

# Community Learning & Development Youth Work “Youth Work Changes Lives”



## Community Learning and Development Youth Work Annual Report 2015-2016

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# 1 Introduction

A very warm welcome to CLD Youth Work's Annual Report 2015-16.

CLD Youth Work helps change young people's lives for the better, and in partnership with local and national agencies and young people themselves, we strive to continually improve the service and support we provide to young people. Throughout this report you will find examples of the work we deliver across the city which has benefited over 4000 young people aged 10-18 in 2015-16.

The core strategy of CLD Youth Work is to engage young people early, provide programmes and support that meets individual young people's specific learning and developmental needs through tailored support, either as individuals or as a group to help provide a strong foundation for progression and the development of the skills required to succeed in their future lives.

To achieve the above success, we have invested the majority of staff time in developing the ability of young people to meet the 4 Capacities of the Curriculum for Excellence, as well as supporting them in areas of greatest need, particularly around GIRFEC and the SHANARRI indicators.

We deliver the majority of our work around 6 key priorities areas of Wider Achievement, Health and Well-Being, Volunteering and Leadership, Diversionary Activities, Employability and Decision Making. We cannot achieve this on our own and have developed many and varied Partnerships that extend the reach and impact of the services we provide.

Of course we could not achieve this success without a dedicated and highly skilled team of Youth Workers based within the local community who have developed strong and lasting relationships with young people, but also importantly with the services in each of these communities including Schools, Police, Voluntary Sector, NHS and many others.

*"Youth Work Changes Lives"*

**Jimmy Dodds**

Manager, Children/Young People, Communities Division.

## 2 Performance in Key Priority Areas

### 2.1 Accreditation/Wider Achievement

**Performance 2015-16.**

**CLD Youth work supported 608 young people to gain a variety of accredited awards including DofE, Youth Achievement, Dynamic Youth and Sports Leaders Award.**



Within CLD Youth Work we are constantly looking to add value to the learning process for the young people who take part in CLD Youth Work programmes. One way of showing how young people are progressing is through Accreditation and the recording of wider achievement.



### IMPACT CASE STUDIES

#### The 'S' Word

- 33 young people completed a food safety Certificate level 2
- 20 young people completed the Workplace Hazard Awareness Certificate
- 17 young people completed a Five Star Dynamic Youth Award with 31 credit points at SCQF Level 3, each young person undertaking over 251 hours of work experience.
- 11 young people completed The Certificate of Work Readiness with a minimum of 18 credit points at SCQF Level 4, each young person undertaking a minimum of 190 hours work experience.
- 10 young people completed an Emergency at Work First Aid Certificate

#### Dundee and Angus College Taster Courses

Dundee CLD Youth work in partnership with D&A College to support young people to access taster programmes within the college. These courses are provided specifically for CLD Youth Work and target those young people who may not have access to these opportunities for a variety of reasons including poor attendance at school or lack of confidence in their own abilities.

Courses are delivered around Hairdressing, Construction, Cosmetology and Mechanics.

Dundee East CLD Youth Work team supported 55 young people to access these courses.

16 attended the construction taster sessions and 4 of these young people gained a full-time place at college in part due to the commitment and application they showed while taking part in the programme.

**Jack** "My next steps are to go to college so I can become a qualified electrician"

**Liam** "Get into College and hopefully get an apprenticeship"



## 2.2 Health and Well Being

### Performance 2015-16.

**CLD Youth Work had 26,888 contacts with Young People accessing Health and Well-Being information and services through the Youth Work programme.**

**CLD Youth Work supported 1360 young people to become involved in physical activities such as sport, dance and Outdoor Learning.**

CLD Youth Work provides information and support on a wide range of Health and Well-Being issues to a large number of young people in a wide variety of settings from individual support, targeted group work programmes, sports activities to larger partnership approaches such as The Corner Partnership alongside NHS staff.



