

HULL EARLY HELP SERVICE GUIDE

and performance review 2023/24

"The total support that improves a family's resilience and outcomes, or reduces the chance of a problem getting worse"



INTRODUCTION

In Hull we have a strong and proactive Early Help Partnership who work together to support children and families, acting early to prevent problems from getting worse and find solutions that will make their lives better.

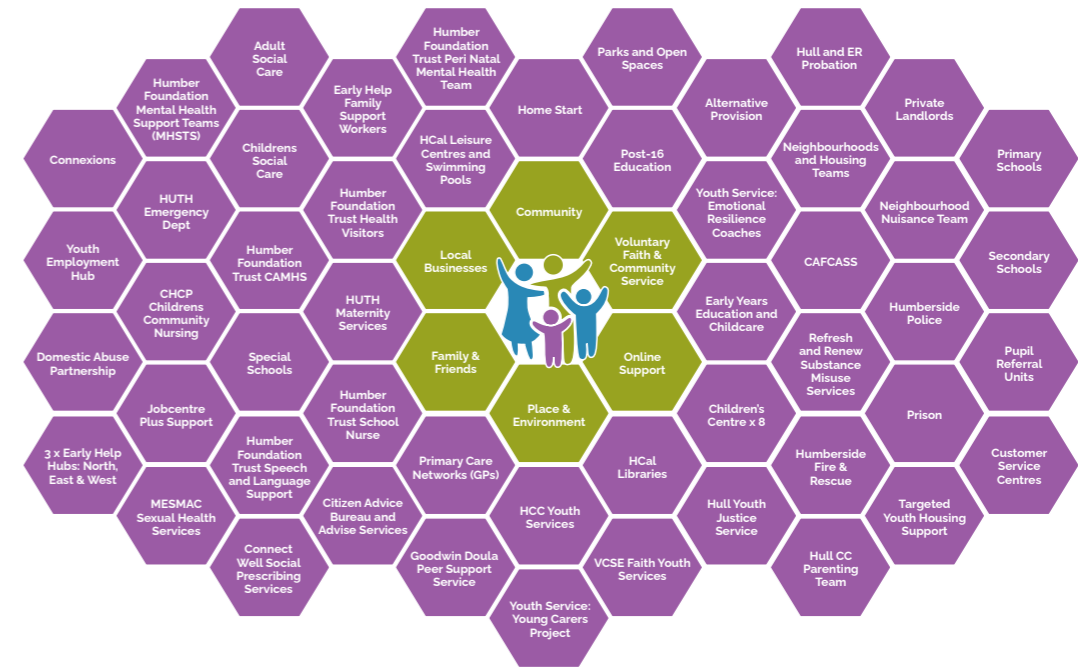
Early Help and Prevention is a whole system approach, a way of working and everybody's business. It is about working in a collaborative way to support children, young people and families to build on their strengths, overcome challenges and make positive changes for themselves.

Our Early Help and Prevention system in Hull involves a wide range of partners all playing a key role in providing support and helping build the resilience of children, young people and families.

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Hull Early Help Partnership



Our own local early partnership in Hull is depicted above, with many agencies and services working across the various levels of support. For example, schools and colleges provide a universal offer for all children and young people but also provide vital early help and additional support for those children who need it. Similarly with health visitors whose offer ranges from universal through to partnership plus as part of a multi-agency approach to whole family support. Our partners in the Police have a clear focus on early intervention, working alongside us and they work proactively with partners in the community.

This report outlines a range of the Council's Early Help services who work with children and families. It outlines what the services do, how they deliver their support and the results they achieve.

There are also some great case studies which show the impact of their work – we hope you enjoy the read.

Our Priorities for 2021-2025:

Hull's Early Help and Prevention Strategy (2021-25) has clear priorities.

- 1. A stronger focus on the first 1001 days and school readiness**
- 2. Supporting children and young people to make successful transitions**
- 3. Keeping children safe and intervening earlier to prevent and reduce neglect**
- 4. Reducing Parental Conflict and preventing domestic abuse through early identification and intervention**
- 5. Supporting vulnerable adolescents to reduce risk taking behaviours and those at risk of antisocial behaviour or criminal activity**
- 6. Improving emotional and mental health and wellbeing**
- 7. Supporting post-pandemic participation and engagement in positive and enriching activities**



Number of referrals received from April 2023 to March 2024 into targeted Early Help

8741

These are a combination of referrals which have been received through the Early Help and Safeguarding Hub (EHASH), at level 3 and directly to Early Help as levels 1 and 2. Some of these may have been picked up by a range of partners, who record on alternative systems, and at the triage stage have been identified as the most appropriate organisation to support the family.

Early Help assessments completed on **2613** people

(939 adults/1674 children)

The number of children and young people (to age 25) registered across Early Help

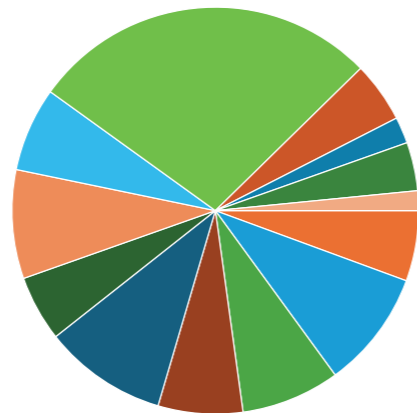
72,066

708

Transitions including **392** co-working requests from Children's Social Care

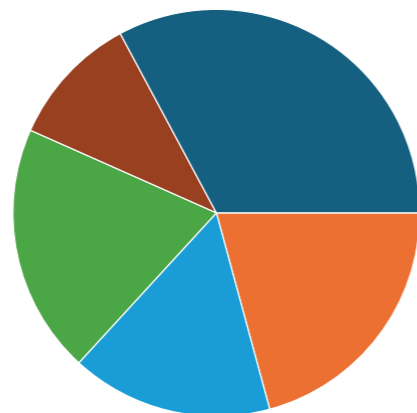
Reason for Referral - Early Help 2023 -2024

- 490 Abuse
- 819 Child with disability
- 686 Domestic Abuse
- 588 Family Dysfunction
- 858 Family with Acute Stress
- 457 Housing/Homelessness
- 756 Mental/Emotional Health
- 585 Other
- 2424 Parenting Issues
- 421 Special Educational Needs
- 183 Substance Misuse
- 337 Universal Children's Centres
- 137 Young Carers



Referral Source- Early Help 2023 - 2024

- 1816 Health
- 1402 Self
- 919 Police
- 2870 School/Education
- 1734 Other*



* Other includes: Housing , LA services , Other legal agency, Other: Anonymous, Unknown

EARLY HELP FAMILY HUBS

The Family Hubs provide a 'one-stop shop' for families across Hull. We bring together all the support your family may need, from pregnancy through to young people turning 19 (or up to 25 with Special Educational Needs and Disabilities).

