

Housing Management Panel: North Area

Date: **5 September 2019**

Time: **7.00pm**

Venue **The Housing Centre**

Members: **Councillors:Fowler (Chair), Ward Councillors for the Area, Delegates of Tenants Association in the area.**

Contact: **Gregory Weaver**
Democratic Services Officer
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Contact Officer: Caroline Parker
293587

Tel: 01273

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The date of the next meeting is 17 October 2019.

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FURTHER INFORMATION

For further details and general enquiries about this meeting contact , (01273 291214, email greg.weaver@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

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BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: NORTH AREA

7.00pm 6 JUNE 2019

HOUSING CENTRE, EASTERGATE ROAD, BRIGHTON, BN2 4QL

MINUTES

Present: Councillors Fowler, Knight and Osborne

Representatives: Heather Hayes (Coldean), Jenny Simmonds (Group), Desmond Jones (Hollingdean R.A), Terrence Hill (Bates TRA)

Officers: Glyn Huelin (Head of Housing Repairs & Improvement), Ododo Dafe (Head of Income, Improvement, Customer Service), David Canham (Senior Program Manager), artin Reid (Assistant Director of Housing), Hannah Barker (Community Engagement Officer), Justine Harris (Head of Tenancy Services), Brett Stacey (Field Officer Manager)

Guests: Sarah Booker-Lewis (Local Democracy Reporter)

1 WELCOME AND INTRODUCTIONS

2 RATIFICATION OF CHAIR

2.1 Councillor Theresa Fowler was ratified as the Chair of the North Area Housing Management Panel.

3 APOLOGIES

3.1 Apologies were received from Jane Hunter (Moulsecoomb TRA.)

4 CHAIR'S COMMUNICATIONS

4.1 The chair gave the following communication:

“Anti-social behaviour is one of the most important issue for tenants of social housing. It damages lives and communities and its impact can be profound and far reaching. Our Tenancy Team work in close partnership with the Police and Community Safety Team to deal with anti-social behaviour within the city.

The team works to do all it reasonably can to prevent crime and disorder in our housing stock and works with new legislation that has radically altered the powers the council has to tackle anti-social behaviour.

Please let your Community Engagement Officer know if you would be interested in attending one of the Enforcement workshops being arranged by the team which share information on how they work and deal with this type of behaviour.

[Estate Development Budget online form](#)

You will now be able to apply for Estates Development budget online. This will make the process much easier and encourage more tenant and leaseholder groups to apply. The online version still contains the information that was required on the paper form, but we will now be able to see all the details of each and every bid in one place. This will also improve the decision making and the delivery of EDB projects. Residents can still request help from the Community Engagement Team if they do not have IT access or find it difficult to use. The CE team can do an information or training sessions on the online form and process when requested. All feedback will be used to continue to improve the process over the next year.”

5 MINUTES OF THE PREVIOUS MEETING

- 5.1 **Resolved:** That the Panel agreed the minutes of the previous meetings on the 29th November 2018 and the 21st February 2019 to be an accurate record.

6 RESIDENTS QUESTION TIME

- 6.1 (Item 1 – De-recognition of ECMTRA)
- 6.2 A resident noted that they had listened to the ECMTRA.
- 6.3 An officer requested for the response to be shared.
- 6.4 **RESOLVED** – that the report was satisfactory.
- 6.5 (Item 2 – Damp and Black mould in tenant’s homes)
- 6.6 A resident presented concerns provided by tenants and enquired if there was a possibility of claiming through insurance for this.
- 6.7 An officer stated confirmed the various stages of dealing with this subject.
- 6.8. **RESOLVED** – that the report was satisfactory.
- 6.9 (Item 1 – 68 to 70 Godwin Road Drain Clearance – West Area)
- 6.10 A resident expressed concern regarding the regular maintenance of drainage both above and below ground.
- 6.11 An officer apologised for the delay in responding to this and that communication needed to be clearer with residents going forward.
- 6.12 **RESOLVED** – that the report was satisfactory.
- 6.13 (Item 2 – New Door Entry System at Ingram Court – West Area)
- 6.14 A resident sought clarification on this.
- 6.15 An officer stated that this was an issue across the City and that following the 2015 review, BHCC had agreed to remove trade button. It was noted that since then BHCC had realised that operating with a negative blanket approach to this issue was wrong, as a result efforts to address this via consultation would be adopted going forward.

6.16 **RESOLVED** – that the report was satisfactory.

7 ELECTIONS

7.1 An election was conducted for the North Area Panel Task and Finish Group for Repairs and Maintenance.

7.2 Terrence Hill was unanimously voted as Chair and Heather Hayes was voted as Vice Chair.

8 NEW COMMUNITY ENGAGEMENT TEAM

8.1 An officer gave a brief overview of the New Community Engagement Team and of the structure changes that had taken place. It was noted the Community Engagement Officers were there to widen the scope of response to resident's concerns outside of just housing. The following officers were introduced:

- Simon Bannister
- Tom Goodridge
- Pat Liddell
- Keely McDonnell
- Sharon Terry
- Rebecca Mann
- Trevor Jones

8.2 A resident enquired of Trevor Jones' replacement.

8.3 An officer stated that the post would be recruited.

8.4 **RESOLVED** – that the report be noted.

9 ENVIRONMENTAL IMPROVEMENT SURVEY

9.1 An officer gave a brief overview of the Environmental Improvement Survey, it was stated that this was a new initiative and was an online survey asking tenants and leaseholders. Posters were shown to the panel.

9.2 A resident requested details of the meeting and enquired if other areas could attend.

9.3 Councillor Kate Knight proposed the use of social media to help publicise this.

9.4 An officer stated outlined details for the resident and stated that people were welcome to attend. It was confirmed that this was already on social media.

9.5 **RESOLVED** – that the report be noted.

10 ANNUAL REPORT 2019

10.1 An officer gave a brief overview of the annual report and noted that it was both retrospective and prospective in outlook. It was stated that the final version would have more information.

- 10.2 A resident referred to page 43 and noted the lack of information regarding solar savings.
- 10.3 An officer stated that the solar panels program was affected by reduced subsidy from Central Government over time.
- 10.4 **RESOLVED** – that the report was noted.

11 PROGRAMME FOR FUTURE HOUSING REPAIRS, PLANNED MAINTENANCE AND CAPITAL WORKS

- 11.1 An officer gave a brief overview of future housing repairs, planned maintenance and capital works. The panel were informed of the various tasks and finishing groups involved and that ongoing meetings with Mears Construction were currently taking place to ease the transition. It was stated that the next step was to continue procurement over the summer.
- 11.2 A resident enquired if the window replacement scheme constituted part of the major projects framework.
- 11.3 An officer stated that generally projects would not include windows, a brief summary of what was included under major projects was given.
- 11.4 **RESOLVED** – that the report was noted.

12 HOUSING MANAGEMENT PERFORMANCE REPORT

- 12.1 An officer gave a brief overview of the Housing Management Performance Report and noted that there were 41 performance indicators that had been tracked throughout the year. It was stated that this report gave details of the last quarter including comparable info against the year before, this information included benchmarking data against other Local Authorities.
- 12.2 Residents had the following enquiries, concerns and statements:
- A resident requested clarification of the data on boiler replacement or repairs.
 - It was stated that some high-rise blocks had not been inspected and that this ran against what was stated in the report.
- 12.3 An officer stated that houses and flats had annual servicing that was different to other programmes which came under works, it was further stated that every gas boiler had been inspected. Further efforts to follow up with residents would be taken.
- 12.4 **RESOLVED** – that the report was noted.

13 CITY WIDE REPORTS

- 13.1 **RESOLVED** – that the reports and minutes of the various Citywide groups be noted.

14 ANY OTHER BUSINESS

15 DATE OF THE NEXT MEETING

15.1 The date of the next meeting is Thursday 5th September 2019.

The meeting concluded at 21:00

Signed

Chair

Dated this

day of

Items from North Area ROM 27th June 2019

1. Field Officers

The response to the Area Panel was discussed. There was concern that the role of Field Officers is more limited than residents originally thought it would be and they are never seen out and about on the estates.

Hollingdean Residents Association has made repeated attempts to invite them to a meeting but never receive a response.

The meeting supported the question put forward by the East Residents Meeting to the East Area Panel:

- What percentage of the Field Officer's service costs are covered by the Housing Revenue Account?
- What percentage of the Field Officer's work takes place on Council housing estates?

Action:

2 stars (👏 👏)

The meeting agreed to raise this at the Area Panel to request a response on above two questions. People are concerned that the Field Officers are not responding effectively to problems that arise on estates. An example was given from Robert Lodge, when a group of men were outside drinking and causing a disturbance. The issue was reported but no known action was taken and the complainant didn't receive any feedback about whether any action had been taken.

Response from Brett Stacey, Field Officer Manager

T: 01273 291552

The Field Officer Team responds consistently to all requests for service regardless of the tenure of the property. It is a developing service and the effectiveness of the service is being constantly improved as a result of feedback received from the public. The team welcomes suggestions for specific improvement where shortfalls can be identified.

ASB in a communal area is not within the Field Officer remit and should be reported to the Police or to Housing Customer Services. No record of any correspondence relating to this incident can be found, without the date of the incident or the identity of the reporter an effective search of our records is not possible.

The Housing Revenue Account contributes 17.1% of the costs of the Field Officer service. 24% of the all of the service requests dealt with by the Field Officers in the first quarter of 2019/2020 were related to Housing Revenue account property. In addition to this the Field Officers will be delivering a new innovative way to bring about neighbourhood improvements on behalf of Housing. Housing officers worked with Field Officers to review the service delivery model for estate inspections and developed a new approach to gather ideas and suggestions of residents via an on-line survey. Our Field Officers will hold local community meetings with residents, Councillors and service providers to review the results of the survey for each area. The first meetings are planned for August 2019 and the Environmental Survey went live on the website on 27 May 2019.

1. Drains at 68-70 Godwin Road and overall system

This issue was raised at the West Residents meeting 16/4/2019. A response was given at the Area Panel on 4/6/19. (At 18/6/19 the drains had still not been cleared). Several points of concern were raised:

- a) It is worrying that there was no record of the original complaint. Complaints were made monthly, using the online form. Every time this was done an email was also sent to Pat Liddell, to keep her informed. The absence of any record of the on-line complaints indicates that the system for reporting repairs is not working properly.
- b) There was confusion about whether or not the drain was the responsibility of highways or housing. The resident then had to follow this up with Highways as well as Housing. If there is a central repairs number, shouldn't this be sorted out by the repairs line?
- c) When a complaint is lodged, the person making it is not told when it has been actioned or kept informed of progress.
- d) The original item raised an overall concern which was not addressed. When residents asked for regular maintenance of drains in order to prevent blockages and reduce the risk of flooding they were told (Area Panel 16/10/18) that this was not necessary as any issues would be rectified as soon as they arose.

As this does not appear to be the case, it was agreed to ask at Area Panel:

- a) what is being done to improve the system
- b) for a reconsideration of the original proposal that regular maintenance would provide residents with the best and most efficient service.

Action: III for West agenda setting meeting and all Area Panel agendas

Response from Glyn Huelin, Head of Housing Repairs & Improvement/ Business & Performance Team. T: 01273 293306

Thank you for your question and please accept my apologies for how much time it has taken to progress this issue. When Mears or the council's Housing team receive complaints about block gullies/drains in the road, we should sign post the customer to the Roads & Highways Team's online form "Report a blocked rain gully or drain". I'm sorry this didn't happen in this case but we will ensure this happens in future.

For background it may be helpful for residents to know that this particular drain is not on Housing Revenue Account (HRA) land and therefore Mears would not attend as the drain is on Highways land. Generally all drains in the curtilage of council housing are on HRA land, drains in the road are Highways and sewers outside the curtilage of the property are managed by Southern Water.

I completely understand that this this may not be straight forward for residents to identify and so the Housing team should investigate this in the background and follow up with the relevant service – in this case the council's Roads and Highways team.

The team has had a number of reports for 68-70 Godwin Road and had their contractors visit on the 5th June 2019 and found the pot blocked. This has now been passed to their infrastructure team to consider how to best resolve this issue. This has been listed along with other sites to be considered, assessed and possibly put forward within the next yearly or next 5 year plan.

The Roads and Highways Team say rain water gullies are the drains in our streets that most often run at the edge of the road, covered by grills. Sometimes they get blocked with leaves or litter, which can cause surface flooding.

The Council has changed the way it approaches Highway gully cleaning and it now has a continual programme of gully cleaning that leads to all gullies being cleaned on either a twelve-month or eighteen-month cycle. This programme adopts a risk-based approach to make use of the funding available for such work. This approach does make full and efficient use of the available funding but does not allow for ad-hoc cleaning in response to individual requests due to both the additional cost of responding to such requests and also the problems of diverting the gully cleansing contractor's resources from their set programme.

There is an Annual and Five Year Programme of Highway Drainage Improvements and the Head of Transport Projects & Engineering determines any short-term priorities to reflect the concerns of the local community and to agree the position of such schemes within the above programmes. The Highway Drainage Improvement Programme is prioritised on the following basis but not in this order:

- o Improvements to the safety of users of the Public Highway;
- o Improvements to the operational efficiency of the Public Highway;
- o Reduce the Highway Authority's liabilities to other landowners;
- o Locations in areas identified to be at high risk of flooding;
- o Schemes of a strategic nature;
- o Cost and ease of implementation;
- o Local concerns and Member interest.

Unfortunately, it is often difficult to improve the existing Highway drainage system to a point where it will cater for extreme rainfall events, extreme rainfall events are becoming increasingly frequent, and this is attributed to climate change. The Council's planning policies are aimed amongst to help reduce the burden of new development on the drainage system however there are difficulties with the existing drainage capacity. It is also worthwhile noting that Southern Water manages the public drainage system into which the Highway drainage frequently discharges and in many locations, the sewers are at capacity. Much of the sewer system carries both foul (sewage) and surface water (rain water) and connecting more gullies to the sewers results in sewage being discharge further downstream in extreme rain fall events and so Southern Water understandably frequently reject applications from the Council to connect more gullies in these circumstances

I hope this information is helpful for residents.

2. Door entry system at Ingram Court

This issue was raised at the West Residents meeting 16/4/2019. A response was given at the Area Panel on 4/6/19

The response said that *'From this point on we have changed our consultation process for installing new door entry systems and will carry out engagement with tenants and leaseholders through letters ahead of any formal consultation. This is in place with immediate effect'*.

However, work has started on a new door entry system at Lovegrove. Some residents were not aware of the planned work until it started. This raised two issues:

- a) Why did the promised consultation not happen effectively at Lovegrove?
- b) When promises are made at Area Panel and then not carried through it undermines confidence in the whole Area Panel system.

Ingram Court Residents' Association will be following up on this, but it was also felt it should be raised at Area Panel.

Action: III for West agenda setting meeting and all Area Panel agendas

Response from Glyn Huelin, Head of Housing Repairs & Improvements/
Business & Performance Team. T: 01273 293306

Thank you for your question.

As you have indicated the council has been reviewing our engagement processes for a range of works including planned programmes, door entry systems and door replacements. This has followed feedback from residents that we were not engaging effectively about changes and works that had an impact on tenants and leaseholders.

The replacement work for Lovegrove Court has been undertaken this was because this work was already in progress before the new engagement processes were introduced. In particular leaseholder consultation notices were sent out on 9th January 2019 and 3rd April 2019 so further early engagement was not appropriate for these projects.

All future and current main entrance door and door entry system replacements at blocks have been consulted with the new consultation process of receiving pre-engagement letters.

I hope this information is helpful and answers your question.

3. Field Officers

There is some confusion about the role of Field Officers.

The response to a question raised by North Area (Residents' question time, Area Panel agenda June 6th 2019) says that:

- a) The Field Officer team carries out enforcement action only on behalf of other council departments.
- b) Field Officers can be contacted on 01273 291485 or at fieldofficers@brighton-hove.gov.uk

It isn't clear when and why residents should contact Field Officers directly, as they can only action items raised by other council departments.

Action: III for West agenda setting meeting and all Area Panel agendas

Response from Brett Stacey, Field Officer Manager. T: 01273 291552

Residents can use the contact details given above to request information which relates to any issue which is currently under investigation by the Field officer team. Residents should continue to report any new concerns to the responsible council department using the information on the council's website.

4. Don't Walk By

The Council's recently launched 'Don't walk by' policy aims to encourage residents to immediately report issues and problems as soon as they become aware of them.

It was agreed that this is a good policy, and one that Resident Association representatives are in the forefront of implementing.

It was noted that this policy will only succeed if a) there is a clear, accessible and people-friendly way to report issues and b) reporting issues leads to action.

Problems with the system that residents have encountered are:

- If you phone, you are often put into a queue, with no indication of how long you will have to wait.
- You don't get to communicate with the person responsible for that area.
- You don't get any feed-back on how your complaint has progressed – it can feel that it disappears into a void.
- If there is no action as a result of the complaint, you have to go through the whole process again. People lose faith in the system, and the motivation to report issues.
- If the issue you have raised can't be resolved, you are not told why.
- Increasingly the only way to report issues is on-line. This discriminates against lots of people who do not have access to computers. Residents have been told they can go to the library, but this clearly discourages immediate reporting of problems.

It was agreed that if the Don't Walk By policy is going to work, residents' experience and feed-back on how the system works needs to be taken on board, and the system improved in the light of these comments.

A discussion about this was requested for the Area Panel.

Action: III for West agenda setting meeting and all Area Panel agendas

Response from Janet Dowdell, Tenancy Services Operational manager

T: 01273 293191

We are pleased residents agree this is a good policy and thank them for taking time to feedback on their experiences with reporting issues to us.

When we launched the policy we aimed to provide as many contact methods as possible to enable staff and residents to report issues easily in the method they choose. To do this we have tried not to add confusion by providing too many different routes into the service. Following this feedback we have added additional information to help understanding around where to report issues against different team contacts so that it reaches the correct part of our service without delay. See below:

How to report

Online:

- Complete a [Report a problem](#) form on the Council website
- [Join the Housing Facebook page & report non urgent issues](#)
- [Follow @BHCCtenants on Twitter for service updates](#)

By email or telephone:

Email: housing.customerservices@brighton-hove.gov.uk **For reporting of ASB & tenancy related issues. Fencing issues and Car parks and garage enquiries**

- Telephone: 01273 293030
- Email: BHCC.repairs@mearsgroup.co.uk **For reporting repairs to aerials, central heating, chimneys, external doors, drains and covers, flooring & walls.**
- Telephone Freephone 0800 052 6140 (24hrs) or 01273 294409
- Email: estatesserviceteam@brighton-hove.gov.uk **For reporting emergency sharps, lock changes, graffiti removal in communal ways, fly tipping on housing land, repairs to communal lights.**
- Telephone: 01273 294769
- Email: seniorshousing@brighton-hove.gov.uk **For reporting repairs please contact Housing customer services number as displayed.**
- Telephone: 01273 293030

By post, address all enquiries to:

Housing Centre
Unit 1 Fairway Trading Estate
Eastergate Road

Below are answers to

- If you phone, you are often put into a queue, with no indication of how long you will have to wait.

