our role shifted from the end goal being finding our clients employment to assisting them with issues they had even if this didn't result in a job or moving closer to being ready for work.

These issues could be mental health, housing, financial and others. With this being the case, it can sometimes be difficult to quantify the work we have done with the client. In most instances it could take many calls to be able to get the client to trust you, to get them to share and many more meetings or calls to begin to find a way to move the relationship forwards. These actions would be based on our findings sometimes in areas we would need to research or take advice.
I believe this sometimes led to frustration or misunderstanding between us and the client or work coach or both.
We were all learning along the way, each client was different each issue too. Had the project been able to continue I believe it would have had a chance to be fine-tuned and been able to grow.

Youth Mentor Update & Reflection:

Michelle: As with all new projects, it took a little while to settle down and get into the swing of things, but we had clients coming through at a good pace almost immediately. Shortly after, Christmas was upon us which led to work slowing down over the festive period.
Unfortunately, we went into lockdown at the beginning of January, and this meant that we were unable to place clients in planned placements, and it was incredibly difficult to engage with employers, as most were closed or running on a skeleton staff whilst trying to survive.
Lockdown eased, but restrictions were still in place and employers were reluctant to take on placements, especially whilst they had staff furloughed.

Once restrictions eased North Devon's tourist season started and once again employers were concerned about getting their businesses back on their feet and surviving chronic shortages in staff, supplies and fuel.
Toward the end of the project, I was invited to a Bideford Chamber meeting to introduce Youth Flow, but unfortunately this meeting, the 1st face to face in almost 2 years, takes place in November.
It was during October 2021 that feedback from employers was they were able to consider extra responsibilities and consider work placements.
I do not feel that the project has reached its full potential, even though it has been hugely successful from the point of view of the young people that have engaged with it.
I think the expected clients were more complex than first thought when the bid was written. With hindsight, I think my time may have been better placed engaging less with employers and having a case load of clients myself, which would have meant we could engage with more young people.

Youth Advisory Panel update:

We struggled to engage young people in the Youth Advisory Panel. The two young people that attended the meetings were not DWP referrals but volunteers from other projects. One Youth Flow client attended one meeting.
When working with the clients it transpired this wasn't on their list of priorities and quite a few of them had so much else going on in their lives it just wasn't important to them.

Case Study:

Refer to case studies in appendix 1.0

Refer to employment case studies in appendix 2.0

Quotes and Feedback:

Quotes from Client's:

"It was really good being helped with my CV; I used it to apply for a role and I got the job"

From a client who was assisted from rough sleeping into secure low-level needs supported housing - "I was sleeping in a mate's shed or in a tent under a tarp; its 100% better now, literally, I don't even know myself, there's a wall there, locks on the door – it's actually quite a big room, well, compared to a tent".

"I'm very satisfied with the support I've been given and am enjoying my apprenticeship in mechanics, which is a job I wanted to get into, it's pretty perfect"

James received the positive feedback below from the PA of the care leaver regarding the support given by the whole team working with this client:
"Having seen our mutual client on Wednesday to support him to do his Kickstart Application, I just wanted to say a big 'thank you' to you all, the way everyone has come together to support him has made such a difference. You have all understood him well and taken the time and patience to work with him at his pace, empowering him to be able to feel that the decisions are his and he has come to trust and engage with what you have

offered him. He has not trusted people easily for a long time. Whatever the outcome of this application, his confidence and emotional wellbeing has increased significantly and this, in no small way, is because of the work you have all done with him up to this point".

"My life has completely changed since I've got this job. I was like a wanna be chav. Now I feel like I have purpose!"

Client commented on their new job at Ruda "my job is going really well, I'm enjoying it so much and it has changed the way I am and how I feel which is great news".
This client was really struggling until recently, so this was fantastic to hear.

(For additional quotes refer to case studies in appendices 2.0)

Employer Quotes and Feedback

Devonshire Motors which is an employer we have been engaging with for several months have provided the statement below regarding their situation and in relation to our project:

'We have been unable to get as involved with the wellbeing programme as we would have liked, due to ongoing difficulties relating to Coronavirus.

We have had staff shortages due to self-isolating, or positive PCR results, alongside an unprecedented workload due to the heavily increased holiday traffic in the area. We are still committed to what is an excellent initiative and hope to be able to re-engage again in the autumn.'