The Family Hubs are a core part of the Early Help delivery model across Hull. Further to the recent funding we are transitioning the Children's Centres into Family Hubs.

We are focusing on helping families with:

- Becoming a new parent and all the challenges that may bring
- Building loving and responsive relationships with parents/carers and their children
- Infant feeding
- Speech, language, and communication and play at home
- Social activities such as infant massage and play groups
- Peer support for parents and carers including dads and partners and those families with children who have SEND needs.
- Links with all other teams who support parents such as midwives, health visitors, housing, registrars, nurseries and school, budgeting, and financial support.
- Access to antenatal classes and other parenting support as babies grow.

There are 12 Hubs, they provide a base for bringing together a range of practitioners supporting close collaboration and alignment of services to form an Early Help Team. All staff work with partners across the locality to deliver an integrated approach to Early Help services, these include:

- Early Help Family Support Workers and Senior Family Support workers
- Early Help SEND Family Support Workers
- Parenting Practitioners
- Targeted Pregnancy Support Workers
- Early Help Coordinators
- Healthy Lifestyles Practitioners
- Youth Workers
- ReFRESH Drug and Alcohol workers





Family Hub locations

North

- Lemon Tree Family Hub (North Early Help Hub)
- Parks Family Hub
- McMillan Family Hub

East

- Acorns Family Hub (East Early Help Hub)
- Longhill Family Hub
- Marfleet Family Hub
- Mersey Family Hub
- Little Stars Family Hub

West/Central

- Priory Family Hub (West Early Help Hub)
- Rainbow Family Hub
- Fenchurch Family Hub
- Octagon Family Hub

Partners and commissioned services also working out of the Early Help Family Hubs include:

- Young Carers Workers
- Drug and Alcohol Workers (Renew)
- Job Centre Plus Troubled Families Employment Advisers
- Health Visitors and Health and Development Practitioners
- KIDS staff
- Home-Start (Hull)
- Midwifery

Early Help SEND Family Support

The Early Help (SEND) family support team provide a holistic family focused service for children, young people and their families with special educational needs and disabilities. We:

- Co-ordinate Team Around the Family (TAF) meetings for families, undertaking an Early Help assessment and family plan, to identify the needs of the family.
- Maintain regular contact with families via home visits and telephone to suit individual family's needs.
- Work with other teams including KIDS, LAFSS, health, education, social care and the voluntary sector, to provide advice, information, emotional and practical support to families.
- Offer support for the co-ordination of hospital/medical appointments, helping prepare the families for meetings and appointments.
- Assist families with referrals and liaise with appropriate agencies.
- Assist families in applying for benefits and allowances.
- Provide information on entitlements, funding and grants.
- Provide opportunities to meet other families through parent peer support groups.
- Support with SEND sessions such as Autism Awareness and Sensory Eating.

How many have we supported:

From April 2023 to March 2024

191
families received SEND Family Support

69
parents/carers attended the Autistic Spectrum Condition and Understanding Sensory Differences workshop

24
parents/carers completed the Eating and Sensory workshop

Quotes or feedback from service users:

Early Help SEND Family Support

"My Early Help SEND Worker was approachable, understanding, flexible and supportive. She really helped me get as much support as possible"

"Everything felt easier with my Early Help SEND Family Support Worker, she gave me a lot of support at a really difficult time, and I could not thank her enough"

"I felt listened to and not judged as a parent, my worker was knowledgeable and was able to signpost me to lots of services which supported me and my child"

"Thank you for all of the support you have given to me and my family, I understand a lot more about SEND services and where to go for support"

"Our worker helped us apply for funding, we used the money to buy sensory equipment for our home and this has really helped our child"

Early Help SEND Autistic Spectrum Condition and Understanding Sensory Differences Workshop

"Brilliant workshop, I have really enjoyed it and learnt a lot about Autism"

"It helped meeting other parents who have similar experiences to my family"

"Excellent facilitators, they linked the information to their own lived experiences, I've gained so much more knowledge- Thank you!"

Eating and Sensory Workshop

"This course is excellent if your child is newly diagnosed or on a waiting list, I've learnt so much"

"Talking about personal experiences and listening to other people's stories really supported me"



11-19 EARLY HELP FAMILY SUPPORT SERVICE

The role of the 11-19 Family Service is to provide targeted Early Help to families in need of support. We will work with young people, families, and carers creatively to deliver a wide range of evidenced-based family interventions to meet their support needs.

We complete Whole Family Assessments using the Signs of Wellbeing Framework and Outcome Star's to create effective support plans using SMART goals. We take a multi-agency approach and often act as the Lead Worker for Families. We chair Team Around the Family Meetings to plan and review support and work collaboratively with a wide range of internal and external services.

We are locality based serving the North, East and West of the City and spend time in the community visiting homes, schools, and other venues on a regular basis.

Senior Early Help Family Support Worker

Total Number of Assessments Completed
367



Case Study

R had poor mental health and was self-harming and limiting food intake. She was struggling with behaviour and attendance in school and was seeking out attention from boys in negative ways, i.e. sending inappropriate photos/videos. Mum was struggling to know how to support R with her mental health and manage her behaviour.

- Support given to mum with strategies to support R with her behaviour and mental health, i.e. responding to the emotion before addressing the behaviour and opening up conversations.
- Direct work completed with R to understand what was going on for her.
- A referral to MIND to support with R's mental health.
- A TAF was held in school to agree a support plan for R, so that if she got frustrated, she could take time out of class to speak to a trusted member of staff until she felt ready to rejoin the class, and a part-time timetable was agreed to make school feel more manageable.

Outcomes

- R started to open up to mum and professionals about her worries and self-harm.
- R felt more able to attend school knowing that support was there when she needed it and was able to increase her hours in school.
- Mum started to respond to R in a way that supported her emotions and the relationship between them improved.
- R now feels more able to approach mum with her worries and mum has been able to listen and respond with an open mind.
- R began to engage well with MIND counselling, to support her mental health.

