

Youth Work Matters

News from Norfolk's Youth & Community Service

Children's Services herald improved provision for children and young people

On 1st February, the Youth and Community Service, along with all other parts of the Education Department, became part of Norfolk Children's Services. We have been preparing for this positive development, particularly through the latter part of 2004 when we consulted with staff, partners and young people about our new Operational Plan for 2005-06.

A key principle within Children's Services is the active involvement of children and young people in the management, delivery and development of services. We fully support this principle.

The Youth & Community Service already has in place a range of successful initiatives to enable the process; from the Norfolk elections for the UK Youth Parliament through to the County Youth Forum, Service User Groups, School Councils and local youth projects, where youth workers are supporting young people's commitment and enabling them to influence a range of decision-making processes.

This range includes the County Council's adoption of the LGA standards "Hear by Right" on the active involvement of young people in decision-making processes where the resultant action plan is being facilitated by the Youth & Community Service through its Active Citizenship Team.

The Service is also experienced in working in partnership with a range of other agencies and managing projects focused on delivering positive learning outcomes to young people; both also key principles within Children's Services.

Special points of interest:

- Children's Services & youth work
- Norfolk's new Youth Offer
- Support for voluntary groups
- The Norfolk Youth Award
- Youth Work Updates from around the County
- Youth Parliament elections
- Training programme for those working with young people

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at your service

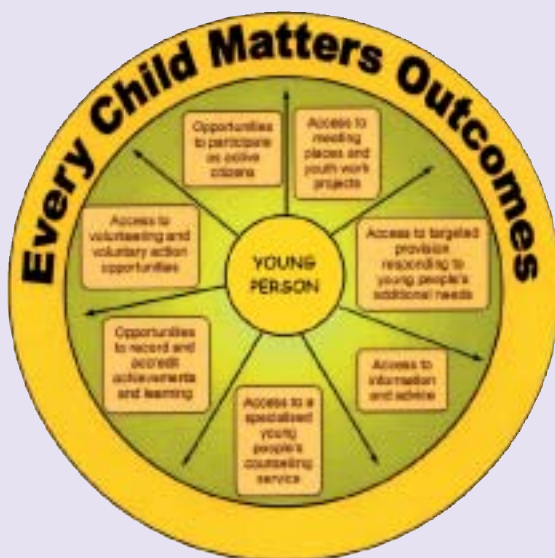
“Somewhere to go, Something to do, Someone to Listen”

“Somewhere to go, Something to Do, Someone to Listen” is the theme of this year’s operational plan for the Youth and Community Service, set out in the form of a ‘Youth Offer’. Placing the individual young person at the centre of our planning, our focus is upon supporting young people to achieve positive outcomes, based on their needs, by enabling them to access a range of services, described within the seven elements of the Youth Offer.

Using school cluster areas, provision will continue to be designed with young people, to ensure that it is delivered at times and in ways that young people find useful. As in previous years, the Service will maintain a wide range of partnerships in order to draw upon the strengths of other agencies, local communities and voluntary sector organisations so that we can meet young people’s needs in a more co-ordinated way.

The Service will deliver approximately 400 individual projects during the year with a target of reaching 25% of all Norfolk’s 13 – 19 year olds. Youth workers will support young people involved in each project to identify their needs and the intended outcomes for them, based around the five ‘Every Child Matters’ outcomes.

The Norfolk Youth Offer



EVERY CHILD MATTERS OUTCOMES

1. Young people enjoy good health and a healthy lifestyle.
2. Young people know how to stay safe and have their welfare safeguarded.
3. Young people enjoy and make good progress in learning, leisure and personal development.
4. Young people join in, take responsibility and play a productive part in the community.
5. Young people have a good start in life and are able to achieve their full potential and secure employment.

OFSTED indicates its wish to look at youth work in Norfolk

At the time of writing, youth workers and young people are looking forward to the opportunity to share their projects with a team of four Ofsted inspectors in May. Inspectors will spend a week with the Service visiting projects and talking to young people, staff, partners and others.

We have already completed a detailed self assessment report where we have been able to identify our strengths to Ofsted, as well as areas for development.

As described in the operational plan, the Service is committed to continually improving the quality of youth work through a range of “in house” self assessment and evaluation activities and, given that we rarely get the opportunity to have the benefit of an external view, we will use Ofsted’s visit as an opportunity to review and further develop our practice, as well as an opportunity to “show off” and celebrate youth work practice in Norfolk!