Response: The response time for calls to the Housing Customer Service team (01273 293030) is good, with the average waiting time in June being one minute. The Housing Customer Service team is increasingly receiving contact from residents by email and web enquiries, particularly for non-urgent queries and again response times to this form of contact is very good, with the team replying to the majority of queries in one working day. The council's telephony system does not have the facility to advise callers of where they are in the queue, if their call is not immediately answered. The current telephony contract is coming to an end and this is one of the features that we are looking to include in the future.

Mears telephony systems do not state how long a caller has to wait as this is dependent on how long the existing calls take to end, however the Repairs Helpdesk telephony system does indicate where the caller is in the queue e.g. "you are 2nd the queue". The average call wait time for the month of June for the Repairs Helpdesk was 52 seconds.

- You don't get to communicate with the person responsible for that area.

Response: If you are reporting a tenancy related issue and it needs to be managed as a case, the issue will be allocated to one of our Housing Officers working out of the area teams or our Complex Cases Team. If allocated, you will be provided with the Officer name and direct contact details and they will maintain contact with you until the case is closed. This guidance is aimed at reporting communal issues on Housing land and the service doesn't have area based officers for this.

- You don't get any feed-back on how your complaint has progressed – it can feel that it disappears into a void.

Response: When reporting a repair, you should be given a job reference number, if not please ask for it. For an update, please call the Repairs Helpdesk quoting the job reference number. Unfortunately Mears do not have resources to call residents to provide updates on the vast number of communal repairs carried out.

- If there is no action as a result of the complaint, you have to go through the whole process again. People lose faith in the system, and the motivation to report issues.

Response: If you are not satisfied with the Repairs Service, please follow the agreed Process for Resident Representatives to Resolve Repairs Issues.

- If the issue you have raised can't be resolved, you are not told why.

Response: As above, if you have a job reference number you can make enquiries to Mears about any reports you make to the service for a repair. When managing requests for funding under the new Environmental Improvement Budget, we have introduced a process which includes direct feedback on projects being considered. The projects coming from our new Environmental Improvement Meetings will also follow this process and results will be posted on the website.

- Increasingly the only way to report issues is on-line. This discriminates against lots of people who do not have access to computers. Residents have been told they can go to the library, but this clearly discourages immediate reporting of problems.

Response: We provide details of the many different methods of accessing our service and although for many, email is the most straightforward we understand that this will not be the case for all residents. We ensure all methods of accessing the service are managed by staff but some receive high levels of demand, and this can sometimes lead to a delay in our ability to respond quickly.

5. Equality and inclusivity of customer services

It is becoming more and more difficult to contact customer services unless you do this on line. It was agreed that this is discriminatory and not good practise in terms of the council's commitment to equality and inclusivity.

Alternative options need to be available so everyone is able to access the services.

Action: III for West agenda setting meeting and all Area Panel agendas

Response from Tracie James, Housing Customer Services Manager. T: 01273 293212

I am sorry to hear that some residents are having difficulties in contacting Housing Customer Services. We want our residents to have a choice of methods to contact us; they can ring us, email, send a tweet or a Facebook message.

We're keen to encourage people who can, to report on line, but this is just one method of contact and it allows residents who are unavailable during working hours, to contact us. We are currently replying to emails and on line form requests within 24 hours.

On average we receive approximately 3000 phone calls a month and in June had an average telephone answering time of 1 minute 16 seconds. Housing Customer Service is currently exceeding the Council customer promise for contact.

However, there may be times when many people call us at the same time, which means waiting times will increase. We are currently looking into how we can introduce a queuing system, so people will know how long they may have to wait; this means if they phone at a busy time they can decide whether to wait or phone later.

If you have any further questions please do not hesitate to contact me.

6. Rubbish clearance at Clarendon & Ellen

There has been a reduction in the number of rubbish bins at Clarendon & Ellen. At Livingstone, for example, bins have been reduced from 11 to 2. These are supposed to be collected every day, but this doesn't happen. Rubbish then piles up around the bins and becomes a health and safety issue.

The bins have also been relocated on to a public road, leading to them being used by people not living at Clarendon & Ellen and compounding the problem.

Measures need to be taken to ensure that City Clean carry out their contractual duties properly.

Action: III for West agenda setting meeting and all Area Panel agendas

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Response from Lynsay Cook, Head of Business Support & Projects, T: 01273 292448

The bins in the Clarendon and Ellen Estate have not been reduced. The refuse and recycling bins in the surrounding area had to be moved, as they were a fire risk due to their location against the buildings. A City Clean Team Leader has met with Housing Officers and tenants to talk over what we are proposing to do with the bins. At the moment the bins have been moved from away from the building and placed in two car parking spaces towards the road. We are currently waiting on delivery of new communal bins, which are the larger bins around the city. Once these bins have been installed they will be collected frequently, starting with collections every day until we can gauge how many collections are required to avoid overflow. In the interim we are trying to arrange for the crew usually emptying on a Thursday, to also do so on a Monday, to reduce the amount of waste that is being blown into the street

7. Rats at Clarendon & Ellen

There is a major rat problem at Clarendon & Ellen. In Ellen Street, there is a rat hole in the public garden against the bedroom wall of one of the houses. A resident has videoed 6 rats coming in and out of this hole.

A number of concerns were raised:

- Calls to the 293030 line resulted in the suggestion that a supervisor came out to look at the situation in a couple of weeks' time. A quick response is needed when dealing with a vermin problem; this is a health and safety issue.
- Individual residents have been told that they are responsible for the cost of pest control. This is unreasonable when building work and uncollected rubbish have helped create, and then added to the problem.
- Residents have been told that if the problem is 'outside' then the council will pay costs, and if it is 'inside' the resident is responsible. This is a difficult distinction to make as rats move between areas and residents can be experiencing a problem in their homes which is caused elsewhere.

It was agreed to raise this at Area Panel and ask for a) quicker response times when vermin problems are reported and b) clarification of the reasoning about when the council or the resident are responsible for payment.

Action: III for West agenda setting meeting and all Area Panel agendas

Response from Tracie James, Customer Services Manager T: 293212

This case was raised as "urgent" with Mears but the contractor advised this can take up to 20 days for action to be taken.

Generally, if rats are in the resident's property, it is the responsibility of the resident to deal with the problem; this is stated in the Tenancy Handbook. If the problem is in the communal area, then the council takes responsibility for dealing with this.

Response from P&I

Thank you for your question. In this case our sub-contractors, Betapest, have carried out a 3-stage rat eradication treatment to the communal garden area which backs onto the property and Mears returned on 19th July to repair the wall and fill in two holes where the rats were coming from.

As a general rule, it is the tenant's responsibility to deal with pests inside their home, and some can be dealt with themselves. However, some pests need specialised treatment and it is essential to get professional advice on how to deal with them safely without damaging the environment. The council's Pest Control Team offers advice on all types of pests. They treat rats, mice, cockroaches, wasps and fleas. You can contact them on 01273 294266.

In summary, individual properties are usually responsible for paying for the eradication of pests however, for communal properties or cases affecting multiple homes the council will raise jobs when pests are reported for infestations to the common ways, affecting a number of dwellings or where there is a structural impact, such as in this case with the rats in the communal gardens.

I hope this information is helpful.

8. Report back on major works at Clarendon & Ellen

Major works, including replacing windows, doors and roofs, have been taking place at Clarendon & Ellen since May 2019. Resident representatives were told there would be a survey done on each flat before work started, but this hasn't happened. Instead standard work is being carried out across all properties.

Residents asked for an explanation of why the individual surveys have not taken place.

Action: III for West agenda setting meeting and all Area Panel agendas

Response from Ella Warde,
Partnership & Resident Liaison Officer/Business & Performance Team.

Thank you for your question which we have followed up with the Major Projects team at Mears.

Mears have confirmed that prior to windows being fitted, every property had a survey completed by our contractors, Lee Sullivan. As part of this the windows were measured and photographs were taken, prior to ordering the new window.

We can also confirm that no other surveys are being carried out to individual flats and apologies if there has been any misunderstanding.

If there are specific items that residents feel need to be considered or further surveys are needed please let us know through our enquiries team at Pandlenquiries@brighton-hove.gov.uk

9. Upkeep of gardens

A lot of properties in the Knoll area have gardens which are not being maintained. There does not appear to be any enforcement of tenancy requirements to keep your garden tidy.

It was agreed to ask for information on what action the council takes to ensure gardens are properly maintained.

Action: III for West agenda setting meeting and all Area Panel agendas

Response from Jake Woollard, Housing Officer, Complex Case Housing Team
T: 01273 291937

Untidy Gardens Project Brief - Hangleton Summary

July 2019

The untidy gardens project has been in full operation since the beginning of January 2019. The project has been led by Housing Officer, Jake Woollard and assisted by two new Housing Apprentices.

Hangleton

The number of untidy garden cases in Hangleton that have been allocated to the team since the start of the project is 62 (as of the date of this brief).

By writing to, visiting and otherwise positively engaging with tenants, the number of cases the team has managed to address, resolve and close currently stands at 38, which is just over 61% of the overall untidy garden cases raised in Hangleton.

Here are some before and after examples of one of the team’s recent cases in the Hangleton area:



This particular garden was entirely dealt with by the tenant after the team sent several letters and conducted multiple visits.

The team will continue to carry out inspections in Hangleton for the duration of the project. As part of these inspections, we will monitor all existing cases, as well as identify any new cases along the way; however, if you wish to raise any specific issues, please do so by emailing

Housing.customerservices@brighton-hove.gov.uk

10. Age restricted blocks

Philip Court was built as a block for over 50's. Residents moved into the block on this understanding, and were given to believe this would continue. The adult children of some residents were unable to move into Philip Court with them. At some stage, with no consultation or even notification to residents, the over 50's status of the block was removed.

It was noted that Clarke Court and other blocks in the city have also lost their over-50's status, and that this is an issue of city-wide concern.

Philip Court Residents' Association would like the block to still be designated as over 50's and are asking for the council to re-introduce this.

The following points were raised for Area Panel:

- Why were residents not consulted or informed about the change to Philip Court and other block's over 50's status?
- Why was the over-50's status removed?
- Will Brighton & Hove City Council commit to a policy of re-introducing over 50's blocks? If the impediment to doing this is central government regulations, B&HCC should lobby for these to be changed, so they can implement a policy requested by their residents.

Action: III for West agenda setting meeting and all Area Panel agendas

Response from Lorraine Bourton, Housing Manager- rehousing
T: 01273 293217

Thank you for your enquiry about age restrictions in council properties.

The age restriction has not been removed from Philip Court. We would not however, advertise a property for re-letting with the age restriction if the property had a mobility rating as the latter takes priority.

Residents Question Time

Items from East Resident Only Minutes 20/06/19

1. *Field Officers*

People are concerned that the Field Officers are not responding effectively to problems that arise on estates. An example was given from Robert Lodge, when a group of men were outside drinking and causing a disturbance. The issue was reported but no known action was taken and the complainant didn't receive any feedback about whether any action had been taken.

Action: 3 stars (III)

It was agreed to raise this at the Agenda Setting meeting and request the following information:

- What percentage of the Field Officer's service costs are covered by the Housing Revenue Account?
- What percentage of the Field Officer's work takes place on Council housing estates?

Response from Brett Stacey, Field Officer Manager

T: 01273 291552

The Field Officer Team responds consistently to all requests for service regardless of the tenure of the property. It is a developing service and the effectiveness of the service is being constantly improved as a result of feedback received from the public. The team welcomes suggestions for specific improvement where shortfalls can be identified.

ASB in a communal area is not within the Field Officer remit and should be reported to the Police or to Housing Customer Services. No record of any correspondence relating to this incident can be found, without the date of the incident or the identity of the reporter an effective search of our records is not possible.

The Housing Revenue Account contributes 17.1% of the costs of the Field Officer service. 24% of the all of the service requests dealt with by the Field Officers in the first quarter of 2019/2020 were related to Housing Revenue account property. In addition to this the Field Officers will be delivering a new innovative way to bring about neighbourhood improvements on behalf of Housing. Housing officers worked with Field Officers to review the service delivery model for estate inspections and developed a new approach to gather ideas and suggestions of residents via an on-line survey. Our Field Officers will hold local community meetings with residents, Councillors and service providers to review the results of the survey for each area. The first meetings are planned for August 2019 and the Environmental Survey went live on the website on 27 May 2019.

2. Communication

There has been a marked deterioration in communication between Council officers and residents' reps. The following examples were given:

- a. A new bench for Craven Vale was agreed by the Estate Development Bid Panel and the Residents Association provided details about the exact location. When the Residents Association asked when the bench was due to be installed they were told the concrete base had already been laid. They checked the area and found that it was in the wrong place. They informed the contractor and asked them to ensure that the bench be placed in the location originally agreed. A few days later the bench was installed in the wrong place. This error could have been avoided by the contractors contacting the Residents Association before starting the work.
- b. At the Area Panel meeting on 3rd June Martin Reid, Assistant Director of Housing, committed to contact Woodingdean Residents Association and arrange a walk about of their area to identify possible EDB bids. Two weeks later, the Woodingdean rep has still not heard from Martin Reid's office.
- c. At the Area Panel meeting on 3rd June Chris El Shabba arrived ready to chair the meeting, as Mary Mears thought she would not be able to attend. Chris had spent two hours going through the agenda and preparing for the meeting. When the meeting started those present were advised that Nicole Brennan would chair the Area Panel. It transpired a separate meeting had been held that afternoon to make this decision. This caused a lot of tension in the meeting which meant that issues were not discussed as effectively or as constructively as they should be.
- d. Due to recent events, we have had feedback that some residents are experiencing a sense of disempowerment especially when officers take a lead role rather than supporting residents to be the decision makers. Residents would like to remind the officers to be mindful of 'taking over' even when the intentions are good this can be very disheartening for genuine partnership working between the council and resident groups.

Action: 3 stars (III)

It was agreed to raise this at the Agenda Setting meeting and request that procedures are put in place to ensure that agreements on communication with Residents Associations be carried out consistently.

Response from Sam Warren, Community Engagement Manager,

T: 01273 296821

The Community Engagement Team are working with the all tenant and leaseholder groups and council services to try to ensure that where possible residents are able to influence and lead change or if this is not possible or appropriate residents are always informed and consulted within a reasonable timeframe. We acknowledge that on a number of occasions this has not been to the standard it could have been and will be working on this through the Involvement and Empowerment Group.

Response from Abraham Ghebre-Ghiorghis

Monitoring Officer and Executive Lead Officer, Strategy Governance and Law,

T: 01273 291500

The original terms of reference of Housing Area Panels stated that the Chair of an Area Panel would be appointed by the Housing Committee and, in the absence of such as appointment, the position should fall to a Member of the Administration. In a report to the Policy & Resources Committee in 2014, reference was made to the preference of tenants that the Ward Members for the Area should vote for the Chair, but this did not form part of the formal recommendations that were approved. The position therefore remained unchanged. There is however some difference of opinion in Area Panel members on how the process should work

Given the lack of clarity on the position, it was agreed by Group Leaders (the Leaders of the three political groups in the Council) that the matter be referred to the Constitutional Working Group for a review. This will happen in the coming month or two. It is proposed to bring the recommendations to Housing Area Panels before a decision is made by the Council on any changes to the constitution of the Area Panels.

In the meanwhile, pending the review, it was agreed (in line with the original terms of reference and usual custom and practice) that the Chair is appointed by the Housing Committee and, if no appointment is made by the committee, one of the ward Members who is a member of the administration should share the Panel.

Response from Martin Reid, Assistant Director of Housing,

T: 01273 293321

Abraham has provided the text on the issue of the decision over who decides who Chair's the meeting. Also, the referral to the Constitutional Working Group of this process as it relates to all Area Panels for review owing to the ambiguity over what residents felt the process was following a previous (2014) review and what is actually in the Constitution.

Head of Communities and Equality, Emma McDermott, and I have discussed and by way of follow up on the last meeting we also propose that I, along with Emma and / or Community Engagement Manager Sam Warren, offer to meet with East Area Panel resident reps prior to the next Panel (on 2 September) to follow up on any remaining issues of concern regarding how they were informed of the advice on Chairing arrangements at the last meeting. I would be happy to discuss if any issues arising or any further advice or input would be of use.

I apologise for the delay in organising the Woodingdean walk around with the Residents Association, however I can confirm that this is now happening on 15 August 2019.

2. Decent Homes Standard

The Housing Management Performance Report presented to the Area Panel on 3rd June stated that 100% of homes meet the Decent Homes Standard (page 67, item

4.9). However, most properties have not been inspected since the large scale survey of kitchens and bathrooms was carried out more than 5 years ago. It is therefore possible that several properties have fallen below the Decent Homes Standard, particularly in relation to their kitchens and bathrooms.

Action: 3 stars (III)

It was agreed to raise this at the Agenda Setting meeting and request the following information:

- What action can be taken by tenants who believe the condition of their home may fall below the Decent Homes Standard?

Response from Glyn Huelin, Head of Housing Repairs & Improvement

T: 01273 293306

Thank you for your enquiry. I have included some background information on the decent homes standard which might be helpful.

This information is also available online at <https://new.brighton-hove.gov.uk/housing/council-housing/how-we-invest-your-council-homes>

We make sure all of our council homes meet our Brighton & Hove standard. This means that our homes will:

- meet the current standard for housing set by the government
- be in a reasonable state of repair
- have reasonably modern facilities
- be warm and comfortable
- include any additional items agreed with tenants

For kitchens and bathrooms this means that at least one of the kitchen or bathroom should meet the government standard for age and condition.

The following planned works and gas boiler installations have been completed over the last three months (from April to June 2019) to maintain the Decent Homes Standard:

- 92 new kitchens
- 31 new bathrooms
- 5 new doors fitted
- 91 new window installations
- 71 properties rewired
- 18 new roofs installed
- 181 new gas boilers installed.

