

Young People's Service Case Study

Completed by:

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

Young Person referred to the 20:20 Pilot Program from the SCST, initially it was hard making contact with this young person as she was estranged from her parents and family. I first met with this Young person when she came to St Martins Place and declared that she was homeless. I introduced myself as 20:20 Project Youth Worker and offered support. She informed me that she was engaged in ongoing disputes with all her family members and had received serious threats from her Father. Young person is at risk of CSE, has previously been reported missing and has revealed she has been taken to hotels in London by older boys and also a penthouse in Manchester. Young Person smokes cannabis is at risk of HBV and has been mentioned at SEMRAC meetings.

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

I obtained data consent from SM and discussed her current situation. SM informed me that she attended her course run by the Princes Trust Programme her father arrived with her sister and was very aggressive towards her. He was shouting at her in Arabic using abusive language and stated that she wasn't to return to the family home and if she did she would be slaughtered like a goat, gesturing with his hands. I took a statement from SM and approached Slough Children's Services Trust with my concerns. They disagreed that SM was in any danger and refused to provide any accommodation for her. They insisted that SM return to the family home and made contact with Dad who stated that he had disowned his daughter. SCST had made an arrangement to place SM with a family friend, SM refused to go there and raised concerns that she would be taken to Somalia and forced to marry. She stated that Dad would also have access to her and that the family friend would indeed work in collusion with Dad.

I obtained more information from SM including a testimony with extremely graphic photo evidence and WhatsApp messages proving that she had been attacked by her sister on many occasions and hospitalised twice. She was slashed on her arm with a broken mirror producing a huge gash that needed several stitches. She also stated that she was sprayed in the eyes with cockroach killer and kicked down the stairs by her father. I again produced this evidence to the trust who insisted that CM was high risk of CSE and it was in her best interest she remained at home. I strongly disagreed and argued my concerns to no avail.

I was contacted by the Programme Leader at the Princes Trust who provided a safeguarding report on the incident involving Dads aggressive behaviour. I also conducted a CSE risk indicator and HBV indicator. I collated as much information as I could and made a referral to Padstones, they provide supported housing to young homeless people. I accompanied SM to an appointment in High Wycombe, unfortunately they only had an emergency room at sixty eight pounds a night and the SCST refused to pay. I showed Padstones all the information I had collated including the picture of SM's wound inflicted by her sister supported by messages on WhatsApp. The staff were very concerned by the evidence presented and contacted their branch at Burnham, who invited us to visit them straight away. SM was offered a place and signed an agreement. I negotiated for SM to stay at her friend's house until her room was available.

I was supported by the Targeted Support Manger to obtain a rehabilitation allowance and agree financial support until her claim for Under 18 Job Seekers Allowance was agreed. I accompanied SM to Argos where she chose items including bedding and cooking utensils to support her move to Padstones. I also issued her with a foodbank voucher and took her shopping for food. On a weekly basis I would meet with SM and hold

one to ones to discuss her concerns, monitor her progress and encourage her to prove her doubters wrong with success. I would also provide her with money from the Trust to support her with living and travel expenses.

What were the achieved outcomes

Secure supported Accommodation and has made a positive transition
 Successful income support and housing benefit claims
 Engaged in CSE Youth Worker
 Completed Princes Trust Course
 Young person apprenticeship at OH Parsons Legal Firm and will study Business Administration Level 2
 Young person offered temporary position at OH Parsons until her apprenticeship starts in September.
 Young person has resolved dispute with her family, Father has apologised and now enjoys an improved relationship.

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

I achieved positive engagement with SM supporting her transition to supported housing, encouraging her to pay her rent on time and focusing on life skill sessions. I have had a positive impact on SM supporting her to complete her Princes Trust Programme and attended her graduation. I have made a referral to the Engage team and transferred SM’s case to a CSE Youth Worker to continue engagement. SM has resolved her family disputes and has visited her family home re-establishing relationships whilst still living semi-independently. I believe my dedication to finding secure accommodation and providing one to one support made a difference and allowed stability to enable SM to achieve.

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

Jason has helped me to not only complete my Princes Trust programme, but supported me through my work experience and helped me achieve my full potential.

I didn’t want to engage with any services, but Jason went out of his way to help me and has convinced me to access further services such as Engage. Without intervention I would have been homeless and not completed my course. I now start working as temporary cover on 4/05/2018.

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). **2**

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). **9**

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

What (if anything) would have helped you to succeed earlier? (Be specific)
 I believe funding for extreme circumstances being made available to young people’s Services instead of having to argue the case of the young person to provide emergency housing.

What community based services were available to the young person or you and were these accessed?
 I accessed supported housing through Padstones.

Have you identified in gaps within current community based services?

I believe there is a gap in services in terms of supported housing for young people over sixteen. This particular young person was faced with the prospect of being homeless and vulnerable on the streets of Slough. She had been homeless previously and forced to sleep in a park and was subsequently robbed for her mobile phone, which is why it was hard to initially contact her. To my knowledge there are very few organisations that can accommodate young people estranged from their parents. This gap in community services can put young people at risk of CSE and exploitation from gangs and impact on their mental wellbeing.

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