FEEDBACK

R liked having someone who listened to her worries and spoke to school on her behalf. Mum valued being able see things from R's perspective and appreciated the support given with putting a plan in place in school



TARGETED PREGNANCY SUPPORT (TPS)

TPS is a Family Support service aimed at supporting vulnerable women and families during pregnancy and after baby has been born. The team undertake a holistic assessment with families, providing and coordinating appropriate support/services to meet identified needs. They work closely with the partnership as part of the vulnerable pregnancy pathway, to ensure that families receive the right support at the right time in their pregnancy.

They are a team of four family support workers who support vulnerable families during pregnancy, undertaking the parent and baby star assessment, and use a range of tools and programmes.

This may include:

- birth preparation sessions
- parenting support including support for dads, with a focus on attachment and bonding and ensuring the best start in life for babies.
- housing advice and support including helping with homelessness
- finance/budgeting/benefits
- sexual health and contraception
- smoking cessation advice and signposting
- substance and alcohol misuse support, working closely with Renew
- education and employment advice and guidance
- relationship advice and guidance, particularly around parental conflict
- support accessing Family Hubs activities and groups
- passing families on to the First 1001 Family Support staff to ensure the continuity of support in what can be a difficult time for new parents

- work closely with the Early Help Partnership, including Social Care, Midwifery, Health Visiting, Housing, Domestic Abuse Partnership, Renew, Perinatal Mental Health, Voluntary Sector Organisations such as Homestart, House of Light and the Family Hubs.

We aim:

- To build a strong family where parents are positive role models for their children
- To give every child the best start in life and ensure they stay with their birth parents and family, preventing them from needing the support of a social worker
- To improve the situation so families no longer need support from the team and also to ensure they are aware of the wide range of other support and services available as their children grow

Between April 2023 – March 2024

The team have supported 335 unborn children and 373 parents

PARENTING TEAM

Senior Early Help Family Support Workers (Parenting)

The Parenting Team consists of a manager and six practitioners, two based in each locality. They work with parent/carers to support them in managing children's behaviour using positive parenting strategies which can help to improve family relationships, family routines, children's physical safety and children's emotional wellbeing. Parents report improvement in their own emotional wellbeing and self confidence through working with the team or attending group sessions. The Team co-deliver with staff across the Family Hubs and other stakeholders and currently have two parent volunteers.

Strengthening Families Strengthening Communities (SFSC) Intensive 4 hours a week, for 13 weeks

This focuses on cultural parenting and reflections of parents own parented experiences and parenting strategies to support positive family relationships going forward to bring up children to become responsible young adults. The SFSC books are available in many languages to support learning for those whose English is not their first language.

Online Solihull

6 weeks x 1.5 hours per week: This aims to give parents a better understanding of their child's brain development at different ages and stages of growing and how they can improve parent/child relationships.

Parenting Advice & Support Workshops

Workshops are delivered in Schools, Community Centres, and other settings to speak to parents/carers and share information on what support may be available to them or provide a targeted session on an area of parenting that they have identified they would find useful. Parents are referred onto parenting groups.

1-1 Parenting sessions

These are intensive or targeted parenting sessions delivered on a 1-1 basis, online, at the parents' home or in a community setting. Parents who work full time, have a disability or have childcare commitments are supported on an individual basis to meet their needs.

Referrals 1st April 2023-31st March 2024:

652

Families triaged for 11- 19s Parenting

551

Family Star and Plans Completed (Pre and Post intervention)

123

Families received signs of Wellbeing Assessments and Plans

551

Parents have attended parenting groups. (often 2 parents from same family)

28

Schools engaged in Parenting workshops

121

Parents attended School Workshops



Case Study

Referral made to parenting via school due to R's low attendance and reports from parents they are struggling to manage her behaviour. Parents are separated they have three girls aged 7, 9, and 14 years. R the eldest girl is 14, has been reported missing twice, is using cannabis and had started getting into trouble with her new friends she has made since not attending school. Her attendance is 52 %

- Multi-agency Team round the family took place at mums house to gather information with mum, dad, school, R, and parenting practitioner
- Family Star and Assessment was completed and a plan put in place
- Voice of all three children was obtained
- R was referred to Flipside and ReFRESH for support and the other two children received support via the school nurse
- Both parents attended an Adolescents Parenting workshop which covered teenage brain development and risk behaviour
- Mum went on to complete SFSC to support her in managing family conflict and R's behaviour at home and in the community.

Outcomes

- R is working with Flipside and has started to share her wishes and feelings and anxieties around going into school. She is waiting to be allocated a ReFRESH worker.
- Mum and dad attended the workshop and mum attended the parenting course, boundaries at home were tightened and parents are communicating to address R's behaviour management ensuring consistency across households.
- Parents now implement consequences to address challenging behaviour rather than just making threats.
- The case was transferred to the Family support 11-19s team to continue support in improving school attendance, holding another TAF to monitor progress made.

FEEDBACK

Mum said she remembered what it was like for her being a teenager, she says she had forgotten how important it is to make time for one another and talk about feelings. Dad said he realises how important it is to support mum and show a united front. He gets R more involved in helping out which means she is staying around more over the weekend and she has started to let him and mum know if she is going to be late home. The school nurse for the younger two children has fed back that they are getting on a little better with their older sister, there is less fighting amongst them.