In order to continue to improve the information we hold about the condition of properties we are undertaking a Stock Condition Survey over the next few months. This will involve surveying 20% of the council housing stock internally and will help to inform future programmes. Once this has been completed we will update residents and share our future programmes.

Following on from this, we will continue to survey 20% of the stock each year through in house staff.

Residents can also report decent home issues to Mears 0800 052 6140 or 01273 294409 or email bhcc.repairs@mearsgroup.co.uk

If residents have particular concerns about condition and would like a surveyor to visit please contact our Property & Investment team at Pandlenquiries@brighton-hove.gov.uk

Items from the Central Tenant Only meeting held on 26/6/19

1. How can we deal quickly and effectively with local upkeep and environmental issues?

It was agreed that there is no effective procedure for identifying and resolving building and environmental problems at an early stage. Small issues become big ones, and persistent small problems generally make people's homes and environment more difficult.

It was felt that despite an increase in personnel – Field Officers, Community Engagement Officers – there were no improvements in this area. It was also felt that the 'Don't Walk by' policy is not working effectively, as people generally do not report problems. Estate Inspections had been a past attempt to address this, but were also not entirely successful.

It was agreed that a review was needed to look at procedures for identifying and sorting out building and environment problems, as they arise.

Action: III to agenda setting meeting for Area Panel

Response from Janet Dowdell / Tenancy Services Operational Manager / Housing Services / 01273 293191

'Don't walk by'

We are pleased residents agree this is a good policy and thank residents for taking the time to provide feedback on their experiences with reporting issues to us.

When we launched the policy we aimed to provide as many contact methods as possible to enable staff and residents to report issues easily in the method they choose. To do this we have attempted to avoid confusion by providing too many different routes into the service. Following this feedback we have added additional information to help understanding around where to report issues against the different team contacts so that it reaches the correct part of our service without delay. See below –

How to report

Online:

- Complete a [Report a problem](#) form on the Council website
- Join the Housing Facebook page & report non urgent issues
- Follow @BHCCtenants on Twitter for service updates

By email or telephone:

Email: housing.customerservices@brighton-hove.gov.uk **For reporting of ASB & tenancy related issues. Fencing issues and Car parks and garage enquiries**

- Telephone: 01273 293030
- Email: BHCC.repairs@mearsgroup.co.uk **For reporting repairs to aerials, central heating, chimneys, external doors, drains and covers, flooring & walls.**
- Telephone Freephone 0800 052 6140 (24hrs) or 01273 294409
- Email: estatesserviceteam@brighton-hove.gov.uk **For reporting emergency sharps, lock changes, graffiti removal in communal ways, fly tipping on housing land, repairs to communal lights.**
- Telephone: 01273 294769
- Email: seniorshousing@brighton-hove.gov.uk **For reporting repairs please contact Housing customer services number as displayed.**
- Telephone: 01273 293030

By post, address all enquiries to:

Housing Centre
Unit 1 Fairway Trading Estate
Eastergate Road
Brighton
BN2 4QL

Below are answers to specific queries -

- If you phone, you are often put into a queue, with no indication of how long you will have to wait.

Response: The response time for calls to the Housing Customer Service team (01273 293030) is good, with the average waiting time in June being one minute. The Housing Customer Service team is increasingly receiving contact from residents by email and web enquiries, particularly for non urgent queries and again response times to this form of contact is very good, with the team replying to the majority of queries in one working day. The council's telephony system does not have the facility to advise callers of where they are in the queue, if their call is not immediately answered. The current telephony contract is coming to an end and this is one of the features that we are looking to include in the future.

Mears telephony systems do not state how long a caller has to wait as this is dependent on how long the existing calls take to end, however the Repairs Helpdesk telephony system does indicate where the caller is in the queue e.g. "you are 2nd the queue". The average call wait time for the month of June for the Repairs Helpdesk was 52 seconds.

- You don't get to communicate with the person responsible for that area.

Response: *If you are reporting a tenancy related issue and it needs to be managed as a case, the issue will be allocated to one of our Housing Officers working out of the area teams or our Complex Cases Team. If allocated, you will be provided with the Officer name and direct contact details and they will maintain contact with you until the case is closed. This guidance is aimed at reporting communal issues on Housing land and the service doesn't have area based officers for this.*

- You don't get any feed-back on how your complaint has progressed – it can feel that it disappears into a void.*

Response: *When reporting a repair, you should be given a job reference number, if not please ask for it. For an update, please call the Repairs Helpdesk quoting the job reference number. Unfortunately Mears do not have resources to call residents to provide updates on the vast number of communal repairs carried out.*

- If there is no action as a result of the complaint, you have to go through the whole process again. People lose faith in the system, and the motivation to report issues.*

Response: *If you are not satisfied with the Repairs Service, please follow the agreed Process for Resident Representatives to Resolve Repairs Issues - please find attached.*

- If the issue you have raised can't be resolved, you are not told why.*

Response: *As above, if you have a job reference number you can make enquiries to Mears about any reports you make to the service for a repair. When managing requests for funding under the new Environmental Improvement Budget, we have introduced a process which includes direct feedback on projects being considered. The projects coming from our new Environmental Improvement Meetings will also follow this process and results will be posted on the website.*

- Increasingly the only way to report issues is on-line. This discriminates against lots of people who do not have access to computers. Residents have been told they can go to the library, but this clearly discourages immediate reporting of problems.*

Response: *We provide details of the many different methods of accessing our service and although for many, email is the most straight forward we understand that this will not be the case for all residents. We ensure all methods of accessing the service are managed by staff but some receive high levels of demand, and this can sometimes lead to a delay in our ability to respond quickly.*

Subject:	Youth Service Update and Use of Housing Revenue Account Funding		
Date of Meeting:	19 June 2019		
Report of:	Executive Director of Families, Children and Learning		
Contact Officer:	Name:	Caroline Parker	Tel: 01273 293587
	Email:	caroline.parker@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE

1. PURPOSE OF REPORT AND POLICY CONTEXT

1.1 The purpose of this report is to provide members with an update on youth services including the use of the Housing Revenue Account's (HRA) annual £250,000 contribution to the budget. The report includes information on performance from April 2018 to March 2019 including outcomes for Council tenants and their families. The report also includes information on the Youth Led Grants and the work of the Council's Youth Participation Team. This report was discussed by the Children, Young People and Skills Committee on 17 June.

2. RECOMMENDATIONS:

2.1 That the Committee notes the report.

2.2 That this report is presented to the next round of Area Panels.

2.3 That Housing & New Homes Committee agrees in principle, subject to the views of Area Panels, to include a minimum of £0.125m for youth services in the HRA Budget for 2020/21 in order to extend existing contracts for 6 months to October 2020. This will be subject to Policy, Resources & Growth Committee (PR&G) approving this as part of the HRA budget in February 2020.

2.4 That a progress report is considered by the Committee in June 2020.

3. CONTEXT/ BACKGROUND INFORMATION

3.1 The Housing Revenue Account contributes £250,000 to the Youth Services budget to help maintain services for young people. The total Youth Service budget of £886,000 for 2019/20

Youth Grants Programme

3.2 The Youth Grants Programme runs from 1st October 2017 to 31st March 2020 with an annual budget of £400,000. The Youth Grants Programme is based on four areas of the city and three citywide specialist equalities services, with a

focus on young people living in council house tenancies (see appendix 1). Providers are commissioned to promote positive changes for young people based around both short and long term outcomes. The focus of the programme is the impact on young people's lives and their experience of the services that they use rather than processes such as numbers of service users or opening hours.

- 3.3 In order to align the programme more closely to HRA objectives, the service specifications were revised to reflect the geographical location and density of council properties within the city to maximise opportunities and improve outcomes for council tenanted households.
- 3.4 Three key priorities for council tenants were identified as:
- The reduction in anti-social behaviour in communities with council house tenancies:
 - Improving the social inclusion of young people in communities with council house tenancies
 - Supporting young people in communities with council house tenancies to improve their readiness for employment
- 3.5 The youth grant providers have developed relationships with housing colleagues and other agencies through the housing clusters and casework to work preventatively to identify and address any anti-social behaviour issues (ASB). Feedback from the housing teams has been very positive, with fewer reports of ASB relating to young people coming up at the cluster meetings, and some good examples of joint case working between housing officers and youth workers.
- 3.6 In order to maximise the impact on HRA tenants, the delivery of both detached youth work and centre based activities has been targeted in areas of high density council stock to improve engagement levels and outcomes for young people living in council housing.
- 3.7 The area based providers use a central ICT (Aspire) system to manage their casework and report on outcomes for young people. The equalities providers record their data separately. Quarterly service review meetings are held with providers in conjunction with housing colleagues to ensure that council house tenants benefit from the funding.
- 3.8 A summary of performance information on work with young people is attached at Appendix 2. Around 2200 different young people accessed services with an average of eight visits each. In total 36% of visits were from Council tenants. The youth providers are using this information to look at how to increase the participation of council tenants. The report also includes information about the take up of different activities. It is important to note that services vary in intensity ie. a large open access group attended by lots of young people compared to small group or one to one support. In the case of detached work it can be difficult for youth workers to get the full names of the young people they are working with which can impact on the accuracy of the of young people from HRA properties taking up services in the performance monitoring reports. For the first time this report also includes information on contacts by the numbers of outcomes achieved with 71% of contacts achieving at least one outcome. A trial of Progress Star outcomes began in July 2018. The report includes results for 53 young people. Initial (baseline) assessment scores are compared to the

most recent assessment scores over five assessment elements.

- 3.9 Each of the lead providers have completed a narrative monitoring report to address how their services have:
- included young people in the development and delivery of services;
 - enabled young people with Protected Characteristics e.g. BAME, disabled or LGBT or with multiple disadvantages e.g. facing school exclusion, experiencing mental health issues and/or poverty to feel safer and supported;
 - supported communities with council house tenancies, particularly around anti-social behaviour, social inclusion and improving readiness for employment;
 - delivered a particular project that demonstrates good youth work practice and evidences positive impact.
- 3.10 Copies of the monitoring reports are at appendix 3 and also include case studies to show the detail of the work. The reports describe the work of each area in detail and explain the contacts the providers have had with the local Housing Cluster meetings and Local Action Teams.
- 3.11 The Youth Grants were due to end in March 2020. The proposal is to extend the grants for six months to the end of September 2020 to allow more time for the re-commissioning process. This will include taking account of a wider review of preventative services.

Youth Led Grants

- 3.12 In the 2018/19 budget a further £90,000 was agreed to fund the voluntary sector to deliver youth work. The Cross Party Youth Group (CPYG), which included young people representing various organisations, developed proposals for how this investment should be allocated to improve outcomes for young people across the city. The funding has been used for a small grants programme for projects lasting up to a year. The young people led evaluation panels and made decisions on what was funded. The Brighton and Hove Youth Led Grants were winners of the British Youth Council, London, South East and East Regions Award for best Youth Led Project.
- 3.13 The young people reviewed the process and recommended changes to the framework for the 2019/20 bidding round. Further applications were considered in April 2019. A summary of the successful bids is at appendix 4.
- 3.14 The proposal is to bring a progress report on the Youth Led Grants to the Children, Young People and Skills Committee in November 2019.

Youth Participation Team

- 3.15 The Council's Youth Participation Team deliver advocacy for children in social work, youth participation targeted at vulnerable young people and an independent visitors service for children in care. More information about the work of the Youth Participation Team can be seen at <https://www.youtube.com/watch?v=Gibal7N8d3U>.

- 3.16 The team delivers the Youth Advocacy Project which supports children and young people aged 8 to 21 who are cared for by the authority and care leavers ensuring their rights are respected. In 2018/19 they supported 147 children and young people.
- 3.17 The Independent Visitors team support a buddy system for young people in care and care leavers. Independent Visitors undergo a rigorous vetting and training procedure. They are all volunteers who commit to a minimum of 2 years to buddy-up with a young person. Ten new Independent Visitors were trained and accessed in 2018/19. A training day for 23 potential new IVs was held in April.
- 3.18 The Team supports the Children in Care Council which represents the views of children in care and care leavers to improve support for these young people. Meetings are held monthly and the number of young people attending increased over the year. The team also reintroduced the Ask, Report, Change (ARC) programme with 5 new assessors trained and one residential assessment visit completed. The Young Ambassadors programme recruits and trains young people who are looked after, care leavers and those supported by Social Work, to be used to support recruitment of Families, Children and Learning staff including all new social workers.
- 3.19 The Youth Participation Team support young people across the city to present their views to key decision makers to influence change on both a local and national level. The Youth Council sent their UK Youth Parliament representative to the national Youth Parliament sitting in the autumn. A partnership of young people from across the city including the Youth Council, voluntary sector youth providers, and Children in Care Council have fed into the Youth Cross Party Working Group and the Youth Led Grants process. The young people are considering options to reach a wider group.
- 3.20 The Team supports young people facing multiple barriers to education to gain formal accreditation outside school through the Youth Arts and Duke of Edinburgh (DoE) awards. The team supported 41 targeted young people to work towards Duke of Edinburgh Awards and 44 young people to achieve Arts Awards. This work was partly funded by National Collaboration Outreach Programme (NCOP) which ended in September 2018. Support for the DoE awards is now available from the Duke of Edinburgh organisation following an increase in the number of DofE licences in the city. Support for young people to access Arts Awards is now partly funded by the national Troubled Families Initiative and is focussing on young people whose mental health issues are preventing them from attending school.

4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

- 4.1 The alternative option considered as part of the budget process was a greater reduction in funding for youth services which would have led to less commissioned services.
- 4.2 The funding arrangements were changed to a grant process rather than a contract following feedback from the market and a change in commissioning requirements.

how to integrate all services around young people and decide what facilities are needed and how to make these available and accessible, wherever possible maximising the utilisation and potential of all local partners' assets.

Lawyer Consulted: Natasha Watson *Date: 4/06/2019*

The HRA is primarily a landlord account, containing income and expenditure arising from the council's housing functions. Department of Environment Circular 8/95 gives advice in relation to the operation of that account. It provides that where amenities benefit the wider community, costs should be shared between the HRA and General Fund. Items specifically mentioned include amenities such as play and other recreational areas, grassed areas and gardens, community centres and play schemes. In each case it is for the local authority to form its own judgment on whether provision should be charged to the HRA or General Fund. In 2017, budget council determined that the HRA should contribute £250,000 to Youth Services. Budget council in 2019 approved a further contribution of £250,000 from the HRA to Youth Services. A further contribution as proposed in the report is within the council's powers, but is subject to the budgetary approvals process outlined in paragraph 7.2.

Lawyer Consulted: Liz Woodley *Date 23/05/19*

Equalities Implications:

- 7.5 The Youth Participation Team focus support on vulnerable young people including children in care and care leavers. Monitoring information from the Youth Grants providers includes details of the take up by young people from protected groups. The reports from the Youth Grants Providers include information on how services have enabled young people with Protected Characteristics, or with multiple disadvantages to feel safer and supported.

Sustainability Implications:

- 7.6 The Youth Grants Programme has been designed to reflect the geographical location and density of council properties within the city to reduce the need for travel and maximise the sense of community for council tenanted households.

Any Other Significant Implications:

- 7.7 One of the intended outcomes of the Youth Grants programme is to decrease young people's antisocial behaviour in the targeted areas. Both the Council and commissioned services aim to increase the engagement of young people and help ensure young people feel they have a voice in their community.

SUPPORTING DOCUMENTATION

Appendices:

1. Youth Grants Programme Service Areas
2. Youth Grants Performance Summary
3. Youth Grants Narrative reports
4. Youth Led Grants awards for 2019/20

Documents in Members' Rooms: None **Background Documents:** None

Appendix 1 - Youth Grants Programme 2017 – 2020

Service Area	Providers	Wards	Budget 2017/18 (1/2 year)	Budget 2018/19 & 2019/20
Hangleton, Portslade and West Hove	The Hangleton & Knoll Project (lead) YMCA (partner)	<ul style="list-style-type: none"> • Hangleton and Knoll • Hove Park • North Portslade • South Portslade • Westbourne • Wish 	£39,500	£79,000
Whitehawk and The Deans	The Trust for Developing Communities (lead) The Deans Youth Project, Impact Initiatives (partners)	<ul style="list-style-type: none"> • East Brighton • Rottingdean Coastal • Woodingdean 	£30,500	£61,000
Moulsecomb & Patcham	The Trust for Developing Communities (lead) Impact Initiatives, Albion in the Community Extratime, Friends, Families and Travellers, Bevendean Activities Group (partners)	<ul style="list-style-type: none"> • Hollingdean and Stanmer • Moulsecomb and Bevendean • Patcham 	£44,000	£88,000
Central Hove and Brighton	Brighton Youth Centre (lead) Young Peoples Centre, Turner Project, Youth Advice Centre (partners)	<ul style="list-style-type: none"> • Brunswick and Adelaide • Central Hove • Goldsmid • Hanover and Elm Grove • Preston Park • Queen's Park • Regency • St. Peter's and North Laine • Withdean 	£49,500	£99,000
Equalities: LGBTU	Allsorts Youth Project Ltd		£9,500	£19,000
Equalities: BME	Black and Minority Ethnic Young People's Project		£9,500	£19,000
Equalities: Disabilities	Extratime		£9,500	£19,000
Aspire			£8,000	£16,000
		Total	£200,000	£400,000

YOUTH GRANTS PROGRAMME

Monitoring Report

1st April 2018 to 31st March 2019

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1. PROVIDER OVERVIEW

- **Contacts** are defined as the number of individuals unique to each provider.
- **Visits** are the total number of young people attending activities.
- **Tenants** are young people living in Brighton & Hove Council housing.

On average, young people attend an activity eight times over the year.

36% of visits by young people living in Brighton & Hove are made by council tenants.

	Unique Contacts	Number of Visits	Average Visits per Contact	Visits by Council Tenants	% Visits by Council Tenants
BH BYC - Brighton Youth Centre	810	5,291	7	1,318	25%
BH Hangleton and Knoll	249	2,935	12	1,485	51%
BH Tarnerland	232	1,666	7	271	16%
BH The Deans Youth Project	66	790	12	301	38%
BH The Trust for Dev. Communities	382	2,343	6	1,312	56%
BH YAC	230	347	2	47	14%
BH YPC	92	541	6	124	23%
Overall	1,833*	13,913	8	4,858	35%
Brighton & Hove residents only	1,680	13,370	8	4,851	36%

In addition to the information recorded on the ASPIRE case management system (above), the following groups provided support for 536 young people, who made more than four thousand visits to these services over the year.

