

# Young People's Service Case Study

# Appendix A

**Completed by**  
**Date**

SC – Youth Worker NEET Reduction  
26<sup>th</sup> January 2018

## Reason(s) referred (what were the concerns)

### Back ground

There were CSE concerns, allegation of being sexually assaulted by ex boyfriend. An assault by ex-boyfriend's friend leading to being taken to A&E for medical support. History of making relationship with the opposite sex online and absconding to meet boyfriend. Young Person had a history of self harming, which posed a risk to others by way of provoking others to do harm to others.

Possible gang affiliation, threats of violence to others, previous threats to mother using a knife. Assault/violence to others. On a Youth Referral Order (YRO) under Youth Offending Team for assault. Harassment and history of presenting at another young person's home address to provoke and harass.

Lack of insight into risky behaviour and consequences of that on herself and her family.

Has previously experimented with substances mainly cannabis and alcohol through boyfriend's influence, although young person has stated that she uses alcohol on a social basis there has been instances of young person consuming large amounts of alcohol to the point of blacking out.

The young person was referred to the service from the leaving care team via a panel meeting as she was flagged up NEET (not in education, employment or training). Other services that have been involved Youth Offending Team, Personal Advisor and Engage (CSE support).

## Summary of work carried out (what worked well, what didn't)

Young person engaged well initially, met with her youth worker (SC) on a weekly basis in which an assessment was carried out to ascertain their academic level, previous work experience, challenges/barriers as well as confidence in the work environment. From the information obtained through the initial assessment an action plan was created with the young person of which together we created an email address, a profile on the apprenticeship website, a CV, working on interview skills tips and practice and undertaken the Buzzquiz (a personality related questionnaire which then shares what field of work would best suit the individual).

Initially young person was not interested in doing anything as she felt she did not have enough experience or qualifications to achieve apprenticeship or employment and then sustaining it, throughout the sessions my aim was to instil confidence in young person's abilities, skills and to raise aspirations. Raising aspirations was done through discussion and activities such as 'stepping in to the future' discussing where she would be living? Would she have a car? Would she go on holiday? she answered yes to all of this then we broke down how she could achieve this. I also shared examples of success stories of other young people with similar barriers to help increase her confidence as well as positive affirmations. She then began to think about options she wanted to work with children as she felt it will be the only thing that she would be good at as she had a criminal conviction this was not going to be a possibility.

We completed the Buzzquiz one of the areas of work that were shown that she may excel in was business studies; she become very excited about this and we applied for Business related courses at Reading College. Reading College were initially concerned about the criminal record, of which they sent a letter to the young person expressing their concerns which was followed up with a letter from the young person expressing her interest and dedication alongside a character support letter from the youth worker explaining how the young person has made mistakes in the past and that they is really trying to change and would really benefit from a chance. The result of this is that's he was offered an interview with Reading College which with some support and interview prep work she passed the interview and obtained a place at the college.

Whilst the college process and correspondence was going ahead in order to keep multiple options open the young person had been shown the Business Admin apprenticeship of which they applied for through the national apprenticeship website; we also started an application for the business admin opportunities that are run by Slough Borough Council. Unfortunately at this stage she disengaged from support due to personal issues within the home, although she disengaged from support I continued to contact young person as well as visit the home, of which I kept regular contact with support workers and liaised with their key workers to ensure that she completes and attends applicants and relevant interviews.

Through the regular contact and working with the key workers the young person did complete the application, was invited in for an assessment day and interview in which she re-engaged with support as she wished to get some interview prep and skills. We worked together on practice questions, single person and group interviews and overall interview prep including appearance and expectations.

The young person was successful in the interview and was offered one of the business admin apprenticeships.

**What difference did your intervention make? (what happened as a result of your intervention)**

Raised aspirations, confidence & self belief, moved from NEET to EET, sustained EET opportunity for 5 months and is still doing well.

**Young person's feedback on support received (young persons voice)**

'At first I didn't know where I was going to be when I am older, now I have been accepted for an apprenticeship that I start in September.

My youth worker was interested in what I had to say, reliable, consistent, supportive, friendly, honest, inspiring and caring.

Using the scale below please tell us where you feel you were when you first started working with your youth worker (where 1 is the lowest score and 10 is the highest score): 5

Using the scale below please tell us where you feel you are now, (where 1 is the lowest score and 10 is the highest score): 10

**Supplementary information for future development of YPS intervention and community based services/resources**

**For internal (SBC) use:** What (if anything) would have helped you to succeed earlier? (be specific)

A referral and back ground information including information about criminal record. What community based services were available to the young person or you and were these accessed?

YES provision and get active how ever young person declined as she did not feel these were for her.

Have you identified in gaps within current community based services?

No

Please comment on any learning which can enhance the continual improvement of the service

Multi- agency working is key when working with CLA young people to ensure there is no duplication as well as relevant support put in place.