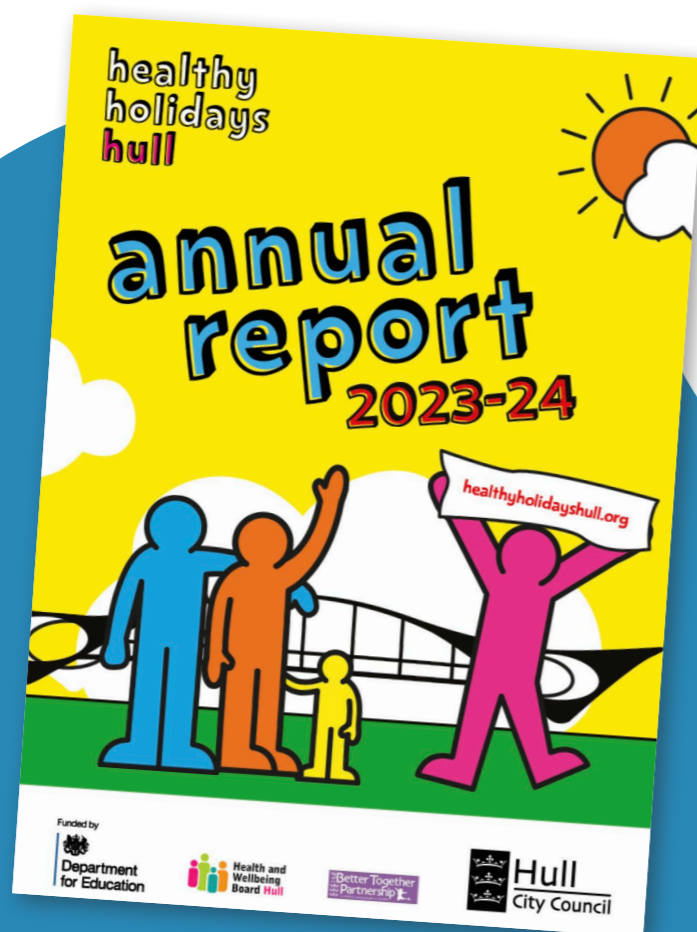
HEALTHY HOLIDAYS HULL

healthy holidays hull

Healthy Holidays is a city-wide approach to delivery, ensuring that all children and young people across every area of the city are included. The programme provides free activities with a food element to all children in the city of Hull during, winter, easter and summer school holidays. It provides support for families facing challenging times during the holidays by offering free activities to alleviate pressures. It also offers a fantastic SEND programme. The programme includes Family Hubs, Youth Centre, HCAL (Hull Culture and Leisure) engagement and involvement. Participants have the opportunity to learn new skills, make friends and build confidence.

The Voluntary and Community Sector (VCS) sector is a key ingredient that makes our HAF programme a success. Having a trusted and reliable VCS Network ensures that there is full city coverage of the programme across all communities. This enables the programme to target all ages and provide a variety of opportunities for children and young people in Hull. The partnership work and collaboration creates unique opportunities and engages children in fun, safe and enjoyable activities as creating and developing community relationships. Healthy Holidays Hull provides opportunities for families to do things together and have fun!

For this year's INTERACTIVE annual report see: <https://indd.adobe.com/view/4c3d5f3b-bbae-4d93-ae37-3d6641787ca0>



60+

VCSE organisations deliver on the Healthy Holiday Hull Programme

43

days of delivery over 23/24 (DfE only require 24 days)

19,185

individuals engaged in the programme 23/24

Cc. 40%

of individuals were in receipt of free school meals



HEALTHY LIFESTYLES TEAM

The Healthy Lifestyles Team are funded by Hull City Council Public Health as part of the city's whole system approach to addressing childhood obesity. The team are embedded within the Early Help service and deliver a range of universal and targeted initiatives, providing opportunities for some of Hull's youngest families.

Working collaboratively with a range of partners and agencies, the team are positioned to deliver support at the earliest opportunity. The team directly contribute towards the 'Lead Healthy Lives' pillar of Hull's Early Help and Intervention Strategy 2021-25. Initiatives specifically contribute towards the Best Start in Life, Healthy Behaviours, Healthy Eating & Physical Activity and Mental Health/Wellbeing outputs of the strategy.

The Healthy Lifestyles Team had a total of **19,185** unique contacts with some of Hull's youngest families

The Healthy Lifestyles Team reached **4379** individuals across Hull during 2023-24

The Early Help Activity Co-ordinator programme (F1001) engaged **2006** children aged 0 – 2 (1385 parents) in 2023-24

59% of all engaged in 2023-24 by the team were from top 30% LSOA areas of Hull



Case Study

Mum A attended the Healthy Lifestyles Team's 'Us Mums' programme after having her second child. She was unable to attend during her first pregnancy due to the pandemic.

Us Mums is a universal programme designed to offer pre and post-natal physical activity opportunities. The programme also seeks to improve mental wellbeing, peer support opportunities and parent/child bond.

- Mum engaged in several different Us Mums sessions – Buggy Walks in East Park and Boxing Fitness at The Acorns
- Mum also engaged in the 'Us Mums' six week Mum and Baby Swim programme at Woodford Leisure Centre. This is an introduction to water programme, aiming to build confidence amongst new mums to engage in water based activity with their baby.

Outcomes

- Mum increased peer support networks by engaging in the Us Mums programme
- Through attending Us Mums sessions, mum improved her daily routine, which improved her mental wellbeing
- Mum reports the low cost of sessions was a facilitator to encouraging her to attend
- Mum states through attending Us Mums sessions she has an improved sense of confidence, allowing her to access other provision on her own
- Mum highlights the ability to attend Us Mums sessions with her child has contributed to their attachment/bond

FEEDBACK

I've honestly loved the Us Mums classes. I was a bit undecided about whether to go but I'm so glad I did. I've met lots of new people. I've loved and needed the routine that the programme provides, during a time when sometimes you feel your only purpose is to look after your baby and not have any time for yourself.

The classes are so cheap which helps anyone attend. The social element has been one of the best things and probably the thing I've looked forward to most each week.

The instructor is really supportive. She's so positive about the class content but also about mums in general, I always leave her classes feeling like super mum! Thank you all so much! The Us Mums sessions have allowed me to exercise in a fun environment whilst socialising with other mums and bonding with my baby".

YOUTH DEVELOPMENT SERVICE

The Youth Development Service works with young people (aged 10-19 and up to 25yrs for those with disabilities and or learning needs) through their voluntary participation in Universal and Targeted youth work and is part of the Early Help Offer which aims to prevent the need for support from specialist services

The Youth Development Service (YDS) delivers community-based youth work opportunities (daytime and evening) all year round from 5 Youth Centres within the 3 Localities across Hull, and outreach work in schools and outdoor spaces within local communities.

Contact the Youth Centres for more details on their youth work offer:

- Kingston Youth Centre – 331238
- Ainthorpe Youth Centre – 306741
- Route One Youth Centre – 491960
- Astra Youth Centre – 310925
- Andrew Marvell Youth Centre -791226

The Service delivers youth work support and opportunities through:

One to one work - Additional tailored support or intervention to meet a young persons identified needs and issues. Access is through referral. However, one to one work can also be offered as additional support given by a youth worker to help a young person as a brief intervention to break down barriers to accessing group work.

Small group work - This approach is used to support young people to discuss issues and build a stronger peer support network in a safe and often closed group environment. It can also be a stepping stone to building the confidence to accessing other larger groups.

Large group work - Offers a consistent community-based opportunity for young people to participate by their own choice in interest groups or social groups. These sessions provide an opportunity for youth workers to build relationships with young people to support their emotional well-being and identify issues before they develop further.

Outreach work - Going out to meet young people where they are. This is often in schools but can be at the home or where they are meeting up with others in the community.