## IMPACT CASE STUDIES

### Girls Group

The S3/S4 Girls Group identified by CLD Youth Worker and Education (Pupil Support Worker) in conjunction with the Guidance Team participated in an 8 week Health and Wellbeing course supported by CLD and Alternatives Dundee. The 8 week programme focused on self esteem/self identity, relationships, media and sexual health/relationships.



### Diamond Girls

In partnership with Craigie High School, the Diamond Girls Group aims to support young people be more safe, healthy, responsible and included. The group work on areas that build their awareness around issues such as self image, building confidence and safe decision making in their every day lives and within the community.

The Diamond Girls group currently runs one afternoon per week over a 12 week period and includes input from agencies such as The Web Project, The Corner and Ancrum Outdoor Education Centre. The programme of activities provide information on self-image, developing confidence and positive relationships, internet safety, drugs and alcohol information and sexual health. Each participant is also able to take gain a Youth Achievement Award through taking part in the programme.



## 2.3 Volunteering and Leadership

**Performance 2015-16.**

**CLD Youth Work supported 1742 young people aged 12-18 to take part in Volunteering or Leadership opportunities.**

**CLD Youth Work supported 171 young people to participate in delivering Peer Education Programmes.**

**CLD Youth Work engaged 899 participants in peer led safety awareness sessions.**



CLD Youth work places great value on supporting young people into Volunteering and Leadership roles in as many different, diverse and challenging roles as we can provide from Peer Education within Health Buddies to taking on Leadership roles at groups across the city.



### IMPACT CASE STUDIES

#### **Yusuf Youth Integration Initiative**

Young volunteers took part in the Integration Project working in partnership with young people from the Yusuf Youth Initiative. The young people participated in sessions to promote an understanding of different cultures, make new friends and have fun. The young people produced artwork on issues important to them i.e. bullying and racism. The artwork is now on public display. The group continue to work together on initiatives while engaging with the local community.



#### **Music Box**

Music Box is a programme based around developing skills for life learning and work through music. A further development of this has been Music Box Cares. This has been developed to allow previous participants of Music Box who have gone on to positive destinations through their

involvement in the programme to become Mentors to current participants and offer advice and support on how to gain accreditation, access college courses or help build their confidence around their music skills. Currently the 5 Mentors aged 17-19 are supporting a group of Care Experienced young people progress through the programme.



## 2.4 Diversionary Activities

**Performance 2015-16.**

**CLD Youth Work supported 2042 individual young people into Diversionary activities.**

**CLD Youth Work engaged with 4292 young people in Youth Work programmes.**

The traditional role of CLD Youth Work has been to engage young people in evening and weekend activities. This can be seen as diverting young people from anti-social behaviours. Within CLD Youth Work we try to do this in innovative and engaging ways such as large scale sporting activities or targeted intervention based on the interests of the young people involved.

### IMPACT CASE STUDIES

#### BIKE-IT

Set up in 2004 as a community based diversionary BMX bike initiative between Dundee City Council and Tayside Police. BIKE-IT is aimed at young people who have come to the attention of the Police, Social Work Department (CHOICE PROJECT) or Housing & Communities, Neighbourhood Services (CLD Youth Work Section) for offending and/or anti-social behaviour in the local community. Each of the above partners can refer young people onto BIKE-IT. Once they are referred the young people take part in a ten week project whereby they sign a behaviour agreement which states that they will address any offending / anti-social behaviour within their community.



#### West Youth Team

The Ardler based Youth Team provides two evenings of diversionary activities on a Wednesday and Thursday evening. The Wednesday evening is a drop-in which is open to young people from the age of 10+. At present this group is attended by up to 40 young people from the ages of 10-15. They provide a varied programme of activities including sports, music and arts and crafts.



#### Finmill Thursday Drop-In

The drop in is aimed at young people 10 years and up each Thursday evening from 6.45pm to 8.45pm at The Finmill Centre. Young people can take part in diversionary activities aimed at delivering a programme of learning opportunities that have the potential to increase not only their learning but their capacity to develop additional personal and social skills. Young people attending have access to a wide variety of resources, and can, if they wish, pursue volunteering roles within the drop-in.