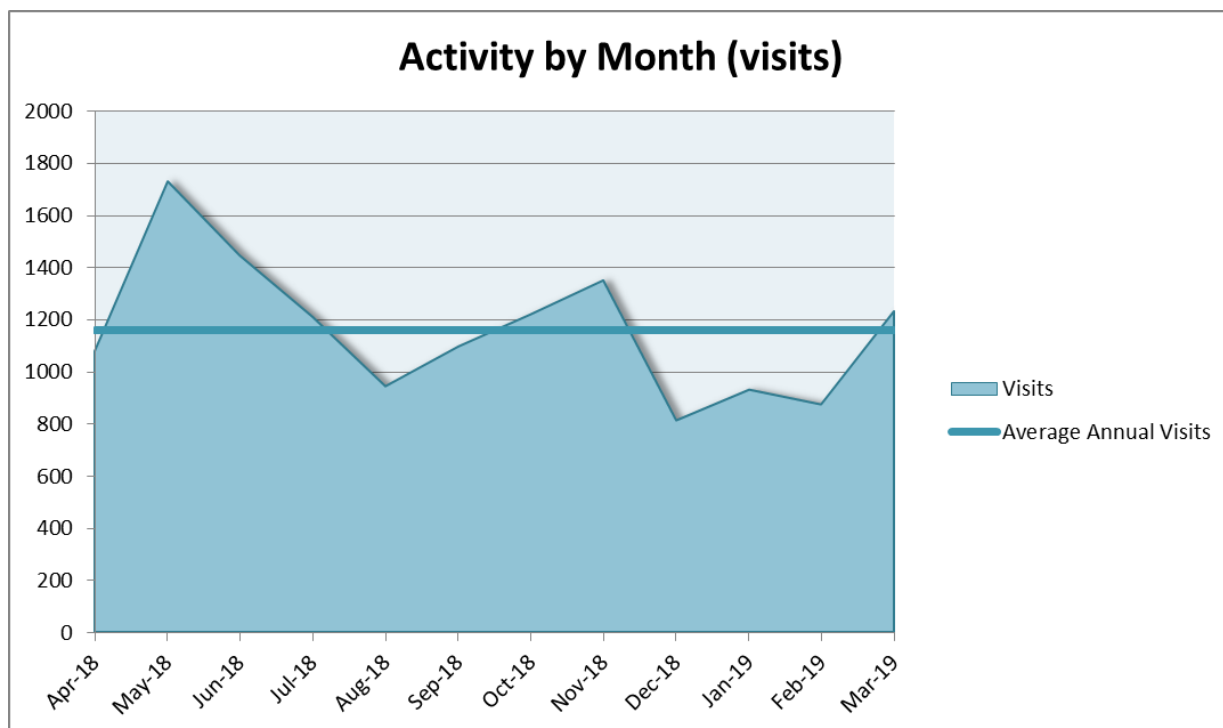
	Unique Contacts	Number of Visits	Average Visits per Contact
Allsorts	193	1,614	8
BMEYPP	133	1,429	11
Extratime	19	461	24
TDC Young Travellers	101	404	4
YPC Global Social	90	432	5
Total	536[†]	4,340	8

* Total unique contacts for all services are less than the sum of unique contacts for each provider as young people attend more than one service.

† As these groups do not share a client database, there may be some double-counting of YP attending more than one group.

2. ACTIVITY BY MONTH

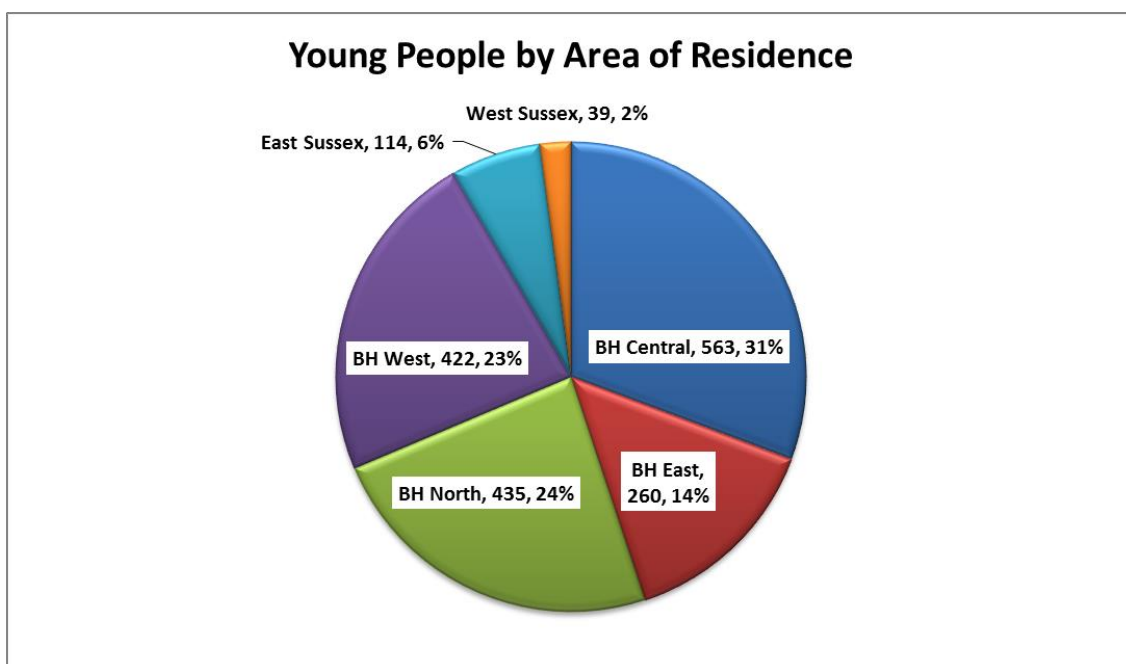
The number of visits to Youth Services each month is seasonal with fewer numbers in December to February and peak numbers in May/June.



- Brighton Youth Centre was the largest contributor to the peak in May, with 761 visits, their highest of the year.
- The Hangleton & Knoll Project had the next highest numbers in May, at 375, but their busiest month was August, with 426 visits. This peak is hidden in the chart above as most other providers see some of their lowest numbers in August.
- The peak in November is only slightly above the annual average (+189 more visits in November against a monthly average of 1,159) but seems higher when viewed against a dip in visitor levels of a similar scale (-215 against the average) in August.

3. YP'S AREA OF RESIDENCE

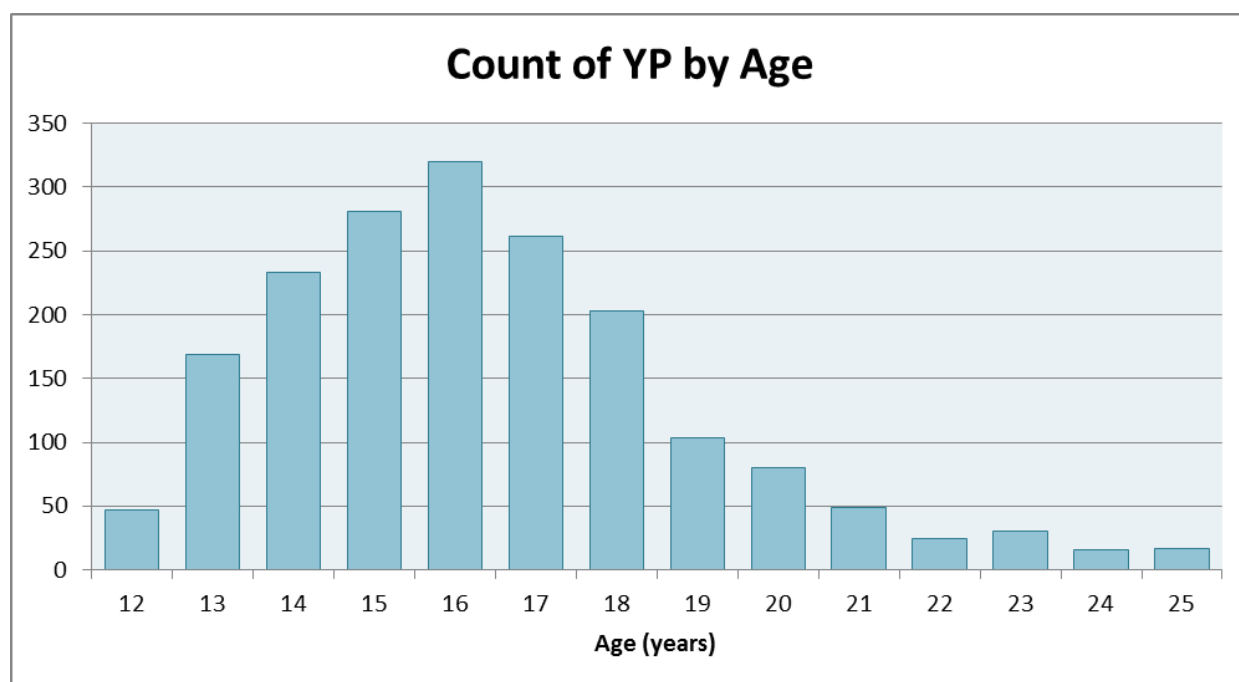
The chart below shows the number of young people living in each area of the city.



Note: it is currently not possible to report on the area of service delivery, but this has been noted for future development.

4. AGE PROFILE

72% of young people worked with are under the age of 18.



5. SPECIAL EDUCATIONAL NEEDS

49% of contacts were successfully matched to the January 2019 schools census in order to find their SEN status (YP were not matched where they live out of area, do not attend mainstream provision or are school leavers). This is compared to the percentage of children and young people with SEN provision across the entire census.

	Contacts	% Contacts	% Jan'19 Census	Difference
EHCP	95 [‡]	10%	3%	+7%
SEN Support	247	27%	14%	+13%

6. ETHNICITY

As above, 49% of contacts were successfully matched to the January 2019 school census in order to find their ethnicity; this is compared with the percentage of each ethnicity across the entire census. The comparison indicates that Youth Services work with a greater proportion of ethnic minority groups than the city average.

Ethnicity	Contacts [§]	% Contacts	Jan'19 Census	Difference
White -British	733	65.0%	72.0%	-7.0%
White -Irish	2	0.2%	0.6%	-0.4%
Traveller of Irish heritage**	101	9.0%	0.1%	8.8%
White Eastern European	11	1.0%	2.0%	-1.0%
White Western European	6	0.5%	1.6%	-1.0%
White other	16	1.4%	3.8%	-2.4%
Gypsy/Roma	0	0.0%	0.1%	-0.1%
White and Black Caribbean	24	2.1%	1.7%	0.4%
White and Black African	34	3.0%	2.1%	0.9%
White and Asian	28	2.5%	2.8%	-0.4%
Any other mixed background	26	2.3%	3.3%	-1.0%
Indian	4	0.4%	0.7%	-0.4%
Pakistani	11	1.0%	0.2%	0.8%
Bangladeshi	4	0.4%	1.1%	-0.8%
Any other Asian background	8	0.7%	1.3%	-0.6%
Black Caribbean	25	2.2%	0.1%	2.1%
Black -African	55	4.9%	1.6%	3.3%
Any other Black background	12	1.1%	0.3%	0.7%
Chinese	0	0.0%	0.6%	-0.6%
Arab other	3	0.3%	1.3%	-1.1%
Iranian	2	0.2%	0.2%	0.0%
Kurdish	0	0.0%	0.1%	-0.1%
Other ethnic group	12	1.1%	1.0%	0.1%
Refused	11	1.0%	1.2%	-0.2%

[‡] Includes 19 young people with EHCPs supported by Extratime

[§] Includes BMEYPP and Young Travellers (TDC)

** As the specific ethnicity of travellers worked with is unknown, they are all recorded here as 'Traveller of Irish Heritage'.

7. ACTIVITIES

The table shows activities recorded on Aspire, provided to young people over the year and grouped by provider. Unique contacts are unique to each activity, that is, if a young person attended more than one activity they will be counted under both (see page 3 for unique contacts by provider). Coloured shading and data bars show a comparison across all provider activities. More detail on activities can be found [here](#).

Activities by Provider	Unique Contacts	Number of Visits	Average Visits per Contact	Visits by Council Tenants	% Visits by Council Tenants
BH BYC - Brighton Youth Centre					
Art In Mind	25	113	5	29	26%
B.fest 2018	129	172	1	26	15%
B.fest Board	7	70	10	10	14%
B.Game	21	55	3	16	29%
BYC Events Team	140	499	4	156	31%
Football-Mixed	28	71	3	47	66%
Fridays PRU	29	203	7	63	31%
Gig Nights	215	244	1	17	7%
Holiday Activities	40	91	2	9	10%
Junior Club	6	44	7	7	16%
Live Lounge - 2017-8	152	836	6	257	31%
Mascot	22	226	10	26	12%
Miss Represented	16	261	16	138	53%
Music Sessions	30	98	3	14	14%
NCS	11	22	2	0	0%
Photography Club	12	168	14	0	0%
Sexual Health Drop in Longhill	42	87	2	36	41%
Skateboarding	139	442	3	22	5%
Windmill Theatre	15	180	12	0	0%
Youth Clubs - Tuesday and Wednesday	189	1409	7	445	32%
BH Hangleton and Knoll					
Community events	74	113	2	39	35%
Detached - 2015-2020	99	430	4	186	43%
Education Training and Employment	24	33	1	12	36%
Health and well being project 2017-2020	31	225	7	136	60%
HKP Arts Work	10	57	6	47	82%
Hove Park Health Drop-ins	11	12	1	3	25%
Kidz Krew	39	148	4	102	69%
Knoll Drop-In - 2014-2020	40	63	2	28	44%
Office Drop in	60	222	4	106	48%
PACA Health Drop-in	5	5	1	3	60%
Participation Work - 2014-2020	35	201	6	129	64%
Positive Activities - 2014-20	64	341	5	162	48%
Social Media Intervention	15	30	2	10	33%
Step Out 2018-2019	21	138	7	97	70%
Table Tennis Hangleton Community Centre	32	115	4	61	53%
Ustudios Music Project	48	253	5	110	43%
Young Mens work 2018 onwards	27	306	11	95	31%
Young Women's Group - 2014-2020	35	243	7	159	65%
BH Tarnerland					
Detached Work - 2014-18	111	254	2	21	8%
Detached 2019	26	30	1	4	13%
Holiday Projects - 2014-18	43	84	2	5	6%
Phoenix Youth Club - 2014-18	43	139	3	5	4%
Tarner Football - 2014-18	38	351	9	96	27%
Tarner Girls Group - 2014-18	18	193	11	23	12%
Tarner Youth Club 2018	51	206	4	53	26%
Thursday Night Football 2019	34	152	4	34	22%
Thursday Youth Club 2019	29	108	4	24	22%
Tuesday Night Football 2019	10	33	3	0	0%
Young Men's Group 2019	11	41	4	5	12%
Young women's group 2019	11	75	7	1	1%

Activities by Provider	Unique Contacts	Number of Visits	Average Visits per Contact	Visits by Council Tenants	% Visits by Council Tenants
BH The Deans Youth Project					
Saltdean Youth Friday 2018-19	3	5	2	0	0%
Woodingdean Friday Youth 2018-19	49	416	8	172	41%
Woodingdean Juniors - Tuesday 2018-19	13	109	8	10	9%
Woodingdean Senior Drop-in Session	22	32	1	19	59%
Woodingdean Seniors Wednesday 2018-19	35	228	7	100	44%
BH The Trust for Developing Communities					
1-2-1s	15	20	1	12	60%
67 Centre Young Womens Group 18-19	48	344	7	249	72%
BACA young womens	3	6	2	5	83%
Bevendean and Moulsecoomb Detached 18-19	8	8	1	7	88%
Bike Club	5	49	10	15	31%
Bike Club Whitehawk	1	3	3	0	0%
Coldean Craft Sessions ALL	6	12	2	4	33%
Coldean Youth Sessions ALL	41	384	9	186	48%
Detached All areas	14	26	2	16	62%
Detached East Brighton April 2018 - 2019	23	26	1	11	42%
Events 18 -19	59	80	1	37	46%
Health and well being project 2017-2020	30	171	6	81	47%
Holiday activities 2018 -19	45	69	2	20	29%
Kit Car Project	4	5	1	0	0%
Look Sussex Session April 2018 - 2019	6	54	9	39	72%
Moulsecoomb Football	34	399	12	258	65%
Moulsecoomb Young Mens group 19	6	7	1	5	71%
QPCV COL Intergenerational activities	1	1	1	1	100%
Saltdean & Rottingdean Youth Club	11	11	1	4	36%
SoundCity Drop-In Whitehawk	13	44	3	11	25%
Tantrum Dance Sessions April 2018 - 2019	5	30	6	18	60%
Thursday Club 18-19	79	430	5	262	61%
Whitehawk Creative Project	2	5	3	2	40%
whitehawk Youth Cafe	34	97	3	41	42%
Yoga for Teenagers. Moulsecoomb 18	27	62	2	28	45%
BH YAC					
YAC Support & Advice drop-in 2018-2019	230	346	2	47	14%
YAC Support & Advice Drop-in 2019-2020	1	1	1	0	0%
BH YPC					
1 to 1 Work - 2018-19	6	72	12	0	0%
Girls Group	15	160	11	23	14%
Global Social Drop in (YPC) - 2018-19	12	48	4	11	23%
Health & Wellbeing Project 2018-19	28	70	3	31	44%
Power Group	7	59	8	3	5%
Thursday Moulsecoomb Session - 2017-18	4	4	1	2	50%
Young Carers Drop In - Wednesday	24	122	5	53	43%
YPC Daytime Drop in & Telephone & Email Enquiries	5	6	1	1	17%

Other Activities

A further 112 young people that do not have ASPIRE records were supported by the Trust for Developing Communities at the activities listed above.

In addition, TDC supported 984 young people at the 2018 Pride and LoveBN1 festivals. 605 (61%) of these YP were female and 379 (39%) male.