- 1 - The Warren**
47-48 Queens Dock Avenue,
Hull, HU1 3DR - Tel 218 115
- 2 - Kingston Youth Centre**
48a Beverley Road, HU3 1YE
- Tel 331 238
- 3 - Goodwin Development Trust**
Walker Street, HU3 2HA
- Tel 328 413
- 4 - Hessle Road Network**
1 Massey Street, HU3 2LA
- Tel 606 077
- 5 - Ainthorpe Youth Centre**
Helmsley Grove, HU5 5EB
- Tel 306 741
- 6 - St Michael's Youth Project**
Orchard Park Road, HU6 PBX
- Tel 805 263

- 7 - Route One Youth Centre**
Hall Road, HU6 8PP
- Tel 491 960
- 8 - Bridges Project**
Bridges, Pennine Way, HU7 5EF
- Tel 820 019
- 9 - Astra Youth Centre**
100 Barnstaple Road, HU7 4HQ
- Tel 310 925
- 10 - The Vulcan Centre**
42 Heron Street, HU3 3PF
- Tel 229 230
- 11 - The Hut Child Dynamix**
187 Preston Road, HU9 5UY
- Tel 781 121
- 12 - Andrew Marvell Youth Centre**
Barham Road, HU9 4EE
- Tel 791 226
- 13 - Cornerhouse**
29 Percy Street, HU2 8HL
- Tel 327 044

The youth work offer also includes:

The Hull Young Carers Project - provides assessment and one to one support for young people impacted by caring responsibilities and works in close partnership with a range of universal and targeted services. The offer includes support with applications to the Young Carers Well-Being Grant and opportunities for young carers to take a break from their caring responsibilities.

Turn 2 Us - is a universal offer for young people who would benefit from low-level emotional support from a youth worker. Turn 2 Us is available to young people in every secondary school in Hull and each of the Hull City Council Youth Centres.

Smile - is a targeted 12-week group work intervention for young people delivered in local youth centres once weekly. The group work offers a mix of activities to help young people understand their feelings, increase their confidence and self-esteem, build positive relationships with family and friends and a stronger peer network.

Emotional Resilience Coaches (ERCs) - provide between 8 -10 sessions of one-to-one targeted support tailored to meet the individual needs of a young person. Young people can choose how they receive this support whether it is by phone, virtual link, or a face-to-face appointment at school or local youth centre or open space. The emotional resilience coach will meet with a young person, and will work with them to identify their issues and agree a plan to help them get back on track. Using coaching techniques to enable both challenge and support they help a young person to work through and overcome their issues and develop coping skills and resilience for the future. Accessed by referral.



Youth Development Service 2023/2024 Data -

includes targeted intervention based, time bound work including My Star e.g. Emotional Resilience Coaches and needs and interest led e.g. LGBTQ+ group, young carers which is not time bound.

24,112
Number of attendances

1,706
Number of individual young people receiving a service

1794
Turn 2 Us attendances

171
received a service
Emotional Resilience Coaching

Emotional Resilience Coaches	Young Carers
203	108
Number of young people referred for targeted 121-interventions	
TOTAL 311	

ERC	Smile	Young Carers
138	57	78
Number of My Star assessments completed		

TOTAL 273

64
Number of young carers supported to access the Young Carers Well-Being Grant

1685
Number of attendances at the Young Carers support sessions in youth centres

100

young people received return home interviews follow up work

335
Turn 2 Us individuals recorded

433
offered and
302
return home interviews undertaken

Case Study

A is a 13-year-old non-binary person. They are white-British. They live with their mum, younger brother and grandparents. A has cut contact with their dad due to his behaviour towards them.

A was referred for Emotional Resilience Coaching by a Youth and Community worker, who had known A for a year. A had been attending sessions at the Andrew Marvell Youth club and had been receiving one to one sessions through Turn 2 Us. A was being bullied and this has resulted in low mood and low self-esteem. A was currently not attending any sessions at the youth club, due to them clashing with attending other interests.

When we started working together, A was already working with the Education Mental Health Practitioner. A had to make a choice after a few sessions, as support couldn't be offered by two services. A chose to receive help from Emotional Resilience Coaching, as they found it more beneficial.

Outcomes

By the end of the sessions A's friendships were improving. They were having more one to one time with mum, due to them communicating their needs. They feel their self-esteem has improved and are able to be more themselves.

Support Provided

A chose to receive support in their school. The sessions were held at a day and time where they won't miss the lessons most important to them. Using the My Star to help A identify their key issues we agreed a plan and worked together for 12 sessions.

A has very low self-esteem. Dad being overly critical of them has impacted on their self-esteem in a big way and has resulted in the need to be perfect. They would like to spend more time with mum, but as brother takes up a lot of attention, they feel left out. They are very hard on themselves. They feel they need to sort other people's problems, as they want to prevent them from feeling the way they do. They feel bad if they feel they haven't given the right support. They feel they can't be themselves out of fear of not being accepted.

We work on A being able to have more realistic expectations and to recognise positives about themselves. Once this is started to happen, we set small goals to be more open with people they feel safe with.

FEEDBACK

A says they have enjoyed the sessions and it has been good to talk about the things that bothered them.

VOICE AND INFLUENCE TEAM

The team is based in Integrated Youth Services and located centrally at Kingston Youth Centre support a wide range of Voice & influence activity and are actively supporting the city wide Voice & Influence Partnership.

The embedding of the Laura Lundy Model of Participation across services is a key function of the team and the partnership through working on sub-groups exploring evaluation and Voice and Influence toolkit development to ensure the Voices of our youngest children and those with non-verbal communication are included.

Voice & Influence figures

- 120 young people attended Youth Parliament events to talk about issues important to them.
- 3,046 young people from Hull took part in Make Your Mark Jan-March 2024 and decided on the issues to take forward in 2024/25 through parliament and other forums. These are health and wellbeing, crime & safety and jobs, benefits and the economy.
- 120 staff members took part in bite-sized Total Respect Training as part of corporate parenting week.
- 100 members of staff completed Total Respect Training delivered by care experienced accredited facilitators.
- 1985 attendances at voice and influence delivered and supported events.



Case Study

Pop up Parliament – Make Your Mark

BYC Make Your Mark was rolled out in January to March 2024 and there were 3076 responses from children and young people locally, the priorities raised by children and young people locally were:

- Health and Wellbeing,
- Crime and safety and jobs,
- Economy and benefits.