Service’s 6 year Development Plan making a difference

With the additional budget growth in 2004, as the first year of a 6 year development programme, youth work teams have been able to set in motion a number of new initiatives and neighbourhood based youth projects across the County. The plan, now in its 2nd year, is continuing the process of beginning to redress issues of under-funding.

Whilst offering extremely good value for money and with much of our practice being self assessed as good or very good, we still have to be aware that further development is needed, given that the level of funding to the Youth & Community Service is extremely low compared to other authorities. This will no doubt be reflected in Ofsted’s report.

Service Users tell the Service what they think!

Following last year’s successful Service User planning event, we once again consulted young people on the development of the operational plan for the coming year with their views being incorporated into the “Youth Offer”, described elsewhere in this newsletter.

The planning event provided an opportunity for young people from across all parts of the County to think about the 5 ‘Every Child Matters’ outcomes and what they felt youth workers should do to help them realise these outcomes.

Young people’s top 10 priorities for action were:-

- **Making a Positive Contribution**

‘Feeling appreciated’ – advertise what young people do.

'Anyone can do it' – match characteristics of young people to projects that suit them.
 'Giving the best of yourself to help someone else' – give support and praise to help young people reach their potential.

- **Enjoying and Achieving**

'Feel good about yourself' – acknowledge work done.
 'Being encouraged and praised to raise self-esteem' – record individual achievements.

- **Staying Safe**

'Discrimination' – visit and work with minority groups.

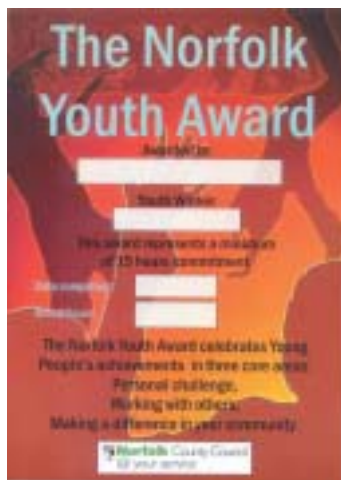
- **Achieving Economic Well-being**

'Accessibility' – develop transport support forums.
 'Equal opportunities' – apply same for everyone across the board, eliminate social bias.

- **Keeping Healthy**

'Exercise and fitness' – provide outdoor education, sport, activities.
 'Health' – attend appointments with young people, treating people as individuals not putting them in groups when they have difficulties in coping in society.

Norfolk Youth Award



The Norfolk Youth Award was launched in December. The Award is designed to record young people's learning within their youth projects.

Het Richards, a youth worker in South Norfolk, designed the Award with a group of young people from Harleston's 'Exchange 2' project.

As well as the design, young people were involved in deciding the content and structure of the Award. The strong images created by young people have made the Award attractive to young people and staff.

The Award is extremely simple to use. Youth Workers can issue three 5 hour certificates for community involvement, group participation and individual growth. When all three certificates have been awarded, youth workers can then apply for a 15 hour gold certificate. Each of the district youth work teams has a youth worker co-ordinating how the Award is being used.

the membership led support network
 Norfolk Council for Voluntary Youth Services



Norfolk Council for Voluntary Youth Services is an independent and interactive organisation, affiliated to the National Council for Voluntary Youth Services, who provide a supportive environment

to share practice and develop new partnerships and to increase the diversity and delivery of youth work from a national perspective. Norfolk CVYS is run by its members for its members in the voluntary youth sector within Norfolk and they aim to perform a similar role to the National CVYS.

As a co-ordinating and supporting body for voluntary youth organisations across the County, Norfolk CVYS provides support and advice to the management and staff teams of member organisations, in areas of policy and practice development. We strive to ensure that the work of member organisations is of an increasingly high standard and directly benefits Norfolk's young people.

Norfolk CVYS develops strategies to make sure that the voluntary youth sector receives recognition for its contribution to providing informal education and leisure opportunities to young people across the county. In the current demanding climate Norfolk CVYS seeks to act as an advocate and gateway for its members, addressing issues from local, regional and national government such as:

Transforming Youth Work * Connexions • Every Child Matters

Our bi-monthly newsletter has increased its distribution to over 110 member groups, the main focus of the content being on local, regional and national youth issues together with training opportunities for the voluntary sector: www.norfolkcvys.org.uk

Sally Palmer

Sharon Stone

Terry Wood

Derek Tabor

Glynis Killington

Carl Polk

Het Richards

Breckland

Broadland

Great Yarmouth

King's Lynn

North Norfolk

Norwich

South Norfolk

Enterprising Youth Work



As part of the Sprowston High School NVQ course in work related issues, youth workers from Broadland have been delivering an Open College Network course in group work skills to year 10 students. Part of this course entailed them setting up their own enterprises, in order to raise funds for tsunami victims. Young people produced a business plan and worked together in groups to plan and organise a fund raising event held on 4th February at the school.