Young people are consulted on what they would like to see at the drop-in each week and this has resulted in both a separate Girls and Over -14's groups being developed within the centre. Young people have also supported the development of dance classes that take place during drop-in hours.

## 2.5 Employability

### Performance 2015-16.

**CLD Youth Work supported 301 young people into employability programmes run by CLD.**

**CLD Youth Work supported 110 young people to progress to positive destination through CLD employability programmes.**



CLD Youth work aims to engage with vulnerable and challenging young people to offer local opportunities to engage in employability programmes. We have developed a consistent learning offer across all areas of the city including College taster courses, Hospitality and Customer Service training and our CLD United programme.

## IMPACT CASE STUDIES

### Employability and Life Skills

As part of the funding received from the Local Planning Partnership the West Youth Team provide an Employability, Life Skills course within Baldragon Academy to 5th and 6th years. This course offers the group the opportunity to explore their options for the future and is accredited through the DofE Award. From this group 8 young people now attend the Volunteer training programme and are volunteering within their local community.

### CLD United – Volunteering + Employability Programme:

CLD youth workers, supported by Dundee United FC at Tannadice Park Learning suite, provide formal SQA accredited training to local young people, relating to employability and leadership skills. The programme targets Young People who are 14/15 years old, in S4, and would benefit from this employability programme in order to increase their chances of reaching a positive destination post 16, either through sustaining school or moving into further Education/training or Employment.

25 - 30 local young people per year receive formal SQA accredited employability training relating to skills for life and work. These young people combine formal training with hands on voluntary work in the evenings via our CLD United Diversionary Programmes. They are also given the opportunity to progress into actual part time employment within CLD United Evening Diversionary Programmes via Dundee United Football Club. This creates a record of successful volunteering and employment which is thought to be highly beneficial in today's job market. Looked After young people are offered ring fenced part time employment opportunities, therefore enhancing their future employability chances and also helping to target other young people who are currently Looked After across the city.



## 2.6 Decision Making

**Performance 2015-16.**  
**CLD Youth Work supported 481 young people to engage in influencing Local and National Developments.**  
**CLD Youth Work supported 531 young people develop individual learning portfolios.**



One of the core functions of CLD Youth Work is to help engage Young People in decision making processes, particularly around issues which affect them as individuals or the community in which they live. We achieve this in a variety of ways from engaging young people in local consultation processes to help inform Local Community Planning to supporting young people at individual meetings to set learning goals for themselves, or to engage with important meetings such as Team around the Child.

### IMPACT CASE STUDIES

#### **Dundee Youth Council “Promoting Youth Involvement in Decision Making”**

Over the course of 2015/2016 17 young people have been members of the Youth Council. The Dundee Youth Council (DYC) is an organisation led by young people, for young people, and aims to promote youth involvement in decision making structures across the city. Through a range of project work and group nights led by our ‘Youth Councillors’ we hope to encourage young people to start thinking about the issues that affect them and to work with our Youth Councillors and like-minded young people to identify solutions and work towards positive outcomes. We meet as a group every Thursday evening. You can find out more on the programme section of our website. [www.dundeeyc.org](http://www.dundeeyc.org). Follow DYC on twitter @DundeeYC for the most up to date info on what the Youth Councillors are involved in.

The Youth Council is completely youth-led, with support provided by Community Learning and Development (CLD) Youth Work staff.

“The youth council has given me the ability and resources to help my community and beyond”

#### **Holiday Programming Planning Group**

9 young volunteers meet weekly at the Hub centre Tuesdays 4.00pm - 5.30pm to help plan and deliver holiday provision for other children and young people in their local area. The group organise consultations and evaluation with users/non users of the provision. They provide the opportunity for the young people to gain leadership skills, build confidence, be responsible, take an active part in decision making in delivery of service and achievement.

The group offers accreditation and have successfully achieved Saltire Awards and completed People Protection training.