Last year we changed the way in which youth parliament takes place in Hull. Rather than being held three times a year at The Guildhall our civic building, we moved the parliament to venues within communities where children and young people are and maintain one large scale event at The Guildhall in October where amongst campaign work the new Young Mayor and Youth Representatives would be installed for the following year. By doing this we were able to reach as many young people as possible including young people who may not be able to access the council building or for whom other barriers may exist. Pop up (children and young people) parliaments were also held within schools and community venues. This has also enabled young people to attend who may not have been 'chosen to represent their schools' by attending the Guildhall.

The Laura Lundy Model of Participation (2007) describes the 'space used to facilitate voice as being the first crucial step'. In Hull, we decided to take the priorities to young people as opposed to them 'coming to us'.

One such group was Tweendykes Special School at Bransholme. Approximately 50 young people attended which would not have been possible to reach at such capacity due to their individual needs as they are transported into school each day. They were supported to attend by trusted adults in school who knew them well and their communication support need. This has enabled the council to reach a larger cohort of children for their feedback and views than in previous years in the Hull Young People's Parliament.

The feedback provided will be published quarterly included in an update to cover the sessions within the period May-July and will be produced and fed back to the Hull Young People's Parliament in October as well as going to the Overview and Scrutiny Panel. This will inform the Voice and Influence Steering Group which oversees the impact that voices of children are having on the effectiveness of services for children and young people in Hull and the new Young Mayor's campaign will address the issues. This feedback will inform the development work taking place towards Hull becoming internationally recognised as a 'Child Friendly City'.



THE TARGETED YOUTH SUPPORT SERVICE (TYS)

This team provides early help and targeted support to prevent homelessness and help young people make positive transitions to adulthood. The service offers support, advice, and guidance on a range of issues including:

- Housing and Homelessness
- Independent Living Skills
- Staying Safe
- Relationships
- Family mediation
- Finances
- Emotional and Physical Well being
- Education Training and Employment
- Substance Misuse

Our Teams

Access and Support

The team provides a daily walk-in service providing advice and support for young people and families contacting the service on a broad range of issues often in crisis and requiring immediate help.

Housing Options

Same day housing information, advice and support is made available for young people and professionals to make informed choices. The team will help find or maintain suitable accommodation to prevent homelessness and or make more planned moves into independence through an individualised Personalised Housing Plan.

Shared Accommodation Team

Provides furnished accommodation with named support to young people aged 16 -25 across the city.

Gateway

Furnished accommodation with the provision of a named worker to provide intensive housing support to young people threatened with rough sleeping and or repeat homelessness.

Passport to a Property

The Passport to a Property programme helps young people further develop their skills and confidence to make positive and successful transitions to independent living.

Specialist Accommodation Support

Intensive support to Care Experienced young people threatened with or experiencing homelessness.

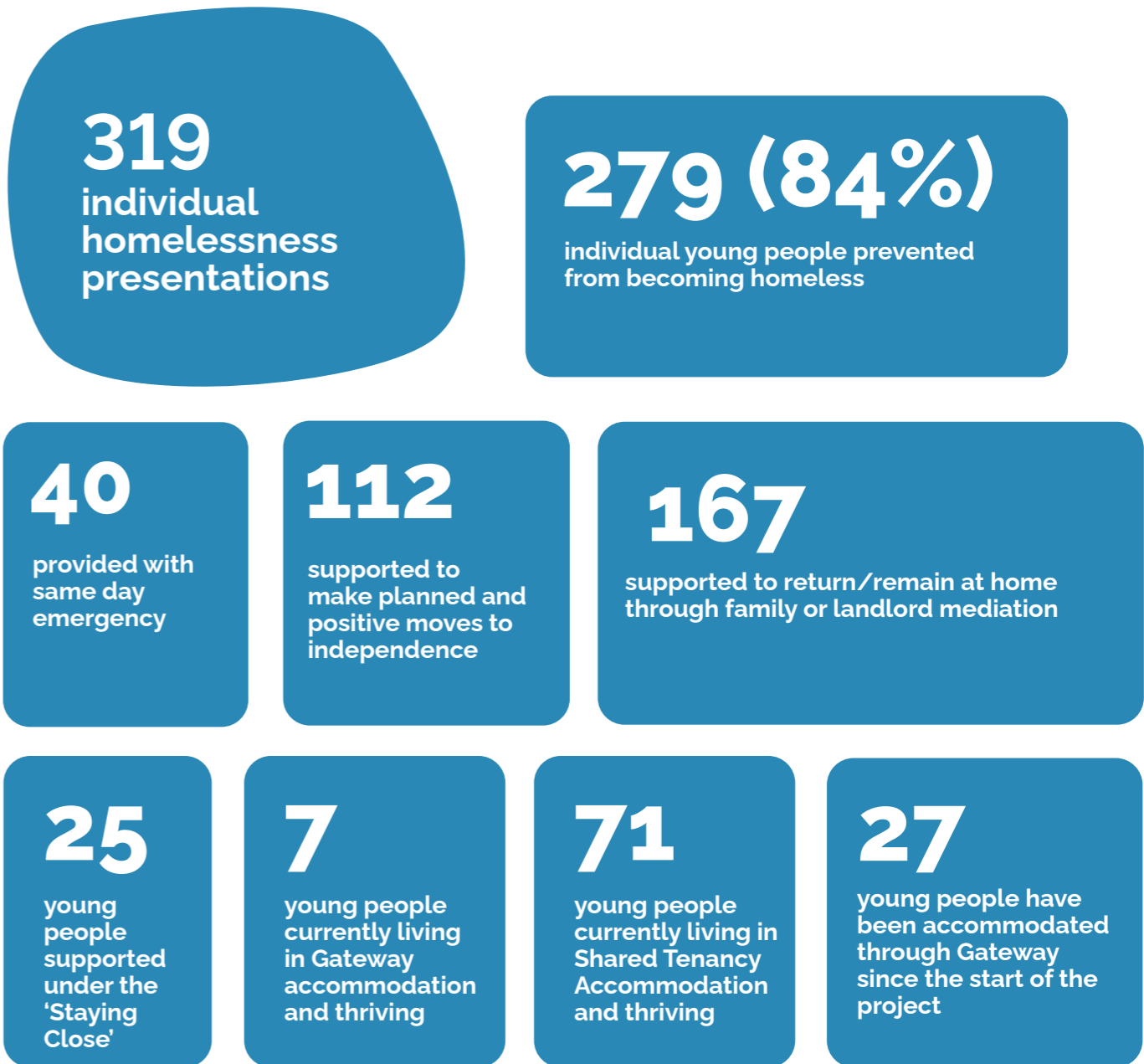
Stay Close

Provision of a named and consistent worker supporting the development of independence skills and facilitating planned transitions for young people from residential settings to more independent move on accommodation through an individualised personal housing plan.