8. YOUTH GRANT OUTCOMES

Unique contacts by number of outcomes achieved	Contacts	% of 1,833 Contacts
Achieving at least 1 outcome	1308	71%
Achieving 2 or more outcomes	1150	63%
Achieving 3 or more outcomes	897	49%
Achieving all 4 outcomes	584	32%

Unique contacts achieving each outcome category	Contacts	% of 1,833 Contacts
Community Cohesion and Civic Society	998	54%
Greater Self-Awareness, agency, confidence	1189	65%
Raised and Positive Aspirations	761	42%
Skills	991	54%

Total outcomes by category	Outcomes	% of 10,388 Outcomes
Community Cohesion and Civic Society	3254	31%
Greater Self-Awareness, agency, confidence	4056	39%
Raised and Positive Aspirations	1130	11%
Skills	1948	19%

Outcomes by YP's area of residence	Contacts	% Contacts by area	Outcomes	% of Outcomes by area
BH Central	563	31%	2576	25%
BH East	260	14%	1400	13%
BH North	435	24%	3068	30%
BH West	422	23%	2727	26%
East Sussex	114	6%	426	4%
West Sussex	39	2%	191	2%

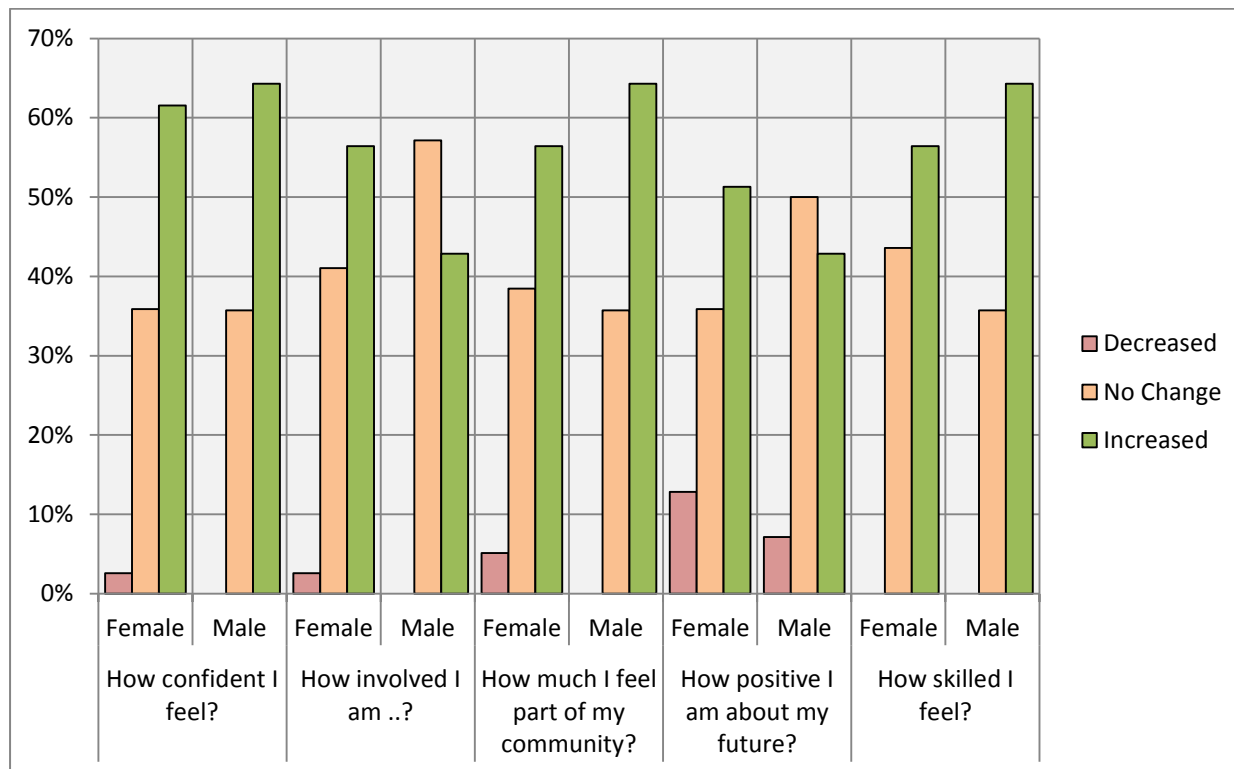
Outcomes by Youth Service Provider	Contacts	% Contacts by provider	Outcomes	% of Outcomes by provider
BH BYC - Brighton Youth Centre	810	39%	3488	34%
BH Hangleton and Knoll	249	12%	2198	21%
BH Tarnerland	232	11%	345	3%
BH The Deans Youth Project	66	3%	281	3%
BH The Trust for Developing Communities	382	19%	2856	27%
BH YAC	230	11%	703	7%
BH YPC	92	4%	517	5%

Note: comparisons between % contacts and % outcomes are given as an approximation of cohort sizes; outcome goals vary greatly between activity types and several YP are supported by multiple Youth Providers.

9. PROGRESS STAR

A trial of Progress Star outcomes began in July 2018 and we now have results for 53 young people. Initial (baseline) assessment scores are compared to the most recent assessment scores over five assessment elements.

The chart below shows the percentage of scores which have decreased, remained static, or increased for each element, and is split by gender.



- Confidence has the largest increase with 62% of YP reporting improvements.
- This is followed by 'community' and 'skills', both with 58% increases.
- The element with least change is 'involvement', which also has the largest gender gap with 57% of males not feeling more or less involved, compared to 41% of females.
- 'Feeling positive about the future' stands out as having the largest % of dipped scores. 11% of YP now feel less confident about the future and there is a 6% gap between females and males (13% female, 7% male).
- Involvement and positive future are the only areas with more static scores than improvements, and this is only for males.
- 'How skilled I feel' is the only area without any decreasing scores.



**Brighton & Hove
Youth Service
Grants Programme**

2017 - 2020

**AREA NARRATIVE
REPORTS**

1st April 2018- 31st March 2019

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Central Area

Lead Organisation - Brighton Youth Centre

How have the services in your area, over this period, included young people in the development and delivery of your and other services?

Young people are embedded in the development and delivery of our services across our organisations.

At BYC, there is a weekly meeting where members decide on upcoming events, activities and groups and discuss matters of relevance to the group. Following issues at the youth centre, we worked with members to reshape the sessions on offer and make changes to improve engagement and participation. B.fest, Brighton's only youth-led creative festival, is managed by a steering group of 12 young people, who have been meeting weekly to decide on individual events, curate the programme and design the publicity.

At TCP, young people have been involved in the design of regular sessions, holiday activities and events through the year. The dedicated young women's group decide the programme as do the young men's group which was formed at the request of TCP's male participants. Young men were supported in contributing to the 'Young Men Matter' research project for Brighton University looking into the barriers for young men accessing services in the city. Turner young people also led a restorative justice public art project in collaboration with the Phoenix Gallery and BHCC.

The Fresh G's Girls Group at YPC now has a member run steering group, made up of young people who have been members of the group and have now developed a leadership role.

Young people designed 3 sets of skills-based psychoeducational workshops – including learning manuals, posters, content and feedback forms - at YAC and BYC, in which over 40 young people took part. At YAC, in response to feedback groups of young people accessing the Support & Advice drop-in, they are expanding their offer to include LGBTQ+ Sexual Health interventions, awareness raising events and community events.

YP are invited to participate in central area meetings and sit on board of trustees/attend trustee meetings within our organisations. We support young people to attend the Cross Party Working Group and have been heavily involved in the development and delivery of the Youth-Led Grants Process.

How have the services in your area, over this period, enabled young people with Protected Characteristics e.g. BAME, disabled or LGBT or with multiple disadvantages e.g. facing school exclusion, experiencing mental health issues and/or poverty to feel safer and supported?

We run a number of specific groups for young people with Protected Characteristics or multiple disadvantages. There are two weekly young women's groups, a young

women's skateboarding session, a young carers' group, Global Social Club (an open club, working particularly with young asylum seekers/refugees), two weekly clubs for young people with an Autistic Spectrum Condition, a termly 'Go Skate' project supporting at risk or isolated young people to improve their mental well-being through skateboarding, 3 arts sessions offering support for young people experiencing mental health issues, and a monthly youth club for adopted young people. In total these targeted groups have been attended by 251 individuals. We also create a culture where all young people feel safe and supported within our universal sessions. For example at BYC youth clubs, 1 in 4 young people who attend are LGBTQ+ and this is reflected in a high percentage of the youth work team.

Global Social Club has consolidated its position as a 'youth club of sanctuary' and continues to support young people in finding a voice, finding community and making positive connections. Tarner has high numbers of BAME residents and have followed on from a collaborative event with BMEYPP to develop engagements with the local community.

YAC drop-in now offers case work to young people with complex needs who require practical support around an issue such as debt, benefits, poverty. 17 young people were supported over an average of 6 sessions to prevent escalation of their situation and reduce stress around managing finances.

When parents were asked what their child had enjoyed or gained from coming along to mASCot, replies included:

- "Being part of a community. Meeting lovely people....having a social life where she is in the middle of things!"
- "My teen was feeling lonely after finishing his GCSEs and has really perked up since joining the Club. He said he loved club as he was able to be himself"
- "She has made brilliant friends and her self-esteem has soared"
- "The chance to be part of a group, where no-one judges him".

All organisations have carried out 1-to-1 work with YP facing multiple issues and living in challenging circumstances, including liaising with and referrals to families, schools, social workers, adolescent, youth offending and other specialist services.

How have the services in your area, over this period, supported communities with council house tenancies, particularly around, anti-social behaviour, social inclusion and improving readiness for employment?

We have carried out at least weekly outreach and detached sessions, with a focus on the Level and other areas identified as affected by youth anti-social behaviour: including May Road, Pankhurst Avenue, Tarner Park, Queen's Park. Detached teams have developed relationships to support young people at risk of exploitation and those suspected of being involved in County Lines.

Over the year we have worked with Albion Hill Residents Association, the Phoenix Residents Association, Amex Area Neighbourhood Action Forum, The Hanover, Elm Grove and Tarner Hub, and Tyson Place Residents Association to support youth voice in neighbourhood issues and deal with emerging issues, specifically in areas with high levels of council house tenancies.

TCP's Thursday session was initially established in response to community concerns around antisocial behaviour (ASB) and teenage drug use within Tarner Park. Since the group's inception incident reports have dramatically declined. Now they are operating in the park four nights a week ASB occurrences are rare.

BYC works in partnership with PRU to provide activity sessions on a Friday morning. 13 of the young people are from council house tenancies. The head teacher described the importance of these sessions: "it provides a space where can learn how to get on with each other and to socialize, and where they get to try lots of different things, without the pressure that they normally face. This is essential if they're to integrate back into mainstream". BYC also continue to support Miss Represented, the Dome arts project with young women, including supporting two older young women to deliver satellite sessions in Hove Park and the Connected Hub. 53% of young women who attend Miss Rep live in council houses.

The Support and Advice drop in at the Youth Advice Centre now includes a 'Positive Placements' drop- in service, which is a YMCADLG project providing vulnerable young people who are NEET with a mentor from the local community, to meet up with once a week for up to a year, to support them along their journey into work.

Highlight a particular project you have delivered that demonstrates good youth work practice and evidences positive impact

B.Game is a young people's gaming group – open to all young people - who meet regularly to play games of all types, put on gaming events, meet people and make friends. It specifically attracts YP who are more socially isolated, have higher levels of social anxiety and mental health needs, and those who are on the autistic spectrum. It aims to bring these YP together, to build social networks, support and community, through the medium of gaming. At the beginning of the year, B.Game would happen monthly and had a small group of about 5-6 young people regularly attending. During B.fest (BYC's youth arts festival), there were activities taking place through the week, which young people could just come along to. New young people heard about B.fest and came along to the gaming activities. One young person said "it's weird that I find events I like". Another said: "I get nervous meeting new people, but it's easier when I'm playing games". Over the course of the week, the membership of the group grew. Following B.fest, about 12-15 young people made up the core B.fest group, who started to meet on a weekly basis. Young people started coming along to other youth work sessions. One young man, 17, who on first meeting said "I don't go out of my house" is now a regular attendee at youth club and took part in a 2 day residential over the summer. The group identified that gaming enables them to build skills and knowledge and to build community, around a shared interest. The difference it makes is best summed up in a young person's words:

"I spend too much time on the screen on my own. I was really miserable before I came here today. I come down here and be sociable and I feel really good now".

Please submit a case study that outlines the difference that a Youth Work Intervention has made to the life of a young person you have worked with

A young woman (aged 16) who has learning difficulties and a profound speech impediment attends weekly. At the start, this person was withdrawn, introverted, typically didn't speak to her peers and barely spoke to staff during sessions - constantly engrossed in her phone. Regardless, she continued attending and building positive relationships with the adults and the other young people and slowly she began to talk to staff and her peers. One-to-one sessions took place with her and a female worker over the months and slowly she opened up and shared her worries and insecurities. Through building trust with the worker, the YP was able to make disclosures about her issues at home and started to make increasingly frequent allegations. TCP workers made referrals to the relevant agencies and supported her with additional one-to-one opportunities as and when needed, as well as facilitating workshops to improve day-to-day skills and provide an informed understanding of social media, consent and positive relationships. Workers have attended a range of professional meetings involving the police, social services, her college and other relevant adults in her life. Despite the issues surrounding her home life, the young woman has gained in confidence, started to join in with group activities and try new things (including healthy new foods) all of which were previously outside of her comfort zone. The group has provided a support network for her and has been instrumental in developing this young person's social skills, confidence and self-esteem by giving her the space and time to grow accordingly. She now speaks up, joins in at all levels and has a solid friendship group, as well as knowing she has external adults in her life she can trust and consult.

Collage created for Youth Work Week 2018 about why youth work is important to young people



West Area

Lead Organisation - Hangleton and Knoll Project (HKP)



Photo montage of table tennis, Ustudios 2 music, gardening and cookery projects

How have the services in your area, over this period, included young people in the development and delivery of your and other services?

Participation is key to **all** of HKP Youth work delivery. During 2018-2019 **ALL** Young People we have worked with have been involved at various levels to have a voice and influence over, what is, their youth programme. For example, during 2018 HKP acquired the BHCC Youth Bus. Young people were central in setting up a group agreement and designing projects that could be delivered from the bus. These include arts activities, sexual health promotion and basic cooking.

HKP has worked with 35 individual Young women this year through the Young Women's Project. This group identified that they would like to plan and run their own female music gig. This involved singing tuition, design and a performance with over 40 residents attending. These young women, all of whom are referrals from Social Care/ Camhs/ Social Prescribing/Schools teams commented on how this project had 'given them something positive to focus on' YW14yrs, 'make them feel good about themselves' YW16 and 'singing has really helped me manage my stress and express some difficult stuff' YW15yrs.

A significant piece of work has been the development of our Youth Volunteering Step Out Project. It has supported 21 Young People to plan and run their own community events and co deliver monthly Kidz Crew session for local 8-12yrs olds with youth workers.

We have supported 6 Health Champions to design a health questionnaire in partnership with Right Here and 3 local surgeries. This has been sent out to over 600 YP to help surgeries develop their provision with and for local young people. We have recruited 1 new Youth Trustee during 2018, who undertook digital apprenticeship placement with HKP and wants to remain involved. There are now 3 Youth Trustees on our Board of 10.

We have supported 1 young person, with complex MH needs, to present at the Children and Young People's Committee and the City-Wide Community Building Network Meeting. This YP states that 'A year ago I would have not been able to talk out loud in front of people. But going to the Hangleton and Knoll Project and doing volunteering with them has increased my confidence and helped me start to have faith in myself' YP15yrs.

HKP have supported 3 young people to take part in the Youth Grants Adur Away Day and 3 to participate in the X Party Youth Working Group. These YP simply would not attend or have a voice without Youth Work Support and this work has enabled a growth of confidence and control.

How have the services in your area, over this period, enabled young people with Protected Characteristics e.g. BAME, disabled or LGBT or with multiple disadvantages e.g. facing school exclusion, experiencing mental health issues and/or poverty to feel safer and supported?

A high percentage of young people that engage with the HKP Youth team face multiple disadvantage and are involved with social care/ CAMHS/ or attending pru and disengaged from School.

UStudios2 is a weekly music session that rotates between Hangleton and Knoll 15-25 young people regularly attend with 48 attending over the year. This is a dedicated space, where YP, many of whom display high levels of anxiety and stress, are able to express themselves through rapping and singing all whilst receiving support from Youth Workers in an informal, relaxed environment. Issues addressed, include substance misuse, relationships, family breakdown and personal aspirations. YP are actively involved in the development of this Project and say 'This is my weekly escape. I come here and spit bars and get stuff of my chest' YM 16yrs and 'The Knoll needs this, somewhere YP can come and get away from all the chaos' YW 15yrs. This Project engages some of the most vulnerable Young people in the West and music can be a tool to gain trust in YP who are not interested in other activity. In this period we ran an Arts project, also targeted YP with MH issues to help them express themselves. This was a partnership the Library service and was attended by 10 YP of whom 82% were BHCC council tenants.

We have supported 8 YP, who are identified 'at serious risk' within social care into our positive activity programme and music project, a major success. These are YP where Social Work can struggle to make relationships and we work closely w SW teams. One young woman, who is 'very concerning' (social worker) attended, with a lot of support and encouragement from the Youth Team, our community garden

project and commented on 'It's really good here, because it's peaceful and calming and I really need that' YW15yrs. This Young Woman is now attending HKP's weekly young women's group and accepting support as trust and relationship has been established.

We have carried out intensive work with a young person who is questioning their gender identity. We have supported them to identify a pronoun they want use and provided some advocacy at school around this, plus discussed interventions at school to enable this young person to remain engaged with their lessons. This YP has commented 'If it wasn't for the youth workers helping me, I would be in a really dark place right now' YM 15yrs. We have supported 3 young people to apply to BHCC Youth Grants scheme for two LGBTU awareness sessions to be delivered by Allsorts to YP who attend the HKP Youth Project to address wider issues of acceptance and inclusion.

A high percentage of YP involved in our Youth Volunteering Step out Programme have SEN needs and struggle to achieve in a mainstream environment. These young people have required additional support to help them engage but have succeeded in taking a leadership role in our Kidz Crew (8-12yrs sessions) and acting as role models for younger children. By taking on these levels of responsibility, they have developed many social and personal skills and tracked their progress of learning through tailored personal passports.

I have learnt how to lead on activities for 8-12yr olds and I have enjoyed making a difference ' YM15yrs and ' I didn't have confidence to take on volunteering opportunities at school, but with the youth workers support I have really enjoyed getting involved in Step Out YW 14yrs.

How have the services in your area, over this period, supported communities with council house tenancies, particularly around, anti-social behaviour, social inclusion and improving readiness for employment?

Overall, 51% of Young People we have worked with have been BHCC Council Tenants. However within specific targeted sessions this figure is as high as 82% as we move from wider engaged into more intensive youth work group programmes.