## 2.7 Participant Feedback

It is vital that we continually seek the views and perspectives of young people when we are planning, evaluating and analysing our service and programme delivery. Each team does this through satisfaction and participation surveys as well as ongoing consultation. Below is an example of the tools used to gather this evidence and some of the information that we received in the last year.

### Appendix 1. Participation survey 2015

"If I wasn't here I would be sitting at home in my room, shutting myself away"

"I'm now able to communicate more successfully in the group"

"Because it helps me in life"

"Volunteering has helped me incredibly with my confidence"

"The staff listen to your opinions"

# 3 Highlights 2015

**CLD Youth Work enjoyed many successes in 2015 -16 however the following events gave the service a very high profile within the city.**

## **Royal Visit**

The Corner enjoyed a Royal visit on 23rd October 2015. This was the first official visit to Dundee by the Duke and Duchess of Cambridge, William and Kate, or the Earl and Countess of Strathearn, as they are known in Scotland.

Young people and mental health were the focus of the couple's visit. They met staff and young people at The Corner. It was a great opportunity for The Corner to showcase different aspects of the services provided to young people. The Duke & Duchess also joined young people in a bullying workshop delivered in partnership with Respect Me.



## **Success at 2015 OSCA's**

**Dundee's annual celebration that showcases excellent services, projects and initiatives.**

## **Strathmartine Active Youth Won in the category of Improving services through Partnership Work 2015**

Strathmartine Active youth was developed when issues were being raised in the Kirkton area around an increase in anti social and/or offending behaviour by young people. S.A.Y now runs two nights a week and sessions are supported by volunteers who are former participants in the programme.



## **S Word Training Programme Won the Lord Provost's Award 2015**

The S Word is an employability training project that uses Hospitality as a vehicle to engage young people in a positive learning experience. The aim of the programme is to support young people to gain essential employability skills, work experience, increased confidence and self esteem.

## **Youth Work Changes Lives: MP's hear first-hand about the value of Youth Work**

Stewart Hosie, MP for Dundee East, met up with a local young person and a senior youth worker to hear personal stories of the impact which youth work and support has had on young people and the value of youth work as an intervention that can change and even save lives.

The meeting, in the Parliamentary Office in Carnoustie was part of Scottish Youth Work Week, organised by YouthLink Scotland. The MP posed for pictures with James Thomson, the Chair of Dundee Youth Council and Jimmy Dodds, Manager of Dundee City Council's Community Youth Work Services. Stewart Hosie said:

*"This was a great opportunity for me to hear first-hand, from one of my younger constituents, of the difference youth work has made to their life path.*

*"Youth work is very important to ensuring that local young people have equal life chances. Obviously, local and national budgets are increasingly under pressure but continued investment in youth work gives young people the skills and confidence they need for life.*

*"It was great to meet with James and Jimmy and discuss these issues face to face."*



## 4 1. Key Challenges and Sustainability

### 2. Equalities

### 3. Planned Developments

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- 1a.** The main challenge for CLD Youth Work, as it is for many other services, is maintaining a high quality provision and the ability to deliver an effective and efficient needs led service that meets the increasing diverse and demands of young people.
- 1b.** We will remain focussed on ongoing and continuous improvements, engaging and consulting young people around all aspects of our youth work delivery and designing programmes in partnership with young people that allows them to build their capacity and develop skills for life, learning and work so that they are able to meet any future challenges they may face.
- 1c.** We will continue to develop effective strategic partnerships that will help us meet the challenges facing young people in particular those that have been identified by the Dartington survey and the development of the new S.O.A and Community Plans.
- 2.** In 2015 -16, CLD Youth Work supported 465 young people who were defined as having Protected Characteristics. We continually strive to ensure our services are accessible as possible and maintain effective partnerships with organisations such as Yusuf Youth Initiative with the aim of maintaining accessibility.
- 3.** We will be part of Neighbourhood Services in 2016 and as part of this new department we will initiate a review of all our priorities and engagement strategies of all our services and in particular our engagement with all protected characteristic groupings.