SHAP

Delivers intensive support to young people aged 18+ who are most at risk of homelessness or rough sleeping. A named worker will support a young person to build on independence skills and find and sustain stable accommodation.

Key Performance Data



Case Study

Targeted Youth Support – SHAP (Single Homelessness Accommodation Programme)

LE was living in a group living placement with Kempshire Care as he was unable to live at home due to the impact of his offending behaviours and substance misuse on his family and younger siblings. LE said he was not happy at the placement and wanted to live on his own with support but not 24/7 as this was not something he felt he needed as he wanted to make positive change in his life and be a positive role model for his unborn daughter.

LE was given all his housing options and he reaffirmed his wishes were to live independently with support. Multi agency meetings were held with all professionals involved to ensure a joined-up approach to the support to LE could be established. Home visits took place, and a co-produced plan was made for LE to move into a Gateway supported and furnished property 3 months prior to his 18th birthday to provide the opportunity to develop the skills for longer term independent living.

LE receives around 7 hours support a week from Targeted Youth Support service and has achieved fantastic progress since taking on his tenancy responsibilities. Completing his bespoke Passport to a Property Sessions (TYS independence skills programme) LE can now,

- Manage his finances and Utilities – LE has developed budgeting skills and has attended all his appointments to manage his UC claims and has established payment plans for his utilities.
- Shopping- LE now requires minimal support completing a shop and will be open to ideas on what to buy for cooking his meals which he enjoys.
- Keeping himself/home safe and clean- LE keeps his flat in a clean and tidy condition and is always presentable and very house proud.
- Relationships – LE's relationships with family and his girlfriend's family have significantly improved.

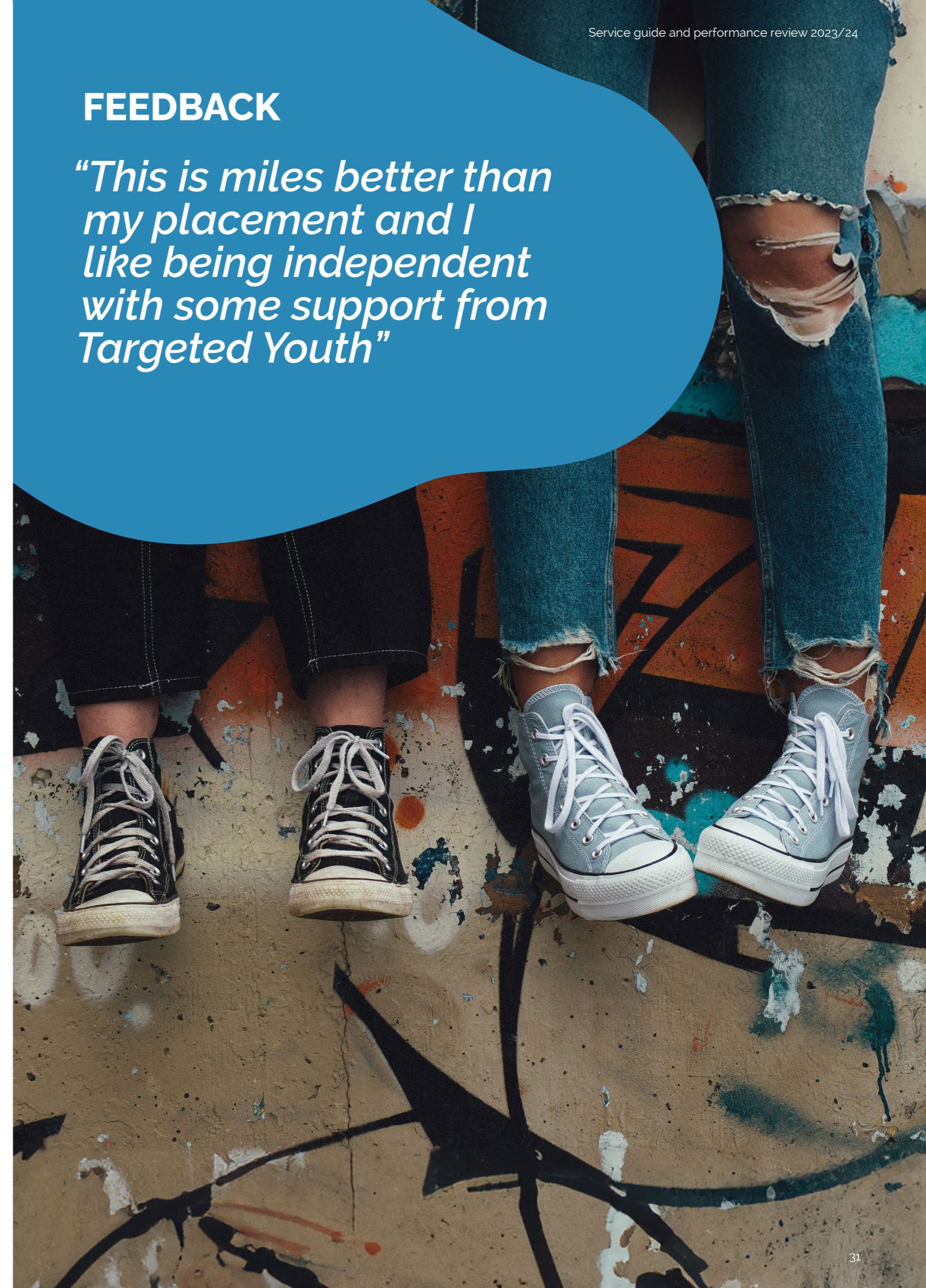
- LE has made positive choices re previous peers and Mum now regularly visits for a cup of tea and their relationship is unrecognisable which Mum and LE are both really proud about.

Outcomes

- LE completed his order successfully with Hull Youth Justice and is now engaging with probation. LE has not engaged in any criminal activity since October 2023.
- LE now engages well with Childrens Social Care regarding his daughter who was born in April 2024 and has achieved a very positive outcome of spending time unsupervised with her.
- LE attends all his appointments with professionals and is thoughtful and engages really well.
- LE has not displayed any aggressive behaviour since working with Targeted Youth Support.
- LE is slowly developing his confidence and has learnt skills to manage his impulsive behaviours and frustrations and is managing to apply for job roles without support or prompting.
- LE no longer drinks and does not take drugs as he has recognised that this does not make him behave in a positive way and impacts his life and others around him negatively.
- LE has completed his Construction Skills Certification Scheme course and is waiting for his test to be booked.