HKP UStudios2 Music Project has worked with 43% YP who are BHCC Council Tenants. Through the project workers have established relationships with vulnerable young people to help them progress towards employment. We have supported 6 young men and 1 Young woman to write their CV's and have referred an additional 6 YP to Youth Employability Service for further support and 1 into the Health and Wellbeing service for counselling.

HKP weekly Young Women's group works with 65% who are BHCC Council Tenants. These Young women are offered an inclusive space where they can share their experience and support a positive peer network. Feedback from Social Workers include ' It is a relief to know that *Ruth* is coming to a safe space every week where she has something hot to eat and confides in the Youth Workers about things she needs some help with'.

Kidz Crew, which is our monthly 8-12yrs session run by local Youth Volunteers (13+) works with 69% BHCC Tenants. This project works with some of the most vulnerable

in the community helping them feel included and valued. It is a free club to ensure it is accessible - as is all our targeted provision.

HKP taken an extremely active approach in supporting St Richards Church and Community Centre to tackle the anti-social behaviour they have experienced from local Young People. We have facilitated meetings between Young People involved in ASB and St Richards to help open up lines of communications, helping each other understand their concerns and needs/wants from their Community Centre. We have supported 3 young people who were involved in vandalising a room at St Richards to re-paint it and repair it and apologise to the Centre Manager. We have facilitated a meeting between Young People and Rethink Mental Health Charity) based at St Richards where YP were unfortunately verbally abusive to one of the workers. The Re- think Manager was 'amazed' that the Young People attended the meeting, stating 'it is so evident that these young people have a lot of trust with the youth workers as this was key in them attending the meeting. Youth Workers facilitated the meeting excellently so young people could see where their actions had caused offence and there have been no issues since' Re-think Manager.

Highlight a particular project you have delivered that demonstrates good youth work practice and evidences positive impact

HKP Youth Volunteering 'Step Out' Project is an excellent example of good youth work practice. It has worked with 21 individual YP over the past year, 70% of whom are BHCC tenants.

This Project works with YP to take up local volunteering opportunities. The YP we work with have often been 'overlooked' (YW15yrs) from these opportunities in the School setting due to a range of factors including challenging behaviour, SEND, low self-esteem and confidence. Youth Workers are able to offer the intense support (that teachers cannot often provide) to ensure that YP can stay engaged in volunteering and that it is a meaningful experience for them.

Key opportunities have included supporting young people to plan and run local community activities in the holidays, deliver a monthly session for 8-12yr olds who live on the Knoll called 'Kids Crew' and support YP to voice Young people's views at various local community and city-wide meetings, a big step for many of them.

One Young Woman who has a very challenging home life and relationship with School has become involved and through her hard work has received a certificate of excellence from the Head Teacher at Hove Park at her 'local activism within her local community', a major boost for this young women's self-esteem and confidence. This work has led to a partnership with Hove Park School this year as the School seeks closer ties with the community it serves. This has included a fundraiser run by year 9 pupils for HKP. In partnership with YP, the HKP Youth Team developed a passport to track YP's learning; this may be developed into a digital badge over the next year.

YP involved have recently written a (successful!) Step Out 2 bid for the BHCC Youth Grants Scheme to develop this work.

HKP have secured Sussex Police and Crime Commissioner (PCC) funding (as part of a REBOOT partnership with YMCA, TDC and Audioactive) to deliver one to one coaching to YP to help them into positive activities and away from behaviour damaging to themselves and their communities. This is a full time post for West Area.

During this period, we have worked in partnership with Sussex Community Foundation Trust in Hove Park and PACA Schools to deliver intensive one to one support to vulnerable YP as identified by School nurses, linking them into the community offer. This service is delivered in the rest of the City by YPC and TDC. This is a half time post funded by public health.

The above work compliments the open access youth offer and doubles the BHCC open access investment in the youth contract, ensuring that YP most in need get additional support and the synergies provided by joined up services in their communities.

Please submit a case study that outlines the difference that a Youth Work Intervention has made to the life of a young person you have worked with

Case Study 1

The HKP Youth Team has worked with a young woman over the last year, who was experiencing severe difficulties being moved around different foster homes and who was not in education. After building a relationship with her, she felt confident to attend the weekly young women's group. Over time this work led to the young woman consistently attending singing practice sessions in the group and performing in a community gig which she said 'massively boosted her confidence'. Attending the weekly Young Women's sessions have enabled her to see the Youth Office as a safe space and build relationships with the rest of the youth team. After a trip to Brighton Marina, the young woman experienced a very worrying and upsetting incident at home, but was able to come back to the youth office to seek support alone. We have seen her self-esteem grow as her angry and chaotic outbursts become less frequent and more easily controlled by her. She has begun to access other projects such as the weekly youth music Ustudios session and is beginning to nurture talents such as rapping. She has also started to lead the "good news bad news" check in at Young women's club. She is proud to be involved in a lot of the youth sessions and says "it's cool that I come to almost everything here now, I did nothing before." She is now in a place where she feels able to access City provision and we have supported her into the Miss Rep project at BYC to enable her to further develop her artistic talent as an outlet for her emotions and a positive enhancement to her life.

Case Study 2

The project's health and wellbeing worker met a 17-year-old SEND young man who struggles a great deal socially. He is extremely shy, finds it hard to speak to people and wasn't going out **at all** to anything social.

This young man then started to attend the weekly HKP open access table tennis session, with his mum in attendance for support. He developed a relationship with one of HKP's male youth workers who supported him in to identify some positive

steps forward. Themes explored included exercise, educational activities and hopes for the future. After 3 months, the young man felt comfortable to attend HKP's UStudios 2 Music Project that has 15-20 YP regularly attending, a big step forward for him to be able to be in a group. His mum has said "He doesn't normally go out ever, it's often just the two of us. It's been a real boost in his confidence. Previously he has accessed other services in the city as well as speech therapy but hasn't gained a great deal from these'. Mum has said of his time at the music project "It's been the biggest change in him that I've seen."

In the sessions, after attending for only a few weeks, Youth Workers have observed the young man speaking to other young people and youth workers. Although these may seem like small things for the young man in question they are HUGE steps for his confidence, self-esteem and independence.

North Area

Lead Organisation – Trust for Developing Communities

How have the services in your area, over this period, included young people in the development and delivery of your and other services?

Embedded Youth Participation – Young people across all of our sessions are meaningfully involved in designing their provision. This ranges from deciding the food for the following week to running a social enterprise, raising unrestricted activities funding. Examples include:

- **Thursday night Youth Clubs** – 67 Centre and Coldean – Where programming is co-designed all year round
- **Moulsecoomb Skate Park** – Over 300 people (majority young people) responded to our consultation around the need for a new skate park in Moulsecoomb. An intergenerational group is taking this work forwards by engaging in Moulsecoomb Hub development work and organising ‘skate jam’ events locally.
- **The Bevendean Activities Group** – This group have their own bank account, officers elected at their AGMs and an award-winning social enterprise to raise funds for their work in addition to grant funding they apply for.

Cross-Party Working Group – Young people have been supported to join this meeting, offering insight of their lived experience of youth work provision. The aim of the meeting is to join Council Officers, Elected Members and Young People to further the agenda of Youth (Work) Services for Brighton & Hove.

Youth Led Grants Programme - 14 young people were involved in the writing and submission of applications to the Youth Led Grants Programme, successfully bringing in over £19,000 for local projects, as chosen by young people. In round one, pertaining to the reporting year, these projects included:

- **Enhanced Drug and Alcohol training** for staffing and increased presence at all youth work sessions. As a result, nine TDC staff members have attended training by RUOK? Brighton & Hove’s Young People’s Substance Misuse Service. The TDC have been invited to provide youth work support at this year’s Green (cannabis) Pride Festival.
- **Summer activities** – for both the young Traveller community and other, geographical areas as covered by the ‘Bevendean Activities Group’.

How have the services in your area, over this period, enabled young people with Protected Characteristics e.g. BAME, disabled or LGBT or with multiple disadvantages e.g. facing school exclusion, experiencing mental health issues and/or poverty to feel safer and supported?

- **Young Travellers** – This highly marginalised group have been supported with two regular weekly gendered sessions in partnership with Friends, Families and Travellers (FFT).
- **Lesbian, Gay, Bisexual and Trans young people** - The TDC once more co-ordinated a Youth Work response to youth welfare at Pride festival weekend. Thirteen youth workers enabled the support of **984 teenagers** across the two days to stay safe and well through informal counselling, distribution of water, food, condoms and sun cream (further details outlined below). Pride and Sussex Police reported a reduced rate of youth-related incidents this year.

CATEGORY	PRIDE 2017	PRIDE 2018	LOVEBN1	TOTAL 2018
Total YP worked with	396	741	243	984
Total young men	163	287	92	379
Total young women	233	454	151	605
Average age	16.8	16.6	17	
using alcohol	248	344	76	420
Alcohol use as % of total no	62.6	46.4	31.3	
Using substances	71	73	12	85
Substance use as % of total no.	17.9	9.8	4.9	
Managing sickness	9	12	2	14
Sickness as a % of total no.	2.3	1.6	0.8	
Water bottles	168	505	218	723
Water as a % of total no	42.4	68.1	89.7	
Food given	85	237	92	329
Food as a % of total no.	21	32	38	
Suncream given	52	116	28	144
Suncream as a % of total no.	13.1	15.6	11.5	
Condoms given	67	106	40	146
Condoms as a % of total no.	16.9	14.2	16.5	

- **Disabled Young People** – In addition to funding Extratime to work with the severely disabled, the TDC run the Look Sussex Club for blind and visually impaired young people each Wednesday from the 67 Centre in Moulseccomb.
- **Health & Wellbeing Youth Work** – sees the TDC employ a Youth Worker dedicated to Health & Wellbeing of young people and using referrals through School Nurse teams to affect positive outcomes for those most at risk of social, emotional and health issues. **30 young people** were supported intensively this year by TDC across our areas.
- **Youth-Friendly Community Spaces** – In Spring 2019, the TDC supported a group of **10 young people** to produce an audit for managers of community spaces to use to improve their accessibility to young people. This work intended to reduce youth loneliness and isolation – a topic that has received national attention and cited as a cause of poor mental health. A video about the project with a link to the interactive audit is available here:
<https://www.trustdevcom.org.uk/what-we-do/young-people/making-community-spaces-youth-friendly/>

How have the services in your area, over this period, supported communities with council house tenancies, particularly around, anti-social behaviour, social inclusion and improving readiness for employment?

56% of young people worked with by TDC in the last year were Council Tenants and much of the wider community work we do is supportive of Tenants and Residents Associations/Forums in areas of high Council tenure.

The TDC has sought to be responsive to emerging concerns regarding anti-social behaviour (ASB). This is particularly demonstrable in relation to the following:

- **Local Action Team Meetings attendance**– in Bevendean, Moulsecoomb and Patcham
- **10 Regular Youth Clubs** and sessions across the North area, including:
 - **67 Centre Youth Club** (Thursdays) – Meeting the needs of gang affiliated young people
 - **Coldean Youth Group** (Thursdays)
 - **Moulsecoomb Young Men’s Group** (My G) (Thursdays)
 - **Look Sussex club** for young people with blindness or visual impairment (Wednesdays)
 - **Football sessions with Traveller young men** (Wednesdays)
 - **Young Women’s sessions for Traveller girls** (Wednesdays)
 - **Young Women’s sessions at the 67 Centre** (Tuesdays)
 - **67 Centre Bike Club** (Tuesdays)
 - **Moulsecoomb Sports Hub** (Fridays)
 - **Detached Youth work** (Mondays)
- **Youth Coaches** – The TDC is part of a partnership that has brought £165k to the city to engage and coach young people who are on criminal trajectories.



- **Special Projects** – A partnership piece of work with Sussex Police and St Giles Trust has seen TDC recruit young people at risk of ASB and criminal engagement, engaging them in focussed group work.



Figure 1- Teen preparing to race a car she had built with her peers

- **Events** – We supported a range of local events this year, including our own ‘Youth Sports and Activities Day’ in June.



Figure 2 - Some attendees of our Sports Day with their MP

Employment readiness - the combined (all-service) results of self-reported progress on an outcome star, demonstrate that young people felt an 18% improvement in their skill levels through the youth work they received.

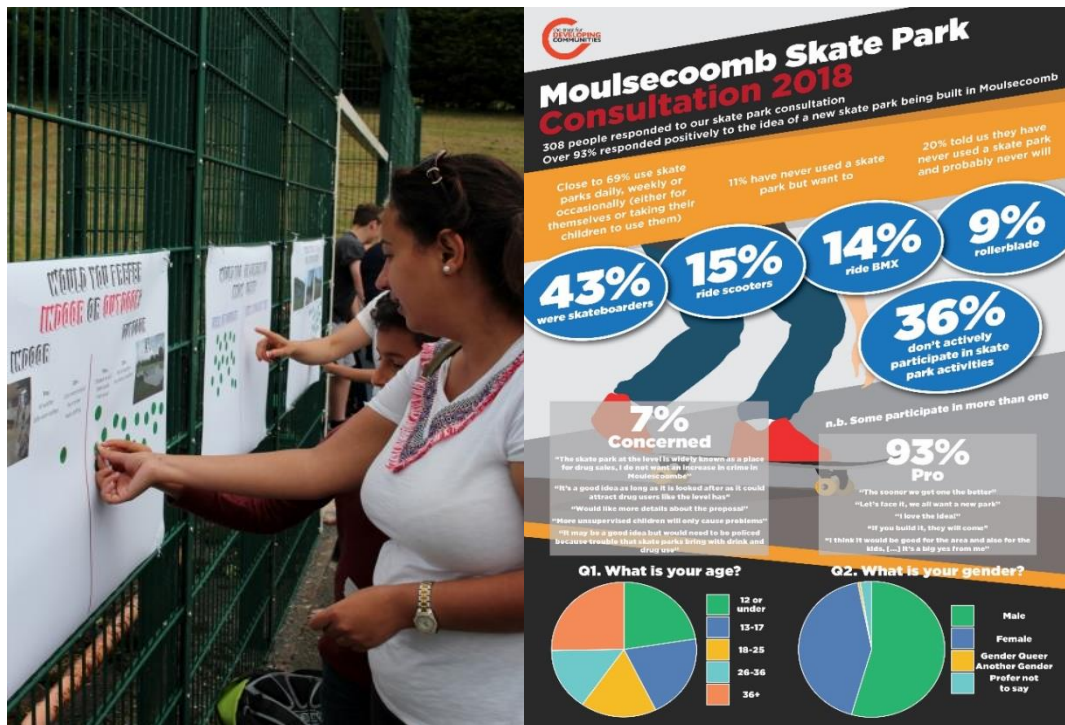
Assessment Element	Initial Average	Recent Average	Change
How confident I feel?	6.0	7.9	+1.9
How involved I am ..?	6.5	7.9	+1.4
How much I feel part of my community?	5.7	7.2	+1.5
How positive I am about my future?	5.8	7.3	+1.5
How skilled I feel?	5.2	7.0	+1.8
Average	5.8	7.5	+1.6

Highlight a particular project you have delivered that demonstrates good youth work practice and evidences positive

Working together with the TDC’s Community Development Worker in Moulsecoomb, youth workers have been actively pursuing the development of a new skate park for the estate.

Anecdotal need for a skate facility has been present since the TDC began working in the area in 2012, but in recent formal consultation with young people to inform their [Neighbourhood Action Plan](#), this need emerged strongly; The TDC committed to produce a feasibility study.

Following the establishment of an intergenerational steering group, young people were consulted as part of the [Moulseccomb Youth Sports and Activities Day](#) (meeting 55 young people) and at a 'Skate Jam' (meeting 33 young people) we organised with the Council's Skate Park Development Officer, Ricardo Magee Atxukarro.



A subsequent online consultation demonstrated overwhelming support for a new skate park in the area. The results were discussed with the intergenerational steering committee.

In early 2019, the TDC supported the group to apply to both the [Youth-Led Grants Programme](#) and to the [Chalk Cliff Trust](#) – not for a new park, but for more skate jam events and the opportunity for local young people to work with youth workers and professional carpenters to build temporary, moveable skate ramps for the area. Unfortunately, both bids were unsuccessful.

Despite funding set-backs and ambiguity about support through the Moulseccomb Hub development programme, the process that the young people in the steering group have been on is one that has taught them that their community cares what they think and will support them in affecting positive change locally.



Figure 3 - Members of the intergen steering group with Council skate workers and their MP

Please submit a case study that outlines the difference that a Youth Work Intervention has made to the life of a young person you have worked with

‘Nathan’ is a white British, 14 year old young man who lives in Moulsecoomb. He is a regular attendee at a weekly youth club at the 67 Centre in Moulsecoomb. Nathan readily admits he struggles with school and as a result attends an alternative education school. He has been identified as having some emotional and behavioural difficulties, which at times have been difficult to manage in the youth club.

Youth Workers struggled to see what Nathan was getting out of the youth club. He had no trust in the workers and although had friends, did not seem that close to anyone. He only really seemed to come in to get food. He was mixing with other young people that were involved in Anti-Social Behaviour around Moulsecoomb, including at the Leisure Centre where police had been called because of abuse towards staff and customers.

As a team, we undertook training on working with challenging behaviour and decided to change our approach towards the regular behaviour. As the youth work staff became more prepared and skilled at working with challenging behaviour we noticed that the atmosphere in the youth club improved. We started to see a noticeable, positive change in in Nathan. He started coming to sessions early and talking to staff about his interests. He started contributing ideas in regards to food he wanted to cook in the session. When other young people were disruptive he did not get involved and even complained about it, noting that he would once have been the instigator. Nathan has since co-written a successful £5,000 bid to the Youth Led Grants Programme to start his own young men’s group. His relationships at home and school have improved, which he credits to our community work with him.

East Area

Lead Organisation – Trust for Developing Communities

How have the services in your area, over this period, included young people in the development and delivery of your and other services?

Embedded Youth Participation – Young people across all of our sessions have been meaningfully involved in designing aspects of their provision. This ranges from deciding the food for the following week to writing bids for increased funding.