Holsworthy Card Shop: 'We are still social distancing in the shop and can only have 2 members of staff in at any one time, therefore we cannot take on anybody else at this time'

Monitoring, Evaluation and Reflection.

Our client recording system and reporting resulted in outcomes and outputs being reported collectively (refer to table on page 3) and not on individual clients in monthly reports, the learning from this is how we report on individuals.

Key Achievements, Priorities and Systems Approach.

Achievements: 15 clients started work, 12 started training / education, 11 started volunteering roles, 11 started training or education and 13 TAP meetings were carried out.
Mentoring: 164 businesses contacted, 6 willing to offer a job opportunity, 18 willing to engage with the project, 21 community mentors.

Systems Approach, Issues and Learning:
The majority of matters reviewed as potential systems issues which transpired when supporting clients were able to be resolved by increased communication, including liaising with external organisations, setting up TAP meetings and advocating for clients the project assisted to ensure all necessary parties aware of the client's particular circumstances.

Problems also related to covid and restrictions with face-to-face contact stopping or reducing and replaced by phone or online contact, which was not always the most effective method for clients to engage with. An example of this, was a client who moved to the UK as a refugee and spoke limited English, they were offered online learning which presented a barrier to progressing with the course, however this started when restrictions lifted and the course was able to be held in person.

The most notable systems issue and learning arose when a client was served with a notice to quit by post which expired over the Christmas period, he had been an occupant in a social housing property that was in his late father's name. Subsequent feedback provided to the landlord was to consider the circumstances as a whole for the vulnerable client, ensuring that notice's are explained in person and to delay delivery if this is not able to happen and the necessary support put in place, this successfully ensued and case work included working with the landlord, local authority and other organisations to prevent homelessness and secure alternative accommodation.

Nicola Topham
Youth Flow Project Coordinator
n.topham@bpag-encompass.org.uk

Appendices

1.0 Case Studies

1.

Staff Member: James Moss	**Project:** Youth Flow
Name of Client: Kate	**Age:** 22 years old

Total Hours: 42.5 hours	**Total Interventions:** 164 interventions
Number of Outcomes: 3	**Number of Outputs: 12**

What was the situation:

Kate was referred to James from the Youth Flow project on 10th May 2021 from the Job Centre work coach, her initial referral was focused on the following issues:

- Access to housing
- Improved confidence
- Improved wellbeing

Kate has had long term neurological damage which causes swelling on the brain and long-term damage, she has had to deal with a lot of physical symptoms for many years. Kate was living in a private let shared house and had been given notice to quit. The landlady was putting pressure on Kate to leave which was impacting her wellbeing and anxiety to the point where she had stopped using the shared facilities such as the kitchen and bathroom.

Any other issues:

Kate was experiencing low confidence, low self-esteem, poor mental health and would spend a lot of her time crying and staring at a blank wall.

Kate had debt related to the property, specifically unpaid rent and universal credit overpayment.

Start of Support - Personal Evaluation
Self-Assessment

	Strongly disagree					Strongly agree
1. In general, I feel I am in charge of the situation in which I live.	1	2	3	4	5	6
2. I have a sense of direction and purpose in life.	1	2	3	4	5	6
3. In general, I feel confident and positive about myself.	1	2	3	4	5	6

4. I often feel overwhelmed by my responsibilities. 1 23456
5. I feel that my personal circumstances are understood by the relevant services. 1 23456
6. I feel supported by relevant services to meet my goals. 1 23456

What did we do:

Firstly, we had the "what matters" conversation with Kate, she felt it important to find alternative accommodation as this was having the greatest impact on her mental health.

- Kate was signposted to a youth flow mentor from Northern Devon Healthcare Trust to support her with improving her wellbeing and access to GP appointments.
- We conducted 3 TAP meetings with Kate where a variety of different agencies attended including housing and community developers
- We did a referral to Wis£rmoney for support with her PIP mandatory reconsideration.
- We provided support with form filling
- We provided advice around welfare benefits including housing benefit.
- Connected Kate to a community developer for recreational and leisure activities

What was the result:

- We supported Kate to move into supported accommodation
- Kate is actively engaging with GP
- Kate has received a Universal credit back payment of £2700 to help support her debts.
- Kate is now volunteering with the @RISK media group

She is currently awaiting PIP Decision

End of Support - Personal Evaluation
Self-Assessment

Please indicate your degree of agreement (using a scoring ranging from 1-6) to the following sentences:

		Strongly disagree					Strongly agree
1	In general, I feel I am in charge of the situation in which I live.	1	2	3	4	5	6
2	I have a sense of direction and purpose in life.	1	2	3	4	5	6
3	In general, I feel confident and positive about myself.	1	2	3	4	5	6
4	I often feel overwhelmed by my responsibilities.	1	2	3	4	5	6

5	I feel that my personal circumstances are understood by the relevant services.	1	2	3	4	5	6
6	I feel supported by relevant services to meet my goals.	1	2	3	4	5	6

Other outcomes/Lessons learned:

It takes time to build relationships with clients who face multiple disadvantages, this was the case with Kate, she has had involvement from other agencies over the years and maybe there was an element of distrust. It is important that we factor this in when working with clients.

2.

Staff Member: James Moss	**Project:** Youth Flow
Name of Client: Robert	**Age: 19** years old

Total Hours: 25.9 hours	**Total Interventions:** 117 interventions
Number of Outcomes: 3	**Number of Outputs: 4**

What was the situation:

Robert was referred to James from the Youth Flow project on 10th March 2021 from the Job Centre work coach, his initial referral was focused on the following issues:

- Improved confidence
- Improved wellbeing
- Access to employment

Robert is a care leaver. He has a language disorder which means that he experiences difficulties understanding and using spoken language. As a recent care-leaver he had a personal advisor to oversee his ongoing journey and ensure the required level of support is in place for him.

Any other issues:

At the point of referral, he lived between his girlfriend's family home in Barnstaple and his carer's house in Okehampton – this was a barrier in regard to securing and maintaining employment.

What did we do:

Firstly, we had the “what matters” conversation with Robert, the main goal being to gain employment; he wanted hands on, varied work, predominantly outside.

Start of Support - Self-Assessment - Personal Evaluation:

Please indicate your degree of agreement (using a scoring ranging from 1-6) to the following sentences:

	Strongly disagree	Strongly agree
2. In general, I feel I am in charge of the situation in which I live.		1 2 3 4 5 6
3. I have a sense of direction and purpose in life.		1 2 3 4 5 6
4. In general, I feel confident and positive about myself.		1 2 3 4 5 6
5. I often feel overwhelmed by my responsibilities.		1 2 3 4 5 6
6. I feel that my personal circumstances are understood by the relevant services.		1 2 3 4 5 6
7. I feel supported by relevant services to meet my goals.		1 2 3 4 5 6

- Robert was assisted in generating an improved CV which focussed on his transferrable skills
- Supported in applying for new ID to evidence his eligibility to work in the UK
- Assisted in producing cover letters and follow-up emails to potential employers
- Provided structured interview prep
- Handholding provided by Youth Flow to attend trial shift at prospective employer

What was the result:

- Robert is now in employment working on a farm which doubles up as a wedding venue.

End of Support - Personal Evaluation
Self-Assessment

Please indicate your degree of agreement (using a scoring ranging from 1-6) to the following sentences:

		Strongly disagree					Strongly agree
1	In general, I feel I am in charge of the situation in which I live.	1	2	3	4	5	6
2	I have a sense of direction and purpose in life.	1	2	3	4	5	6
3	In general, I feel confident and positive about myself.	1	2	3	4	5	6
4	I often feel overwhelmed by my responsibilities.	1	2	3	4	5	6
5	I feel that my personal circumstances are understood by the relevant services.	1	2	3	4	5	6
6	I feel supported by relevant services to meet my goals.	1	2	3	4	5	6

Other outcomes/Lessons learned:

Across the period working with Robert, it was often hard to get and maintain engagement from him or the desired results, in part this was due to his language disorder.

A team of professionals worked with and supported Robert: his Personal Advisor, a Stepforward Support Worker, his carer, JCP Work Coach, a JCP Employer Advisor and me. Despite this level of support progress was slow and it was only at the very end of the Youth Flow project that Robert secured employment.

3.

Staff Member: James Moss	**Project:** Youth Flow
Name of Client: Dave	**Age: 23** years old

Total Hours: 52.3 hours	**Total Interventions: 225** interventions
Number of Outcomes: 1	**Number of Outputs: 11**

What was the situation:

Dave was referred to James from the Youth Flow project on 11th March 2021 from the Job Centre work coach, his initial referral was focused around the following issues:

- Homelessness – Rough Sleeping
- Unmet physical health needs
- Unmet mental health needs

Dave became homeless through relationship breakdown with a previous girlfriend and had been rough sleeping since August 2019. Though him Mum is keen to support him it was not

suitable for Dave to live at home for any prolonged period of time due to a younger sibling with an autism diagnosis requiring a calm and stable environment.