As well as raising over £100 for the tsunami fund, the young people have successfully passed their course and will receive a full Norfolk Youth Award and an Open College Network accreditation in group work skills.

The course has been beneficial to the students in not only offering them an accredited achievement to present to future employers, but young people have told youth workers that the course has raised their self-esteem, given them group work skills to offer future employers and helped build up their confidence.

- "I did enjoy it because it was good and fun"
- "We enjoyed making the effort"
- "I have learnt that you need good communication skills to work in a group"
- "I have learnt how to set up a business and it went pretty well"

Young people from Great Yarmouth enjoy Bramley Lakes

Young people from Great Yarmouth enjoyed a residential trip to Bramley Lakes near Norwich during February half term. Two youth workers and a 'T2' drugs worker took a group of 22 young people aged 13-16 away as part of a Positive Activities for Young People (PAYP) project. Aimed at those at risk of anti social behaviour, it was a positive experience offering team building and personal challenges through a range of activities such as initiative games, abseiling, zip wire, raft building and para-fans, as well as a finale boxing challenge (for those who wished) against World Lightweight Contender Jon Thaxton!

A range of evening activities allowed young people to mix with people they would not normally socialise with a view to looking at their role within their community and making effective use of their time.

UK Youth Parliament elections a success in Norfolk

The election for Norfolk's Members of the UK Youth Parliament took place at the end of January, with a 25% increase from 2004 in the numbers of young people voting, resulting in over 11,000 votes being recorded. Much of this success was due to the efforts of local youth workers enabling more schools and colleges to take part. Extra effort was also taken to make the process accessible to young people with learning difficulties and, with the support of youth workers in Norwich, young people from special schools were able to stand for election. The Elected Members and Deputies are as follows:-

South East Norfolk

MYP	Tom Allen	Great Yarmouth Great Yarmouth High
DMYP	Jennifer Clutten	Norfolk South Wyndham College

Central Norfolk

MYP	Thibault Jeakings	Norwich South Norwich School
DMYP	Shane Frank	Norwich North City College

North Norfolk

MYP	Melvyn Gilmore	North Norfolk North Walsham High
DMYP	Polly Bryant	Mid Norfolk Acle High

West Norfolk

MYP	Janneke Dobben	South West Norfolk Downham Market 6th
DMYP	Kyle Clarke	North West Norfolk Hammonds High

Breckland YouthBank says “yes”!

Nearly £2500 has been awarded so far this year, by young people to young people, through the local branch of Norfolk's YouthBank. YouthBank, a national young people led grant-giving programme is being actively supported by Norfolk's Youth & Community Service. In Breckland, young people meet regularly at the Watton Youth and Community Centre to decide as a group which applicants will receive funding.

'The Floor Hurts', a group of young people from Attleborough, applied for a grant to enable them to gain first aid skills and buy some equipment so they could ensure other young people using Attleborough's Skate Park could be safely looked after. Sam Bell, a member of the Breckland YouthBank says: "I get a lot of satisfaction from hearing back from the people we have helped".

Sam, along with Giles, another member of the local YouthBank are also members of the County YouthBank Steering Group. This has meant participating in the YouthBank UK Celebration of Independence Event held in London and a planned residential visit to Northern Ireland later this year.

Provision goes mobile



Youth workers in King's Lynn and West Norfolk are celebrating the long awaited but very welcome arrival of a new mobile resource van to support and extend the existing outreach provision across the district. This new resource will enable the team to offer young people who live in rural communities the same access to support as their peers living within urban areas. Youth workers have developed sound partnerships locally with Mind and Connexions and as a result, both organisations have given their financial support to the project.

Since its arrival, youth workers have used the van to contact young people in several rural villages, offering access to information and advice provision across school cluster areas.

Dave Rodwell, district youth worker, is clear about the positive impact such a resource can have - "the first night the mobile went out, it was able to support a young person who was quite distant and very 'upset with life.' The young person was taken home where both he and his foster Mum were given information on how he could get help and support through 'Off Centre', our specialist counselling service. His Mum fed back how pleased she was that staff had intervened as she felt "out on her own". It also allowed us to tell other's in the family about youth provision available for them in the area."