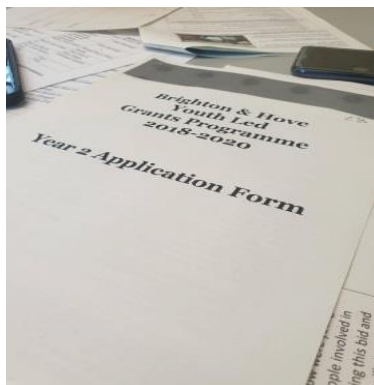
Sessions where this work happens includes:

- **Whitehawk Youth Café** where #iwill Social Action funding has enabled young people to assume responsibility for running the café.
- **Woodingdean Youth Centre** has been supporting young people to challenge rules and policies, both at youth club and at Longhill School.
- **Our Future City**, a new programme where young people from the Whitehawk area have been supported to create a social action project in order to influence services and provision in their community.

Cross-Party Working Group – Young people have been supported to join this meeting, offering insight and the benefit of their lived experience of youth work provision. The aim of the meeting is to join Council Officers, Elected Members and Young People to further the agenda of Youth (Work) Services for Brighton & Hove.

Youth Led Grants Programme - Nine young people were involved in the writing and submission of applications to the Youth Led Grants Programme from the East of the City, successfully bringing in £8,500 for local projects, as chosen by young people. In round one, pertaining to the reporting year, these projects included:

- **Enhanced Drug and Alcohol training** for staffing and increased presence at all youth work sessions. As a result, nine TDC staff members have attended training by RUOK? Brighton & Hove's Young People's Substance Misuse Service. This improved offer to young people has already started to demonstrate benefits and the TDC have been invited to provide youth work support at this year's Green (cannabis) Pride Festival.
- **Whitehawk Music Hub** – Providing youth work support to enable the project to be more youth-led.



How have the services in your area, over this period, enabled young people with Protected Characteristics e.g. BAME, disabled or LGBT or with multiple disadvantages e.g. facing school exclusion, experiencing mental health issues and/or poverty to feel safer and supported?

The TDC is an organisation that has a central mission around the active and purposeful inclusion of all citizens. We, as a city, cannot thrive whilst some are marginalised and suffering. Some of the ways that we have explicitly manifested these goals are in the following projects:

- **Lesbian, Gay and bisexual young people** - The TDC once more co-ordinated a Youth Work response to youth welfare at Pride festival weekend. 13 youth workers enabled the support of 984 teenagers across the two days to stay safe and well through informal counselling, distribution of water, food, condoms and sun cream (further details outlined below). Pride and Sussex Police reported a reduced rate of youth-related incidents this year. We use the weeks building up to Pride festival to do work across all sessions on inclusivity, respect and tolerance.

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Condoms given	67	106	40	146
Condoms as a % of total no.	16.9	14.2	16.5	

- **Disabled Young People** – The TDC financially supports the work of Extratime for work with more severely disabled children and young people. This work has taken place this year at Woodingdean Youth Centre.
- **Health & Wellbeing Youth Work** – sees the TDC employ a Youth Worker dedicated to Health & Wellbeing of young people and using referrals through School Nurse teams to affect positive outcomes for those most at risk of social, emotional and health issues. 30 young people were supported intensively this year by TDC across our areas.
- **Youth-Friendly Community Spaces** – In Spring 2019, the TDC supported a group of 10 young people to produce an audit for managers of community spaces to use to improve their accessibility to young people. This work intended to reduce youth loneliness and isolation – a topic that has received national attention and cited as a cause of poor mental health. A video about the project with a link to the interactive audit is available here: <https://www.trustdevcom.org.uk/what-we-do/young-people/making-community-spaces-youth-friendly/>

How have the services in your area, over this period, supported communities with council house tenancies, particularly around, anti-social behaviour, social inclusion and improving readiness for employment?

56% of young people worked with by TDC in the last year were Council Tenants and much of the wider community work we do is in the supporting of Tenants and Residents Associations/Forums in areas of high Council tenure.

The TDC has sought to be responsive to emerging concerns regarding anti-social behaviour (ASB). This is particularly demonstrable in relation to the following:

- **‘Housing cluster’ and ‘Safe & Sound’ meetings for East area** at the Whitehawk Hub – Information sharing, especially issues from Council Tenants regarding ASB hotspots.
- **Street-based youth work** - focussed in these areas/times to build relationships with in-need young people and feed them into positive youth offers.
- **Saltdean & Rottingdean Youth Club** - When anti-social behaviour spiked in Saltdean and Rottingdean this year, the TDC were invited to join the Local Action Team to hear residents’ concerns. An immediate response of street-based youth work sessions preceded support for the establishment of a new weekly youth club on Friday nights at Saltdean Football club, reaching up to 62 young people per week.



- **Special Projects** – A partnership piece of work with Sussex Police and St Giles Trust has seen TDC recruit young people at risk of ASB and criminal engagement to build and race a kit car. This targeted activity is intended to divert these young people away from criminality using positive, focused group work.

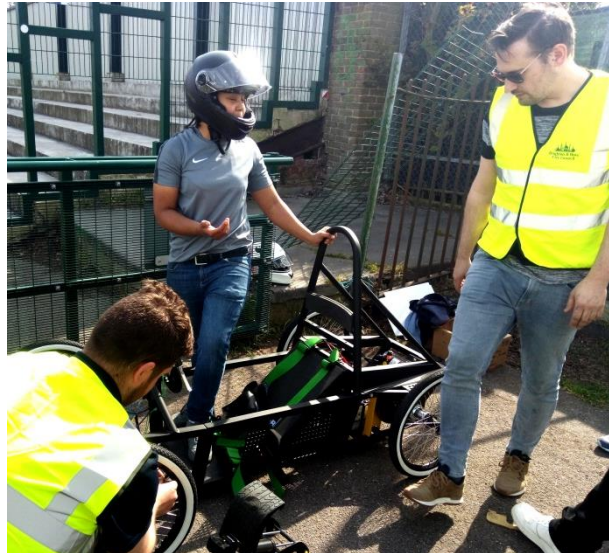


Figure 4 - Teen preparing to test drive the kit car she and others had built

- **REBOOT Youth Coaches** – The TDC is part of a partnership that has brought £165k to the city to engage and coach young people who are on criminal trajectories. This is as a response to needs presented by the community and the Police.



Employment readiness - the combined (all-service) results of self-reported progress on an outcome star, demonstrate that young people felt an 18% improvement in their skill levels through the youth work they received over the reporting period.

Assessment Element	Initial Average	Recent Average	Change
How confident I feel?	6.0	7.9	+1.9
How involved I am ..?	6.5	7.9	+1.4
How much I feel part of my community?	5.7	7.2	+1.5
How positive I am about my future?	5.8	7.3	+1.5
How skilled I feel?	5.2	7.0	+1.8
Average	5.8	7.5	+1.6

Highlight a particular project you have delivered that demonstrates good youth work practice and evidences positive impact

Youth-Friendly Community Spaces - Informed by mounting evidence of need on the subject of youth loneliness nationally, including reports from:

- UK Youth - <https://www.ukyouth.org/2018/08/09/aplacetobelong/>
- BBC & Wellcome Trust - <https://www.bbc.co.uk/mediacentre/latestnews/2018/loneliest-age-group-radio-4>
- Action for Children - https://www.actionforchildren.org.uk/media/9724/action_for_children_it_starts_with_hello_report_november_2017_lowres.pdf

...the TDC sought resource to take local young people on an exploratory journey into their own understanding of loneliness and how physical spaces in communities can be enhanced to become places that are welcoming and inclusive of their needs. The group had weekly sessions, using arts activities to explore the theme of loneliness for young people. They then worked on criteria to inform an audit that could be used to help managers of community spaces improve their centres for young people. The group presented at the Community Buildings Network and visited five spaces across the city, working with centre managers to look at aspects to be celebrated and where improvements could be made.

The final interactive **audit** is available to download here:

<https://www.trustdevcom.org.uk/what-we-do/young-people/making-community-spaces-youth-friendly/>

The 8-minute **film** documenting the process is available here:

https://www.youtube.com/watch?time_continue=358&v=InW6CWVevUI

The film captures some of the group's thinking on the subject of youth loneliness and demonstrates impact upon them for having been involved. One very happy story from the project was a young woman who presented to the (adult) Community Buildings Network. She was scheduled to do a GCSE exam the next day but had made up her mind that she wasn't going to do it. Following the presentation, she disclosed that she was given the courage to do her exam, "cos if I can do that [present to adults], I can do a poxy exam!".



Figure 5 - Group Presenting to the Community Buildings Network

Please submit a case study that outlines the difference that a Youth Work Intervention has made to the life of a young person you have worked with

M.S is a 14-year-old young woman, who was struggling with anxiety that was causing her to be off school. She had not attended school for over a year and was not receiving home education. M.S was in emergency accommodation out of the City with her mum and younger siblings due to domestic violence at home. Although keen to go to school, she had many worries about leaving mum and feeling sick.

Following a referral to the TDC Health & Wellbeing Youth Worker, weekly meetings helped M.S. to explore triggers of her anxiety, identifying physical symptoms, looked at strategies for helping her cope when she is away from mum or at other times when she felt herself becoming anxious.

Once the family could move back to Brighton, a meeting was arranged with BACA and it was agreed that M.S could come back on a part-time timetable. However, M.S. was extremely anxious at the idea of going straight into lessons, especially being a year behind in her studies.

The Youth Worker:

- Contacted the school, M.S's social worker, school nurse, attendance officer, child protection lead, and year-head to arrange a meeting to try to implement more support for M.S' school transition.
- Worked with M.S on assertiveness and being able to express what she really means.
- Met with M.S to discuss what she wanted the other agencies to know about her barriers to attending class.
- Met M.S. weekly on a Tuesday for an hour as part of her new timetable.

MS has still has trouble re-engaging at school. These are in part due to unmet needs in her mother. Links with schoolmates are now being bridged outside of school through connecting M.S. to community-based youth clubs.

Equalities - LGBTQ

Lead Organisation – Allsorts

How have the services in your area, over this period, included young people in the development and delivery of your and other services?

We deliver a six monthly survey and wellbeing diary to all young people who attend our groups. This is a significant opportunity for young people to have space to share their opinions, thoughts and feelings about Allsorts specific services. This also enables us to hear and appreciate incredible insights into how Allsorts benefits them.

In the under 16's group TAG we ran a small group consultation session about what they would like to do in the next six months. We had a very successful session and the key ideas included; making a resource about 'coming out' specific for the under 16's age range as well as planning and taking part in a sports day and taking part in drama workshops.

Sam Beal and a member of staff from the Community Safety Team attended TAG to do a consultation session to gather the opinions of our LGBTU young people on the Council's Pronouns Campaign for National Trans Day of Visibility. The outcome was that the young people informed the decision making process resulting in different slogans which the young people suggested being used on stickers next year.

Across all of our groups we encourage and actively engage in both formal and informal consultation about what activities they would like to do. This includes activities that they might want to deliver themselves, organisations that they would like us to connect with or in house delivery from the Allsorts staff team. This is particularly in regards to what matters to them most as LGBTU young people.

We've recently introduced a quarterly 'clinic' run by our Youth Presidents which gives our young people an opportunity to tell the Youth Presidents anything that they would feed back to the chair of trustees & one of the co-directors.

How have the services in your area, over this period, enabled young people with Protected Characteristics e.g. BAME, disabled or LGBT or with multiple disadvantages e.g. facing school exclusion, experiencing mental health issues and/or poverty to feel safer and supported?

As part of our commitment to supporting young people with their health and wellbeing we invite specific workers to attend our groups as well as delivering our own designed and tailored workshops catering for the specific needs of our young people. At our weekly 16-25 youth group, we have had;

- Monthly visits from THT to carry out STI testing & general information about sexual health
- Visits from a team of community nurses who are there to discuss general health. They recently ran a smoking cessation session
- Monthly visits from Rise and delivery of workshops related to consent and healthy relationships

Allsorts has delivered activities and one-to-one support which has included:

- Support around exam stress and strategies to manage this.
- Support around living on a student budget and trying to have a balanced health aware diet.
- Managing and adapting to socialising/alcohol consumption/ good sleep hygiene and potential peer pressure.

At TAG (our 11-15 group) we have had visits from:

- A Life Coach who runs a Young Person's Life Coaching Service in Brighton and Hove. This session focussed on stress management and goal setting with a focus on managing the pressures of school.
- The LGBT worker from RU Ok? delivered a workshop focussing on age appropriate safety and education around drugs and alcohol
- A LGBT inclusive sports session focussing on the benefits of exercise and the opportunity to try boxing in a safe and inclusive environment.
- As an organisation we have led activities that includes:
- Group games, team building and the value of being 'active'
- Group discussions about managing pressures and stress from school e.g. the importance of good sleep hygiene, balanced diet, taking time out for fun and seeking support if needed. The same issues have been an area of support in one-to-one sessions.

How have the services in your area, over this period, supported communities with council house tenancies, particularly around, anti-social behaviour, social inclusion and improving readiness for employment?

As we run groups and one-to-one support from a centralised location in Brighton, we are easily accessible from all areas of Brighton and Hove enabling young people to connect with others outside of their localised communities.

We have a group agreement, which enables young people to feel safe and supported in our youth groups and gives a clear expectation of behaviour whilst they are attending sessions. Although we have a small number of young people who are exhibiting anti-social behaviour, the group agreement is in place to not only help young people feel safe, but also challenges any anti-social behaviour in the groups. Staff are able to model effectively how to positively challenge anti-social behaviour whilst giving strategies and guidance to those who experience those behaviours in their communities.

Within our groups, we provide volunteering opportunities to improve young people's readiness for employment, which includes Peer Role Models and Peer Educators. During the last six months we have had four young people volunteer at our under 16's group TAG as Peer Role Models. The experience of being a Peer Role Model is something that in the present or in the future can be used to support job applications and help with employment opportunities or future volunteering opportunities, as well as building on skills such as creating activities and being a positive role-model. In addition, young people who engage in Peer Education are building their confidence, learning time management, improving public speaking skills and contributing to planning workshops to deliver in school settings.

As well as providing direct volunteering opportunities for young people, we have strengthened our links with representatives from BHCC apprenticeship schemes, we sign post young people to the service as options for their career development as, and when this is appropriate. We continue to remind young people of the fantastic opportunities that the organisations can provide with helping young people get into work.

Highlight a particular project you have delivered that demonstrates good youth work practice and evidences positive impact

For LGBT History month, we had several projects running throughout February in groups across the project. We made an LGBT Timeline to illustrate the significant events that have occurred in the past 20 years including legislation, culturally important milestones, such as TV or film representation of LGBT people, and coming out as LGBT.

This was an affirming piece of work and important for all of our young people. Young people participated in workshops and shared what from the timeline helped them to validate their identity. Young people fed back that they feel that there is a lack of LGBT representation in their worlds on a daily basis so the activities were significant in addressing this. Making an LGBT time line was also affirming to the young people because it was used at as an interactive display at the Brighton Museum LGBT History month open day.

We also had an art project to celebrate LGBT history month- this was across all of the groups. Young people made 3D decorations in the colours of the rainbow flag. Many young people got involved; it was particularly successful as it reached out to young people who do not usually get involved with art projects.

Please submit a case study that outlines the difference that a Youth Work Intervention has made to the life of a young person you have worked with

In September, R (Year 7) received one-to-one support in school to have space and support to come out to himself and others as gay. At the time of one-to-one support, R and his family had social services involvement; we have recently found out that social services are no longer involved. R has accessed the under 16's group on a regular basis and whilst he has some additional needs due to having ADHD, he has settled in really well. R has made strong connections with several of the young people at TAG and with the workers. R spoke to a worker about how he had felt confident enough to ask 'a boy out'. When R started attending the under 16's group he presented as shy and nervous, he now comes across as confident in himself, eager to communicate with his peers and gets involved with the activities. R at times needs additional support with his behaviour and is good at seeking this out. We provide activities that R can use to manage his behaviour such as one-to-one time outside or art activities that he can settle into. R is a well-respected and valued young person in the group and all of the staff and young people benefit hugely from his happy outgoing enthusiastic personality and energy.

Equalities – Disabilities

Lead Organisation – Extratime

How have the services in your area, over this period, included young people in the development and delivery of your and other services?



Thumbs up from R, who loves the sessions at Monster Studios where the Youth Club try their hand at drumming, guitar, and playing lead singer at the mic.

We consult with both young people (YP) and parent/carers on a regular basis to ensure their views are at the heart of the club's day to day activities and Extratime's operational and strategic plans.

This means YP are supported to take ownership and have a level of control of their youth club by making decisions and contributing to activities and planning. For some YP, communication can be challenging, but with appropriate support and the use of alternative communication methods as such as PECS and Makaton, all YP people have a voice in their clubs and schemes and the development of services in the city.

We consult regularly with parent carers and other key stakeholder who represent the views of YP. In October 2018 we commissioned an independent stakeholder consultation. Results from an online survey (194 parent carers) and a series of in-depth telephone interviews to capture the views of 'harder to reach' families (17) have informed Extratime's forward plans. They are also contributing to the development of the broader 'extended day' as part of the reorganisation of the specialist school 'hubs' in the city.

Young people and their parent carers are also at the centre of our plans to develop Extratime's new home at Portslade Village Centre. This includes repairs and essential maintenance to bring the Centre up to the appropriate legal H&S standards. With generous support from the council, local charities, companies and volunteers, Extratime is also investing in improvements to the Centre to support YP with SEND to feel valued in their new youth centre. Over the coming months the YP will be working with 'Same Sky' and 'Carousel' to express themselves through artwork to decorate the Centre.

How have the services in your area, over this period, enabled young people with Protected Characteristics e.g. BAME, disabled or LGBT or with multiple disadvantages e.g. facing school exclusion, experiencing mental health issues and/or poverty to feel safer and supported?



Members of the Youth Club, J and R, making healthy food choices and handling money at the supermarket.

Young people with SEND often face multiple disadvantages e.g. school exclusion / refusal, mental health issues. A recent report from B&H Disability register demonstrates; 55% of families of CYP with SEND live in or on the margins of poverty. 38% said their caring role means they can't work and 33% have had to take less senior roles or reduce their hours. 15% of parent carers skip meals as they couldn't afford to feed the whole family. (Amaze, September 2018)

Based on this data we are working towards increasing inclusion for YP with mild learning disabilities (LD), including formal volunteer opportunities for YP with SEND and subsidising user fees.

Extratime Youth Club is a city-wide project and as independent travel is not possible for the majority of participants transport support is provided.