Any other issues:

Dave felt that he was very much in survival mode and that prior to being in stable accommodation he would not be able to progress in other areas of his life. Dave has a passion for horticulture and is keen to pursue this avenue once housed.

What did we do:

Firstly, we had the "what matters" conversation with Dave, the main goal being to gain accommodation. A secondary goal is to gain employment.

Start of Support - Self-Assessment - Personal Evaluation:

Please indicate your degree of agreement (using a scoring ranging from 1-6) to the following sentences:

	Strongly disagree	Strongly agree
3. In general, I feel I am in charge of the situation in which I live.		1 2 3 4 5 6
4. I have a sense of direction and purpose in life.		1 2 3 4 5 6
5. In general, I feel confident and positive about myself.		1 2 3 4 5 6
6. I often feel overwhelmed by my responsibilities.		1 2 3 4 5 6
7. I feel that my personal circumstances are understood by the relevant services.		1 2 3 4 5 6
8. I feel supported by relevant services to meet my goals.		1 2 3 4 5 6

- Housing Portal Completed
- Referred to Encompass Joy Street Supported Accommodation
- Housing Hub Referral Completed
- Moved into Maples Supported Accomodation
- Supported to engage with GP at the Freedom Centre
- Food vouchers provided
- TAP Meetings Organised and Held
- Youth Pilot of Housing First initiated by Encompass Southwest – joint working with Ben May

- Flats viewed with Dave regarding Housing First Youth Pilot
- Hospital visits made to Dave
- Home visit made to Dave along with Ben May

Where Dave was accommodated in Joy Street and then shortly afterwards in the Maples both of these tenancies were not able to be maintained by Dave – the outcome of this was that the Housing First Youth Pilot was born where accommodation will be sought and the package of support being provided is not dependant on his maintaining tenancies.

What was the result:

- Dave is continuing working with James and Ben on the Housing First Youth Pilot
- Collyers Estate Agent have agreed to offer Encompass Southwest first refusal on their suitable flats homing onto the market
- TAP meetings are continuing for Dave

End of Support - Personal Evaluation
Self-Assessment

Please indicate your degree of agreement (using a scoring ranging from 1-6) to the following sentences:

		Strongly disagree					Strongly agree
1	In general, I feel I am in charge of the situation in which I live.	1	2	3	4	5	6
2	I have a sense of direction and purpose in life.	1	2	3	4	5	6
3	In general, I feel confident and positive about myself.	1	2	3	4	5	6
4	I often feel overwhelmed by my responsibilities.	1	2	3	4	5	6
5	I feel that my personal circumstances are understood by the relevant services.	1	2	3	4	5	6
6	I feel supported by relevant services to meet my goals.	1	2	3	4	5	6

Other outcomes/Lessons learned:

With the Youth Pilot of Housing First commenced within the timescale of Youth Flow it is evident that this is a slow journey, requiring much patience as very few properties are coming onto the market and when they do they come off the market very quickly.

Quote from client:

At the time when first moved into Encompass Supported Living:

"have searched and searched and until now had not been able to find any accommodation at all".

4.

Staff Member: Kate Romo	**Project:** Youth Flow
Name of Client: Sally	**Age:** 21 years old

Total Hours: 25 hours	**Total Interventions: 35** interventions
Number of Outcomes: 5	**Number of Outputs: 5**

What was the situation:

Sally was referred to the Youth Flow project on 22nd March 2021 from the Job Centre work coach, her initial referral was focused around the following issues:

- Completing job applications and preparing for interviews as no previous experience
- Improved confidence
- Improved wellbeing

Her family told us she has autism although this had not been diagnosed at the time of working with her, she displayed symptoms of this including; requiring an indepth explanation of matters, such as an understanding of potential job roles and the recruitment process. She also required someone with her for support when using public transport and attending anywhere for the first few times and meeting people due to anxiety. She had an appointee to support her.

We were also advised that she had separation anxiety issues when not with her mother.

Any other issues:

She rarely left her home without her mother with her for support as she found it too stressful.