Magic Matrix provides a new social group for young people 'looked after' in North Norfolk

Magic Matrix, is the name chosen by the young people who are members of a joint project being supported and run by a youth worker and a social worker. It has operated since last September and is the result of a shared concern about young people living in care in North Norfolk, many of whom experience social isolation not only due to their geographical location, but also as a result of being looked after.

The group has the aim of bringing together young people in care, aged 13-17, to access new activities and to have fun. Opportunities for young people in care to come together are few and far between; however many of the group have told the staff how much they appreciate being able to talk with others in care and undertake activities as a group. Often young people in care can lack confidence in their own abilities and are sometimes socially isolated from other young people. 'Magic Matrix' meets monthly and gives young people the chance to build their confidence and to develop their social skills in a safe group.

The group membership is growing in strength with nearly half of all young people who are looked after and living in North Norfolk regularly attending.

Spotlight on Fran Ronan & active citizenship

Fran Ronan, recently appointed as Deputy County Coordinator for Active Citizenship within Norfolk's Youth and Community Service, has a wealth of knowledge and experience, including establishing a Youth Involvement Strategy in partnership with South Norfolk Council and time spent as an Elected Member, making her well placed to pick up the challenges of her new role.

"There is always a mixture of excitement and trepidation when you start a new post, but I can certainly say that I am looking forward to the challenge... I carry with me the enthusiasm and commitment shown by young people themselves who want and, are fully able, to get involved in the decision-making processes of their communities."

With a focus on encouraging and enabling young people to become involved in democratic processes, both formally and informally, Fran will be working in partnership with young people from across Norfolk through a range of partner agencies including their schools and any local youth projects they attend to

ensure involvement is interesting, relevant, and fun.

Norfolk County Council's adoption of the LGA's "Hear by Right" standards, is providing a coherent framework for young people's active involvement and the Service is facilitating the County Council's delivery of it's "Hear by Right" action plan.

On the ground, this translates into successful activities such as the election and support to local Members and Deputies for the UK Youth Parliament. With the support of the young people involved, Fran will have a role to extend and promote the Youth Parliament, supporting Members to represent the views of young people in Norfolk, at a county, regional and national level.

Fran can be contacted by telephone or email: 01603 485999 or fran.ronan@norfolk.gov.uk.



Positive results from the 'T2D' project

Tom (not his real name!) was referred to the 'T2D' or 'Time to Decide' project as he had been home schooled since Year 8, came from a very isolated religious background and lacked motivation and self-esteem. When the 'T2D' personal adviser first met Tom they felt he had no confidence, could make no eye contact and was very uncommunicative. He had few friends outside his religious community and found it hard to mix with other young people. He had no idea what he was going to do at the end of Year 11. He also has some learning difficulties and a speech problem.

He joined 'T2D' and participated in many of the activities and, although at first he was quite shy and didn't talk much, as the programme progressed he started to make new friends and became a key member of the group.

During 'T2D' his parents said "they had a different son". His speech problem improved (for which he is now considering medical assistance) and through the support given his confidence has grown.

Tom is now progressing well at a local training establishment doing an Entry to Employment course and an NVQ in construction.



Adam has a learning disability, and is dyspraxic. He has been involved in a wide range of youth work activity, initially as a group member; then as a Peer Educator. Adam is now going to train as a youth worker. When Adam went away to study drama at college, at first everything was fun and new. He came home in the holidays and was involved in a great deal of work with the Youth Service, but when he went back to college he began to feel isolated, feeling down and depressed. He started to not eat properly and began to suffer from mood swings. Things could have gone badly wrong but Adam began to use "blurbchat" (the safe moderated chatroom at www.norfolkblurb.co.uk) to keep in touch

with friends and youth workers. Other Peer Educators began to use the chatroom specifically to support Adam through these difficult times. Conversations could be kept confidential using the whisper option (still moderated by a youth worker) and in this way everyone could chat together as if they were all together in the same room.

Adam saw "blurbchat" as a lifeline that was supplemented by texting. The chat crew even organised a visit to see Adam at college whilst they were online!

Subsequently Adam has trained as a chat moderator and has moderated sessions on two occasions. He has reported to other staff that having this responsibility has given his week focus and stopped him drifting into thoughts and behaviours that might trigger his depression.