FEEDBACK

“This is miles better than my placement and I like being independent with some support from Targeted Youth”



ReFRESH, YOUNG PEOPLE'S DRUG AND ALCOHOL SUPPORT SERVICE

ReFRESH is the Young Peoples Drug and Alcohol Service for Hull and are part of Hull City Council's Integrated Youth Support and Early Help Offer. We Support Young People aged 11-19 with a variety of issues/complexities and take a holistic approach to the work we do.

ReFRESH Engagement/Early Intervention offers classroom/group-based sessions focussing on advice and education to young people around substance use/misuse. Also offering 1:1 support for young people who are starting to experiment with substances, or to those that are not using but are vulnerable due to family dynamics, social and/or wellbeing issues. We offer sessions aimed to educate and build resilience of young people.

ReFRESH Treatment offers specialist support to young people whose drug and/or alcohol use is causing problems in their life. This may be problems at home, school/college or issues around dependency, crime, and exploitation etc. We will complete a comprehensive assessment of need, agree a plan of support using SMART goals and deliver evidence-based psychosocial interventions to help promote, motivate, and sustain change. It also includes delivery of specialist harm reduction strategies.

ReFRESH offers training to the children and family workforce around substance misuse awareness and screening and brief intervention to increase the confidence of having conversations with young people about drugs and alcohol.

ReFRESH also has a cohort of volunteers that act as Mentors to the young people within the service.

Key Data

245

Number of referrals received

129

Number of young people receiving Treatment

109

Number of new presentations for Treatment

1138

Number of brief interventions delivered (1:1 and group)

366

Number of CYPFS Professionals trained

Case Study

Background and reason for ReFRESH Support

N was subject to a child protection plan due to physical chastisement. There were cultural differences within the home and N had suffered a significant bereavement. N came into the service for support around cannabis use. Following a period of assessment there were also concerns around peer influence and risky behaviours.

Summary of support from ReFRESH Team

- Completion of screening, comprehensive substance misuse use assessment, care planning and delivery of psychosocial interventions around drug education, harm reduction, risk management and reduction planning.
- Child protection conference has taken place throughout with the family including CSC, education, health and ReFRESH.
- Supported to sexual health appointments, eye test and dentist appointments.
- Supported with college application and college interview resulting in her gaining an offer in September.
- Created an open and honest working relationship in which N will share her concerns for herself and others.
- Bereavement support

Outcomes

- No longer subject to a child protection plan.
- Reduced cannabis use and able say no to substances.
- Working part time.
- Offer at college starting in September.
- Now on contraception, had an eye test and is registered with a dentist.

FEEDBACK

Received via email from parent:

'I would just like to say a massive thank you to you, for all your support, you have gone above and beyond for my son, helping him through all of his struggles and I truly believe if it wasn't for your support we wouldn't where we are now, not just his relationship with cannabis but with his life's choices also. You have helped my family and we will be forever grateful.'



THRIVE HULL



The Hull Thrive Partnership is a group of organisations and professionals working collaboratively in Hull to improve outcomes for children, young people and their families' emotional wellbeing and mental health.

We believe, that by working together, in a trauma informed way, the only way to turn the curve on the levels of mental ill health in our population, with one in four of our young people at secondary school age suffering with their mental health is that this way of working is needed more than ever.

To help achieve joint working and understanding the Hull Thrive Partnership has adopted the THRIVE Framework as it provides a set of principles for creating coherent and resource-efficient communities of mental health and wellbeing support for children, young people, and families. It aims to talk about mental health and mental health help and support using a common language that everyone understands.

As a partnership we also have a strong focus on prevention, communication and tackling health inequalities with the aim of 'making mental health everyone's business', and not just the preserve of clinical, mental health professionals; we all have a role in listening and building trusting relationships with children and young people.

The Hull Thrive Partnership is jointly led by NHS Humber and North Yorkshire Integrated Care Board (Hull Place) and Hull City Council.



- 1. 13,469 children and young people and parent/carers or professionals have received support. This has been through whole school approaches/classroom-based support, coffee mornings, service events or professional training.**
- 2. The partnership works with over 80 organisations, services and projects across health, care, education and the VCSE supporting the city's young people to have good emotional wellbeing and mental health**
- 3. 89% (91/102) of schools have drawn down school Senior Mental Health Lead funding**
- 4. 90% (92/102) of schools have engaged with an Early Help Officer for Education on Relational Whole School Approaches**

HULL YOUTH JUSTICE

Hull Youth Justice is a statutory service of the Council and is focused on working in partnership to promote positive outcomes for children, by reducing offending, supporting victims of crime and working to make communities safer.

In the last two years much work has been done to prevent children entering the formal criminal justice system and encouragingly, as a system, we have prevented around 22% less children entering the system since the same time the previous year and now sit below the England and Wales National Average for First Time Entrants. As a consequence, our prevention work has increased by almost double the number of children previously engaged in offending work to prevent the escalation of re-offending.

In preventing offending and re-offending, we have focused on supporting children with their mental health and offer low level therapeutic support by a qualified counsellor and mindfulness support with Art Therapy. All children who seemingly would benefit from a speech and language assessment, have a speech and language assessment to identify underlying undiagnosed neurodiverse challenges. Research would suggest that the prevalence of undiagnosed additional needs in Youth Justice Services could be as high as 60%, therefore this Speech Language and Communication assessment is vital to ensure children receive the support they need and parents, carers and those working with the children understand the most effective strategies for supporting that child.

Looking forward to the coming year, we will focus on reducing the number of children who are sentenced to a custodial sentence by addressing serious crime and criminality. Amalgamating the child exploitation risk management work with

serious violence risk management work will look to address and reduce the incidents of exploitation and serious violence in Hull. Close monitoring of those prolific children, jointly with the police will manage behaviour and ensure engagement with change work is completed. The collective goal of education for the children in Youth Justice Service's is central to the work completed to ensure each child reaches their potential and support is given to training and employment where education is completed.

We will also improve and further develop the offer to victims of crime with the appointment of an additional Victim Liaison Officer and ensure where specialist victim support is needed, the victim receives it.

Overall, in partnership with colleagues we have:

- Reduced children entering the formal Criminal Justice Service by 22%.
- Increased the number of children engaged with as a diversionary activity by 39%.
- Reduced the number of nights children are held on remand.
- Working with the Police we have reduced the time in police custody by having an Appropriate Adult available 24 hours per day.





To find out more about Early Help, please visit:

hull.gov.uk/early-help-information-for-professionals



Hull
City Council