What did we do:

Due to Sally finding it difficult being with new people, the "what matters" conversations took place over the course of several meetings in which we went out walking in places of her choice so she would feel more comfortable working with us, we then moved onto running errands and going shopping, all of which she had not been able to do without her mother accompanying her.

In time we were able to find out what she enjoyed doing and what she would like to do in the future, this included an interest in an Open University course in classical studies. While working with her she felt ready to make an application for this course.

The following outcomes were achieved in relation to the reasons for referral to the project:

- Confidence increased and now able to leave the home to go out walking, shopping etc.
- Confidence increased to be ready and able to apply for an Open University course.
- Able to discover what her interests were and researched possible local charities linked to this to enquire about volunteering.

What was the result:

- Increased confidence and now able to leave home to go out walking, shopping etc.
- Ready to make an application for an Open University course
- Moved closer to considering volunteering roles

Other outcomes/Lessons learned:

This case study demonstrates well how approaches need to be adapted to meet the needs of clients and their own circumstances and by how showing initiative is crucial to encouraging engagement and then achieving goals.

5.

Staff Member: Kate Romo	**Project:** Youth Flow
Name of Client: Louise	**Age:** 23 years old

Total Hours: 28 hours	**Total Interventions: 45** interventions
Number of Outcomes: 7	**Number of Outputs: 18**

What was the situation:

Louise was referred via Primary Care Flow to the Youth Flow project on 22nd March 2021, at the time the Job Centre had her in the 'in work preparation' group whereby their contact was every 3 months. A TAP was already in place and our role was to compliment this particularly around supporting Louise into work and the anxiety of leaving her young daughter if she was able to move into work. Our involvement would also be focused around the following:

- Looking into possible work placements/experience
- Work initially around options for childcare
- What funding may be available for nursery placements for daughter

Any other issues:

Louise did not feel safe or comfortable in her home, this was mainly due to the level of damp in the property that affected her wellbeing, the damp had caused damage to her and her daughters clothing and various belongings. She no longer wanted to remain in this

property and wanted to move, however had rent arrears which prevented this from happening and being able to partake in schemes such as Homeswapper.

What did we do:

While working with Louise we assisted with the ongoing complaint of damp in her home supporting to escalate this with the social landlord and as a result surveys and works have been completed to resolve the issues. These were not fully resolved when the project ended but her case remains open with Primary Care Flow to ensure this is completed.

We assisted in applying for a discretionary housing payment to help her to get up to date with her rent arrears. This was necessary to allow her to obtain the paperwork from her landlord so she can move forward with a house swap for a new home.

We have advised and supported in getting her daughter into nursery and offered guidance on other matters to help them both. She has felt comfortable to ask us for help and advice and has expressed that she felt supported by the TAP team. When we had our final conversation, she thanked me and said my support had been amazing.

What was the result:

- Increased confidence to be able to leave her daughter in childcare
- Resolved housing issues in current property
- Supported with steps necessary to enable a house move e.g., addressing rent arrears, various applications etc.
- Client continues to be supported by Primary Care Flow following closure of Youth Flow

2.0 Employment Case Studies

The ten case studies relate to clients who secured work and include the following information:

A. Situation on referral
B. Work done with the client
C. Their situation now

James's Clients:

1. AG

A. A recent school leaver with good grades. Mild anxiety. Talk of suicidal ideation mentioned by his work coach. Decided on pursuing a career in mechanics or engineering but the qualifications attained (very good grades) didn't align perfectly with this avenue.
B. Assisted in generating a CV which highlighted his passions and interests, his transferable skills and which presents him in the best possible light.
Assisted in registering to Group Development Training who align apprenticeships with applicants in the North Devon area.
Work experience organised with Devonshire Motors to work in the car body shop – this did not materalise due to the pandemic as they couldn't take him on whilst staff were furloughed.
C. In consulting with his work coach, the ideal Kickstart opportunity was found, and AA applied with his newly produced CV, he then secured the role of apprentice Mechanic at Streets Coaches, he is really enjoying this and has said of his experience with Youth Flow:

"I'm very satisfied with the support I've been given and am enjoying my apprenticeship in mechanics, which is a job I wanted to get into, it's pretty perfect"

2. BO

A. Three weeks prior to BO's referral to Youth Flow his father, whom he was the main carer for, died unexpectedly, they had had lived together in a two-bedroom housing association property. Following this, he started to receive collection letters through the post, had high anxiety and had no support network in place to assist in managing the situation. Notice was served by the landlord to quit the property by 27th December (two days after Christmas day!)
Interests included a passion for pedigree dogs and dog shows. His friendships are based around this interest.
B. Referral made to WiserMoney where he was supported in understanding bills received, whether he was liable for them and to create new utility accounts. He was also supported in completing and submitting a council tax discretionary payment application.
The matter of the notice to quit was investigated by Youth Flow with the landlord who subsequently allowed him to remain in the property until suitable accommodation was secured, us working with the local authority also resulted in him being placed in band B with automated bidding.