Youth Project re-opens

Young people in Costessey are benefiting from being able to access a local youth work project. The project re-opened last summer after a long period of closure following concern from the Parish Council about young people's unacceptable behaviour.

Continued contact from detached youth workers helped maintain relationships with young people and the local community, bringing both sides together to resolve their concerns and enabling a new project to be set up.

Around 50 young people are now being contacted each week, with individuals able to participate in a wide range of activities, from an accredited DJ course with opportunities to record their own tracks alongside a team-sports programme run with NACRO's sports team, offering opportunities to gain a Junior Sports Leaders Award.

Nula Cooper, the project's lead worker is pleased with the way in that the project has been able to support young people: "We advocated with the high school on behalf of one young person who was being removed from their art lessons by the school to attend an anger management group. We negotiated with the school for them to stay in their art class, because that was where their interests lay, if they attended anger management sessions with us on a Tuesday evening. The school agreed and we are now delivering sessions to young people around anger management, assertiveness and personal development".

The project is supported by effective partnerships with the community and local agencies such as NACRO and Community Arts East. Young people are now interested in holding their own local 'showcase of talent' to recognise their participation and achievements, an event likely to run over the summer.

Collaborative Training Programme

The collaborative training programme has been put together by Norfolk Youth & Community Service, Norfolk Council of Voluntary Youth Services and Norfolk Connexions Service. The programme has been designed to help personnel in the youth sector meet the "Every Child Matters" outcomes.

A change in the coming year is the introduction of a staged programme of youth work qualifications from an introduction to volunteering through to access to gaining a university qualification.

There are seventy five courses that are suitable for all youth sector agencies. Weekend and evening training opportunities are available.

For more details of any of the courses, contact Jo Zipfel on 01603 485999.

Tackle Learning

The Study Support Service is working with North Walsham Rugby Club and partners to pilot 'Tackle Learning' in schools throughout Norfolk.

'Tackle Learning' is a valuable curriculum resource which harnesses the motivating energy and environment of rugby to make learning fun and imaginative and encourage practical involvement of rugby clubs.

To find out more, call Mark Scott on 07909 930268



Playing for success

Norwich City Football Club Study Centre, part of the Norfolk Study Support Service, has been set up in partnership with Norfolk Children's Services, Department for Education and Skills and Norwich City Football Club to provide motivational, innovative and exciting educational opportunities for young people across the city and also further afield within Norfolk. The centre offers programmes in literacy, numeracy and ICT that use the power of football to engage learners that may be underachieving in these key skills and are often demotivated. Research both locally and nationally points to the fact that these students benefit greatly from the sessions at the centre and as such it is having a very real positive impact on the young people.

For more information on the activities at the centre please contact Keith Grainger on 01603 665394

How to contact us

We have 7 District Teams and 3 County Projects delivering work in local communities:

District Resource	Telephone
Breckland	01362 692839
Broadland	01603 408678
Great Yarmouth	01493 854661
King's Lynn	01553 773565
North Norfolk	01692 402498
Norwich	01603 630948
South Norfolk	01379 642425

Project	Telephone
Active Citizenship	01603 485999
Counselling/Information	01603 485999
Duke of Edinburgh's Award	01603 744888

Graham Hanson, Head of Services for Young People and the Community, Room 117, County Hall, Martineau Lane, Norwich, NR1 2DL

Phone: 01603 638099 **Minicom:** 0844 8008011

Fax: 01603 228983 www.youth.norfolk.gov.uk

And finally..Loddon gets a new youth project!

Following regular visits to Loddon by youth workers on the mobile van project, a new worker was appointed in October last year to develop a building based project in the area. They were asked to make contact with young people and support them to design and develop provision how they wanted it, as well as making contact with the local community and trying to get support in the shape of a venue, volunteers and finances! No mean task!!

The new youth worker and a local young person who wanted to get involved in youth work as a volunteer both started working on the van alongside an experienced member of staff who could advise and support their training and, helpfully already knew many of the young people.

Six months on, the team has been successful in contacting and working with over 25 young people on a regular basis, helping design the project, local support has been gained, a suitable location has been found in the new library and five more volunteers have come forward. It is hoped that the group will



start in the building in April. Sam Mason, District Youth Worker is clear that it has been the careful and time-consuming preparation and commitment from all involved, that has meant that so much has been achieved in only six months!



If you would like parts of this publication in large print, audio, Braille, alternative

format or in a different language, please contact the Norfolk Youth and Community Service on 01603 638099 and we will do our best to help.