For best mates, R and F (age 16), Extratime is the only place they can spend time together out of school and away from their parents. They both have severe learning disabilities and autism which means they cannot travel, or access community leisure spaces and activities independently. R also needs support to manage his behaviour when he feels anxious. L needs specialist support to get around, to eat and to communicate. He loves books and spending time in the company of others his age

Due to their learning disabilities, complex health conditions and autism, most YP at Extratime need high levels of specialist care and support to participate in youth activities. Extratime offers a rare opportunity for them to have fun with others their age in a safe and supported mainstream setting away from school or parents.

Young people with SEND tell us they feel isolated, lonely, often bullied and sometimes depressed, anxious, and using self-harming behaviour to cope and express their feelings. Without support, they can't just 'hang out' with others their age. This is backed up by national and local research (NHS, 2018, Amaze, 2016).

The youth club supports YPs to overcome feelings of difference, stigma and anxiety by

creating a sense of community, helping them feel more connected to each other within club and the wider Extratime community. Their sense of belonging and familiarity of the structured routine develop new confidence to participate in group activities. The importance of diversity, equality and tolerance is reinforced in this safe environment where individuals are celebrated for what they can achieve, and not judged for what they can't.

Participating in group check-in, physical, creative and cookery activities alongside unstructured time to 'hang-out' each week builds their confidence and self-esteem. This facilitates development of stronger social and interpersonal skills, and greater Self-awareness, agency, confidence.

This club is unique in Brighton & Hove, and highly valued by young people and their families.

"Extratime is the best run club we have come across and our daughter C loves it....I don't worry at all when she is there. Lovely staff." - Parent Carer, March 2019

Extratime has continued to work with YP schools and colleges to ensure we understand their individual needs, including accessing EHCPs, Behaviour and Communication Plans. This ensures a smooth transition between school/college and club and the team are aligned with other professionals to best support and encourage the young people. The Youth Club is especially important for young people with SEND going through transition from children's to adult services as it provides a consistent space during a challenging period of change.

How have the services in your area, over this period, supported communities with council house tenancies, particularly around, anti-social behaviour, social inclusion and improving readiness for employment?



Cookery sessions at Extratime help young people with SEND to build valuable healthy lifestyles, kitchen skills and interpersonal skills



Without support JM, who has complex needs and uses a wheelchair, is unable participate in sport other young men his age

30

Council house tenancies data is not included here but the B&H Disability database shows 27% of households with a child with SEND live in council tenancies and over one third of households with SEND young people live in social housing.

All YP at Extratime are supported to develop their self-confidence, self-esteem and life skills. The club gently challenges YP with SEND to develop their potential, at whichever level is appropriate. These skills support their development, including pathways to volunteering and employment for some. YP with more severe LD and / or complex needs are unlikely to enter employment, so this work is important to support their transition from school / college to adult services.

Given the high numbers of young people with SEND accessing mainstream provision across the Youth Grants Programme (342 individuals), we are working with our youth service partners to increase inclusion for more YP with SEND, creating volunteer opportunities and subsidising user fees.

Activities at the club help develop YP education and empower them to make choices about living a healthier lifestyle. This includes cookery where YP have become more confident in healthy behaviours, understanding and participating in food preparation, using kitchen appliances and handling money.

Inclusive sport-based activities continue to be popular and fun. Football, basketball, table tennis, dancing, ball games and Boccia help support healthier lifestyles, Albion in the Community (AITC) and Brighton Golf ran workshops throughout the year. Participating in sports promotes positive interpersonal skills, including teamwork and communication.



“Football was so fun, I know her (AITC worker) she tells me I have done a good job, it makes me happy” - Young Person after AITC workshop

Everyone enjoys the football workshops regularly run by Hayley from Albion in the Community (AITC) at the Extratime Youth Club

Highlight a particular project you have delivered that demonstrates good youth work practice and evidences positive impact

At Extratime, the strengths and interests of each young person underpins all of our work. Their individual and complex needs mean that a person-centred approach is vital to support each young person to meet their own potential at their own pace. For young people with severe anxiety due to autism, this means taking time to understand them, communicating in a way that's right for them (including signing, PACS for non-verbal young people) and understanding challenging behaviour as a communication method.

A has been attending Extratime's youth club two years. He enjoys the mixing with his peers and staff and has grown into a sociable young man. As A has reached puberty, his behaviour and the control he has over his behaviour has become more challenging, both at school and more predominantly at home. He is incredibly anxious, repeatedly asking questions or getting stuck on things he wants to say. At home his severe anxiety can lead to physical outbursts.

The team work with A to create in an environment which is consistent and calm. He knows what to expect and knows what he can and cannot do. Extratime provides a safe space for without sudden changes or things which will cause him distress. This means A enjoys coming to youth club: he loves sports, cooking, the various workshops (especially AITC) and also playing board games. He loves interacting with the staff and young people. Recently he has supported a new young person to settle into the club, playing sports with him and teaching him games such as Operation and Monopoly.

Youth club also provides his parent carers with a much needed break from their demanding caring responsibilities, providing them with the confidence that A is safe. It is crucial for their well-being that A has this time with Extratime where he can socialise and be happy.

"Saved my mental health" – Parent carer, March 2019

Please submit a case study that outlines the difference that a Youth Work Intervention has made to the life of a young person you have worked with

AW has been coming to youth club for two years. She has learning disability, autism and emotional and behavioural difficulties. This includes presenting with depression, self-harm and an eating disorder. Over the last two years she has built strong and trusted relationships with the Youth Workers at club and feels secure in sharing when she has self-harmed. She knows she will not be judged but will be able to talk openly about her feelings and anxiety, helping her manage these in more positive ways. We work closely with AW's family to have appropriate support strategies in place to ensure her wellbeing is protected and supported.

Equalities – BME

Lead Organisation – BMEYPP

How have the services in your area, over this period, included young people in the development and delivery of your and other services?

The BMEYPP operates the BME Youth Champions Project. Champions are young people aged 16 to 25, who volunteer on project activities and who organise activities and events. During this period young people have volunteered at the BME youth drop in sessions.

Young people have designed the Positive Images Project and the activities are all based on young people's ideas. As a result we have applied for additional funding with the young people. Their activity ideas are: to produce a booklet about the lives of BME young people in Brighton and Hove, carrying out interviews with positive role models in the BME communities, produce posters and postcards showing positive role models in BME communities, they will also plan a launch event later in the following year.

They BME Youth Champions have led debates, discussions and workshops in writing poetry and prose, identity paintings, and collages, leading discussions as well as the activities themselves.

During the holidays the young people have organised trips. They decided on trips they wanted to do at the drop in sessions, and some young people have booked tickets, and travel supported by the workers.

How have the services in your area, over this period, enabled young people with Protected Characteristics e.g. BAME, disabled or LGBT or with multiple disadvantages e.g. facing school exclusion, experiencing mental health issues and/or poverty to feel safer and supported?

The BMEYPP provides safe and supportive BME only spaces where young people are free to be themselves and discuss any issues that are important to them. This has included discussions regarding identity development, comparisons between different cultures and how they are perceived in the media and wider communities, how they feel they are treated differently due to their race and cultural identities, stereotypes, their responses to radicalisation and the impacts on them as young people.

We have been working with a young woman who is on the autistic spectrum and who is high functioning, but whose behaviour has been challenging for young people and staff. Staff have had numerous conversations with individual and groups of young people regarding the nature of difference and special educational needs, and how this impacts on people (without outing her and her situation). In most cases this has enabled young people to be and show more understanding. The staff observed that there are other young people who may have special educational needs, such as high functioning autism and ADHD but have not been identified by other professionals such as school teachers, and fear that their issues are being defined as 'bad behaviour'

We have been working with a number of young people, mainly young men, who are experiencing ongoing difficulties at school. We have been providing space where the young people can share their experiences with workers and each other. This has enabled us to share techniques for dealing with difficulties, particularly involving relationships with teachers and with their peers, and dealing with anger and residual feelings that the young people have had.

Many of the young people experience a range of issues that affect their mental health and well-being, racism, racist incidents and bullying leave young people feeling isolated and affects their confidence and self-esteem. Parental pressures, particularly in relation to academic aspirations and achievements puts pressures on young people to study hard and sometimes subjects that are not interested in, increases their experiences of stress and anxiety. We have been able to be a sounding board for young people, and pass on advice on strategies for example having frank discussions with parents, using relaxation techniques to deal with stress and anxiety. Providing opportunities for young people to develop positive self-esteem through positive Black Histories activities. Young people have told us that one of the things they like about coming to the BMEYPP is that they no longer feel that they are alone. We think this is because they meet and discuss with others common issues.

At each drop in session and events that we offer a cooking a cultural dish activity. As well as enabling the young people to explore cultures, it enables some young people to eat a meal. This is very important to some of our members who have been in temporary accommodation or those who are sofa surfing or vulnerable to homelessness.

How have the services in your area, over this period, supported communities with council house tenancies, particularly around, anti-social behaviour, social inclusion and improving readiness for employment?

Highlight a particular project you have delivered that demonstrates good youth work practice and evidences positive impact

Positive Images Project

During a youth drop in session, we engaged young people in a discussion about the government's Building a Stronger Britain Strategy and outcomes. We discussed ways in which 'Fewer people holding attitudes, beliefs and feelings that opposed shared values' and also how we could increase their 'sense of belonging and civic participation' in Brighton and Hove. Young people brainstormed different ideas for activities, and then prioritised to what they felt was achievable. These ideas were used to form the Positive Images Project. Young people want to make a book sharing their experiences of living in Brighton and Hove, and to organise a launch event with a multi-cultural fashion show, food and readings from their book. The project will be involved in all aspects of producing the book, including various expressive writing and arts workshops to produce pieces, interviewing techniques workshop and carryout interviews with peers and role models in the community, photography workshop. They will also plan and deliver the launch event.

Youth Work Practice

- Educational – young people will learn new skills; learn through expressing themselves and reflection, learning soft skills such as working together in a team, communication skills. Champions will also learn leadership skills through running workshops. Young people will gain knowledge and awareness of the lives of others through interviews with role models and ways in which they achieve their own goals.
- Participative – young people have been involved in the development of the project since its inception, and continue to make decisions through the project, timetabling workshops and are currently planning interviews.
- Anti-Discriminatory – the project is designed to give a voice to BME young people from different backgrounds who do not usually have a platform. We are aiming to include young people from diverse communities and with diverse lived experiences.

Voluntary – All young people have chosen to take part in the project

Please submit a case study that outlines the difference that a Youth Work Intervention has made to the life of a young person you have worked with

H is 13 years old, of dual heritage. She is an only child, lives with her mum and has very limited contact with her father who lives in London. Her mother does not work, and there are financial pressures in the household. She has been regularly attending the drop in sessions for the past three years. At first it seemed she fitted in well, was liked and seen as a joker in the group. She spoke openly and frankly about experiences at school, being bullied, having racist comments directed at her, teachers not listening to her, but she would usually end up being punished. On occasions her behaviour appeared 'odd' and other members complained about her actions, staff challenged her about her behaviour, but no sooner had she been spoken to, she would carry on as before and the message did not seem to get through. Her behaviour became more erratic, she seemed to have 'melt downs' where she would end up screaming, shouting and in tears. However she did continue to come to the sessions each week, so we felt that she enjoyed coming to the sessions which was confirmed by her mother. During a cinema trip worker observed her behaviour and demeanour and we felt that maybe there was more going on for this young woman than we first thought. We did research about her behaviour and felt that she may be on the autistic spectrum or suffering ADHD. We arranged to meet with her mother, who confirmed that H was indeed on the autistic spectrum and had an EHCP in place at school. She had not informed us of this because she wanted her daughter to be treated as 'normal'. She did not want the project to tell other members about her daughter's condition, although the information was shared within the staff team meeting.

H has a good relationship with one of the staff team who spoke to H and asked her how we could support her to take part in the sessions easier, where she could feel safe (and how we could keep other young people safe) and enjoy her experiences at the BMEYPP. We have put a plan in place where a member of staff are responsible for checking in with H at the start of the session, that they spend most of the session

supporting her during activities. She is encouraged to state how she is feeling and if she starts to feel any form of stress or distress during the session and we make arrangements for her to be picked up earlier if she wants or feels she needs to.

As well as working with H and her mum, we have also spoken to members at the Drop in regarding issues of diversity and difference, particularly in relation to people with learning disabilities. Some young people have responded well and have shown a more sympathetic approach when dealing with H and other members at the sessions.

As well as this the staff team have prioritised training for staff in dealing with different aspects of working with young people with learning and physical disabilities.

Appendix

Youth Grants Programme 2017 – 2020

Service Area	Providers	Summary of activities, projects and support	Budget 2017/18 (1/2 year)	Budget 2018/19 and 2019/2020
Hangleton, Portslade and West Hove	The Hangleton & Knoll Project (lead) YMCA (partner)	<ul style="list-style-type: none"> • Family Mediation • Group work activities/programmes / project work • Detached youth work • Open access sessions • Safe spaces • Healthy relationships and lifestyle work • Peer support • Participation • Young Leaders programme • Pathways to education/ accreditation • Volunteering opportunities • Targeted individual work • Mediation and Housing advice • Counselling • Activity based therapies 	£39,500	£79,000
Whitehawk and The Deans	The Trust for Developing Communities (lead) The Deans Youth Project Impact Initiatives (partners)	<ul style="list-style-type: none"> • Open-access youth clubs • Detached youth work • New and challenging activities • Sports • User led activities • Work with young people with disabilities • Targeted work • Project work • Drop-ins 	£30,500	£61,000

Service Area	Providers	Summary of activities, projects and support	Budget 2017/18 (1/2 year)	Budget 2018/19 and 2019/2020
Moulsecoomb & Patcham	The Trust for Developing Communities (lead) Impact Initiatives, Albion in the Community Extratime, Friends, Families and Travellers, Bevendean Activities Group (partners)	<ul style="list-style-type: none"> • Detached youth work • Open-access youth clubs • New and challenging activities • Special needs clubs • High participation activities • Sports • BME work • Individual targeted work 	£44,000	£88,000
Central Hove and Brighton	Brighton Youth Centre (lead) Young Peoples Centre, Turner Project, Youth Advice Centre (partners)	<ul style="list-style-type: none"> • Detached youth work • Open-access youth clubs • Participation and project-based work • Special needs support • Sports • Targeted work • Girls group • Young Carers sessions • Weekday drop-in advice service • Activity and youth work session (PRU students) • Adopted Young People's Group • Specialist health work • Casework, inc brief interventions and group work around risk • Arts Workshops and events (gigs) 	£49,500	£99,000

		<ul style="list-style-type: none"> • B.Fest 		
Equalities: LGBTU	Allsorts Youth Project Ltd	<ul style="list-style-type: none"> • Group work • Individual support • Staff liaison • Joint projects • Training 	£9,500	£19,000

Service Area	Providers	Provision	Budget 2017/18 (1/2 year)	Budget 2018/19 and 2019/2020
Equalities: BME	Black and Minority Ethnic Young People's Project	<ul style="list-style-type: none"> • Weekly drop-in • BME youth engagement • BME Youth Champions • Leadership programme • Holidays and summer activities • Black History Month • Sports development project • BME Communities Collaboration Project • Schools work 	£9,500	£19,000
Equalities: Disabilities	Extratime	<ul style="list-style-type: none"> • Arts, sports and cultural activities • Participation • Drop-in 	£9,500	£19,000
Aspire		<ul style="list-style-type: none"> • Contribution to the recording system for voluntary sector projects 	£8,000	£16,000
		Total	£200,000	£400,000

North Area Panel - Youth Service Grant Briefing

Background Information

The paper gives a short summary of the Youth Grants activity in the east of the city in 2018/19. For more information see the full Housing and New Homes Committee report and the data and narrative annexes

The Youth Service Grants Programme runs from 1st October 2017 to 31st March 2020. Its annual budget is £400,000. The Housing Revenue Account contributes £250,000 to help maintain services. To allow time to agree and implement a process for recommissioning youth services, the proposal is to extend the current programme until 31st September 2020 and then to recommission for a further three years. This is subject to views from the Area Panels.

Providers are commissioned to promote positive changes for young people based around both short and long term outcomes. The outcomes for council tenants are:

- Reducing anti-social behaviour in communities with council house tenancies
- Improving the social inclusion of young people in communities with council house tenancies
- Supporting young people in communities with council house tenancies to improve their readiness for employment

The funding is distributed based on population numbers and the distribution of Council houses as follows:

	Annual funding
Hangleton, Portslade & West Hove Lead Provider – Hangleton & Knoll Project	£79,000
Whitehawk and the Deans Lead Provider – Trust for Developing Communities	£61,000
Moulsecoomb & Patcham Lead Provider – Trust for Developing Communities	£88,000
Central Hove & Brighton Lead Provider – Brighton Youth Centre	£99,000
Equalities: LGBTU - Allsorts	£19,000
Equalities: BME - BMEYPP	£19,000
Equalities: Disability - Extratime	£19,000
ASPIRE (database record casework and report on outcomes)	£16,000
Total	£400,000

North Area Provision

The lead provider for the North Area is the Trust for Developing Communities (TDC) and they have been working closely with other organisations to provide a range of youth activities in the area, such as:

- 67 Centre Young Womens Group
- Detached Youth Work
- Coldean Youth Sessions
- Holiday activities
- Look Sussex Session
- Yoga for Teenagers
- Moulsecoomb Young Mens group
- Moulsecoomb Football
- Thursday Youth Club –Moulsecoomb
- Targeted 1:1 work
- Health and wellbeing project
- Events

TDC has been attending Local Action Team meetings in Bevendean, Moulsecoomb and Patcham responding to emerging concerns regarding anti-social behaviour (ASB). A partnership piece of work with Sussex Police and St Giles Trust has seen TDC recruit young people at risk of ASB and criminal engagement, engaging them in focussed group work. In addition, TDC is part of a partnership with YMCA Downslink Group, the Hangleton & Knoll Project and AudioActive which has successfully brought £165k to the city to engage and coach young people who are on criminal trajectories.

Outcomes

In the year from 1st April 2018 to 31st March 2019 TDC partnership worked with 425 young people in the North and their target was 320.

56% of young people worked with by TDC in the last year were Council Tenants and much of the wider community work is supporting of Tenants and Residents Associations/Forums in areas of high Council tenure.

Young people across all of TDC's youth sessions in the north have been meaningfully involved in designing aspects of their provision. This ranges from deciding the food for the following week to writing bids for increased funding.

Regarding progress made with young people's employment readiness, the results of self-reported progress on an outcome star, demonstrate that young people felt an 18% improvement in their skill levels through the youth work they received. In addition young people were reporting an increase in confidence, feeling more involved with their local community, more positive about their future and had gained more skills.