I supported to create a CV which not only demonstrated his qualifications and work experience but also highlighted key life experiences, we then applied for 3 kickstart roles though he didn't follow through on the interviews subsequently offered. Other case work completed, included:

- Referred to Wiser Money which helped manage finances and bills and set up utilities under his name
- All debt written off related to the previous property; £755.23 (council tax, includes a discretionary award, SWW debt)
- Overall one off financial gains; £254.52 (emergency fuel vouchers awarded, refund from EON and rent refund)
- DHC banding increased from D to B, and awarded automatic bidding, due to multi-agency case work / support, this led to BO securing the current long-term social housing property of his own
- Social tariff on new property applied for and awarded @ £19 p/m; via casework with SWW Watercare team
- Council tax award backdated on current property (processing delays due to covid and forms went missing in the post)

C. New accommodation was secured the landlord is a social housing provider, the project assisted with tenancy support to ensure he settled in well to his new home, employment was gained at a dog grooming salon where he is being trained to be a dog groomer.

Client's feedback:

"Over the last year I have benefitted first-hand through the work of Encompass Southwest and the Youth Flow project. From 2017 onwards I was the main carer for my father who suffered with physical health conditions; in late 2020 he died suddenly. This left me in a two-bedroom council flat from which the landlord handed me notice to vacate by 27th December, two days after Christmas day. Debt collection letters were being dropped through the letter box and I had huge uncertainty as to the next steps to take.

Since then, I have been receiving support through Youth Flow, a project funded by the Department of Work and Pensions and partnered with Encompass. Youth Flow have assisted in ensuring the housing issue was rectified and I was not made homeless, the financial situation was handled and recently I moved into new accommodation.

Throughout the duration of meeting and speaking James, he has approached every matter with the utmost concern and efficiency therefore dealing with them well enough to have a good outcome."

3. BG

A. At the time of referral BG was unemployed. It was suspected by his work coach that there may be an undiagnosed learning difficulty, potentially dyslexia or dyscalculia. The CV that he had was confusing and failed to demonstrate the work experience he had, his qualifications and transferrable skills.

B. I primarily assisted in working on a CV and cover letters and applying for employment opportunities.

C. BG was successful in applying for a Kickstart role as a security guard and is now in full time employment.

---

4. CD

A. At the time of referral CD suffered with low confidence and anxiety. He trained as a mechanic at college however negative experiences working in garages led to him not wanting to work in a garage environment.
Where he had applied for several Kickstart roles via his work coach he then did not follow through on the applications, *"I've referred him over for several kickstart opportunities that he had initially had enthusiasm for and then either not applied for the role at all or has disappeared on the date of his interview."*
CD has a partner living in Florida and is keen to get over to America to pursue this relationship.

B. We reviewed and updated his CV together and following a referral the National Career Service they assisted with this further. I attempted to get him to engage with TalkWorks and a GP with my support, but this was declined as he felt able to manage mental health issues himself.

C. CD applied for a Kickstart role and is now working full time as a KP in Clayton & the Glasshouse bar / restaurant. He is enjoying the team he works within and the support that he receives and says that his anxiety has reduced and puts this down to socialising more at work. He is also doing well at saving money and is hoping to purchase tickets to fly to America in the new year.

5. JM

A. JM had previously worked at Woolacombe Bay holiday park but due to the pandemic this work stopped.

B. Working with JM it quickly transpired that his dream job would be in graphic design, at the same time a Kickstart role became available, and we worked on revamping his CV tailored to this position, whilst also designing a standardised CV for applying for other positions. I assisted in compiling his artwork and interview preparation, concentrating on how he could speak about his creative work in an interview setting. Unfortunately, he did not get that position as the role was more focused on virtual environment generation for the production of computer games company which was not something he was interested in.

