

Young People's Service Case Study

Completed by
Date

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Reason(s) referred (what were the concerns)

The young person was NEET. She had left school with below average GCSE's passes. Having experienced a less than satisfactory experience at school; which left her despondent, low in confidence and self esteem, coupled with the difficult relationship with her mother at home, resulted in her not engaging with the staff at Young People Service. Despite applying for jobs was unsuccessful at the time of referral.

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

Young person was allocated to me in November 2017. After several attempts of calling on her mobile, landline and a number of home visits; some more successful than others, she eventually responded. Contact was also made with the parent to try and work in partnership to support their young person.

Eventually, in January 2018 the young person started to engage. She was initially wary of the reason as to why she was being contacted, despite being given an explanation. This was understandable as based on the information that had been recorded, she felt she had been let down in the past. She also was reluctant to engage as she felt that she would be expected to write things. After further probing during the one to one guidance sessions, it emerged that her experience at school was not as positive as it should have been. This was because she was dyslexic; something that appeared not to have been identified early and led to frustration. This was part of the reason for her having anger management as well as having some personal issues. She was an articulate young person who was very aware of what she had to do to survive; so all the issues she was and had experienced resulted in low self esteem and confidence and prevented her from moving on.

Once contact was established, explanation of my role and how we would work together to help her achieve her goal was given; a positive and trusting rapport developed, the young person was more willing to seek help and make contact.

Over the course of the first two months; a significant amount of work was carried out in developing trust and good communication. This was demonstrated by following through mutually agreed action points, so that the young person could see that action was being followed through and within agreed timescale. In addition coaching, mentoring and at times challenging her perceptions and behaviours to change her mind-set and expectations were also demonstrated to ensure that she was prepared to achieve her goal. I regularly contacted her by phone and had one to one contact every week to develop the rapport and trusting so she felt and could see that genuine help and support was given; whilst mutual agreeing set goals and timescales. She was also encouraged to take responsibility for some action points empowering her to take ownership for her life. It was important that she felt she was being listened to, her needs were going to be met and working at a pace that she was comfortable with; all helped towards developing her confidence.

Within the first six weeks- a range of employability aspects were completed – CV, Supporting statement, interview preparation, work expectations through coaching was undertaken to help her to develop both her confidence and self esteem.

During this time; her home situation deteriorated, which resulted her in being homeless. The relationship with her mother had broken down following an argument. She found herself sofa surfing for a couple of nights and then sleep rough for three nights until she decided to drop by to the council to seek help on Monday morning. She was met by a member of staff from the young people's service before I was informed of her arrival. She refused to eat despite having had not food for three days or any sleep. On this Monday morning, she was feeling helpless, tired, hungry and confused, unsure of what the next step was.

Referral was made to the Social services early intervention team, where the duty social worker proceeded to take details of the case to try and contact the parents; who were separated. Whilst the duty social worker was working on contacting the parent, I stayed with the young person and eventually encouraged her to eat, to which she agreed. I stayed with her at all times and updated her of what the duty social worker had to do. The young person was reluctant to go and stay with anyone else as she said that there was no one other than her mother, who was in a position to let her stay with them. I stayed with her for four hours; however I reassured her that something would be sorted by the end of the day. Contact was eventually made with the father and although not ideal she had a safe place to stay. I also contacted her at the end of the day as agreed to make sure that she had a safe place to stay. Regular communication and partnership working with social services resulted in her staying safe. Work continued to contact her mother with whom she normally resided.

To further support her in improving her home life; a referral was made to early help. This purpose of this joint working was to ensure that working with the whole family would help to sustain a more healthy family life.

During the two weeks, every effort was made to prepare the young person for employment, which was what she wanted and needed to become independent and self sufficient. After another incident at home, the young person rang me asking me to pick her up as she was unable to gain access to her belongings from her mother's house. She was distressed and panicking as some of the things she needed urgently included her documents for a potential job. I along with a colleague went to meet her and pick her up. I rang the young person once I was near her home. During this time I requested to speak to her mother to see if I could mediate between the two. Eventually her mother was willing to talk to me. I visited the house with my colleague. I listened to what her mother had to say and the reasons to why she had asked the young person to leave in the first place.

Mediation took place and setting some boundaries including mutual respect was discussed. Parent was encouraged to support young person as she had been offered an interview following submission of her CV to a new local retail store. The young person was encouraged to demonstrate a respectful attitude towards her mother and given strategies of how to manage her anger to avoid repeating the current situation. The partnership between early help, social services and me continued by me providing them with an update. This positive outcome resulted in no more intervention required for the family.

Once her CV had been submitted to the store, she was contacted the next day with an offer of an interview, three days later. I contacted her the day before her interview to ensure she was confident and to answer any questions that she may have had as well as to serve as a reminder of her interview. Following her interview on a Saturday, I contacted her to see how she felt it went. The young person had been successful and was given a start date of two days later. This, for the young person was a positive outcome.

Her willingness to engage and the trusting relationship developed over the months between us had paid off in her achieving her goal.

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

The interventions had a significant impact on not just moving the young person from NEET to EET but in developing her self esteem, confidence, ability to manage her anger and self belief alongside the independent skills, without the interventions the young person may still have been struggling to move forward. The young person achieved full time employment and has continued to sustain her post. Regular contact was made for a period of one month after her employment to ensure that she was continuing to be stable and happy both in her job and at home. Her relationship with her mother had continued to improve and the young person was more mindful of her own behaviour and actions.

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

Learnt that it was important to 'Listen to others'.
Having/achieving goals
Employment or training,
Having my views heard
Confidence, Being involved

Youth worker was:
Interested,
Helpful,
Supportive,
Friendly

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): 3

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

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

N/A

What community based services were available to the young person or you and were these accessed?

Slough Active, Aik Saath and YES consortium

Have you identified in gaps within current community based services?

Employer engagement

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

Liaising with Employers to get new opportunities for YP.