C. With the relaxation of lock down rules Woolacombe Bay holiday park reopened and he returned to working there.

6. MM

A. MM came to England as a refugee from Iran. He speaks limited English and lives at a friend's house, sleeping on the sofa in the lounge. He was unemployed.

B. He was keen to learn English and so I researched and found a local provision. Due to the pandemic the local ESOL classes, via North Devon Sunrise, were taking place online. I registered for the classes and provided him with links to the virtual zoom lessons, but he struggled to engage with the virtual lessons. Once the classes were open face to face, at the library, I sought to assist him in engaging with them by organizing to meet him outside prior to the classes starting, however he still struggled to engage and only attended one class.

He has a mentor through the Youth Flow project with whom he did engage but this was dependent on his motivation at the time; if he is at risk of being kicked out by his friend's house or if he requires help of some kind then he is more likely to engage.
I assisted to enroll in an ESOL course at Petroc College as he felt this may be a better fit.

C. MM was able to gain himself employment as a barber, something he had experience in from Iran. Initially working 20 hours a week however I encouraged him, where possible, to increase his hours to better facilitate him securing his own private let flat; he is now working 35 hours a week.
He is also saving up for a flat deposit and I have set up automated alerts for new rental properties coming onto the market in the area. With the ongoing support of his Youth Flow Mentor, he is hoping to find a private let and move on from his friend's sofa.
He is also now engaging with his ESOL classes which are once a week at the local college and has started driving lessons.

Kate's Clients

1. **LW**

A. LW was referred due to needing assistance with some mental health issues, housing and employment. From our first conversation he was happy to share information, was open to being helped and was very good at keeping in contact.

B. Housing - initially he and girlfriend were staying at her Young Devon flat and sofa surfing for half the week. We sorted this shorter term so they could stay together there. They were then staying with family while saving for rented accommodation. I have helped with liaising with council housing contacts and advising re private rentals.
Assisted with Universal Credit.
CV refreshed and cover letter template done.
Assisted in applications for 5 jobs.
Work experience arranged with a scaffolding company. He then got himself a position with another Scaffolding company, but it didn't last due to unprofessional behaviour from employer.
Michelle and I liaised with Northam Care Trust, which led to an interview being offered for a support worker position, he was offered this role but decided to start an alternative job.

C. He is now working for So Sweet, a sweet shop in Bideford, which is a permanent job, 11 hours a day. It's not the support work he'd applied for but issues with getting info for DBS checks meant delays and he didn't want to put off them getting their flat.
As of 15th October, him and his partner had moved into their own private rental home, a 2-bed flat with a garden. They are both very happy and it really is well deserved as they've worked hard to achieve this.
On our last call it was so lovely to hear he was so happy; he's offered to show me round the flat next week when I'm in Bideford. He thanked me from both of them and said he couldn't have got here without me.

2. **RS**

A. RS is a lovely girl, very smart and very self-aware of barriers and issues she has/has had. She attended Swansea University for 1 year but left due to mental health issues (now doing an OU degree course in English Literature and Language). Mental health issues are Anxiety, Depression, Borderline Personality Disorder and PTSD.

B. Conversations held about the future and longer-term in an "ideal world" included a goal of teaching English overseas.
C. RS secured a Teaching Assistant position at Holsworthy Community College in June which enabled her to apply for and be successful in gaining permanent position from September.

3. MS

A. Referred to us to help with some debt concerning rent payments and for employment assistance.
B. Spoke to work coach to ensure on correct UC and to check any other help available.
Spoke to NDC and completed a discretionary Housing Payment (DHP) application.
CV reviewed and refreshed
Helped with job applications
Spoke with Landlord re: rent arrears and providing evidence in support of DHP application
Contact for MS when having some down times.
C. Applied for a few jobs with my assistance and was successful securing a position at Ruda where she had worked previously.

4. SA

A. SA was referred as she needed someone to go along to interview with her for moral support.
B. I attended an interview at Imperial Hotel with her, but she was unsuccessful, following this we worked further on interview preparation, and I provided support over the phone before and after an interview at B&M stores. CV updated and cover letter template done.
C. She was successful gaining a Kickstart role with The Wellbeing Centre in Barnstaple. She has been doing various jobs including kitchen work, waitressing, cleaning. Feedback from the employer has been excellent saying that they felt SA was like part of the family.