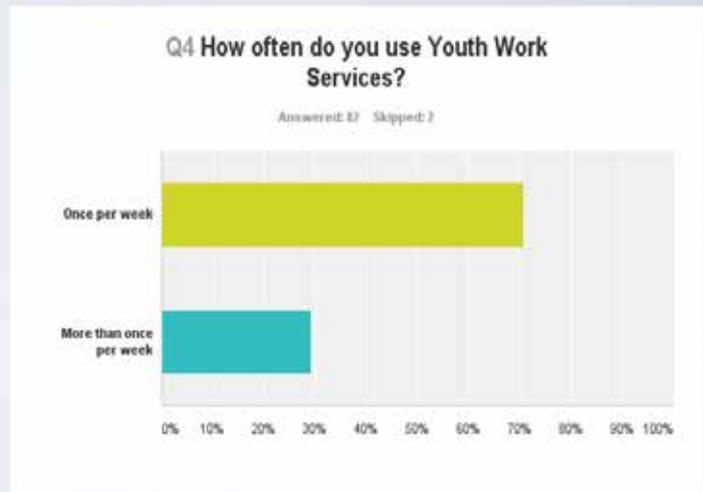
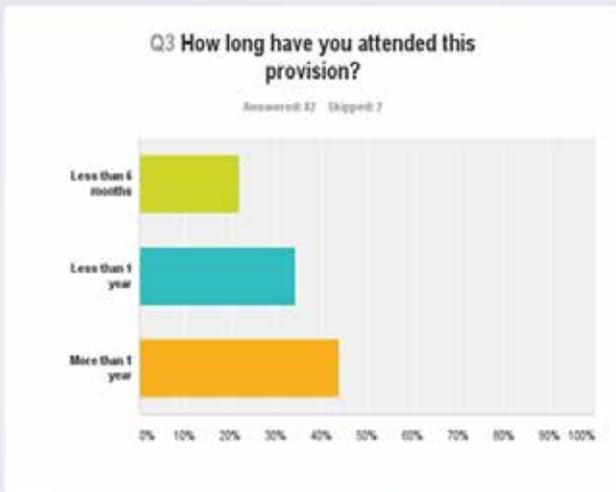
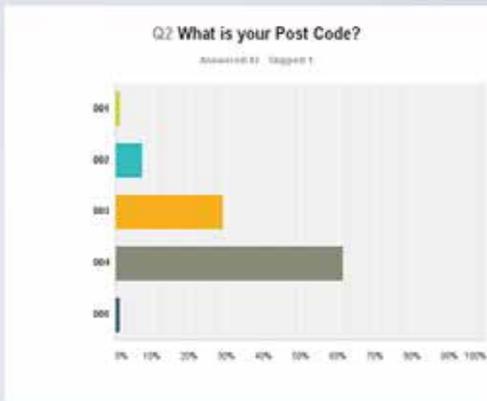
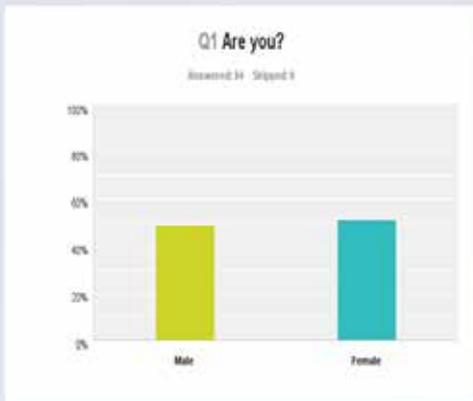
# 5 Appendix i

## North Youth Work Team News

### Participant Satisfaction Survey 2015

The participant satisfaction survey was carried out between March and April 2015 across the North Youth Team area and consisted of interviewing a sample of 84 young people who attend services delivered by us. The survey covers a wide range of subjects ranging from learning to venue and also provided young people with an opportunity to tell us what they think of the services they access.

41 (48%) of those who took part were Male and 43 (52%) were Female. 51 (61%) of those who took part were from the DD4 post code area. Others were 24 (28%) DD3, 6 (7%) DD2, and both 1 (1%) were from DD1 and DD5.

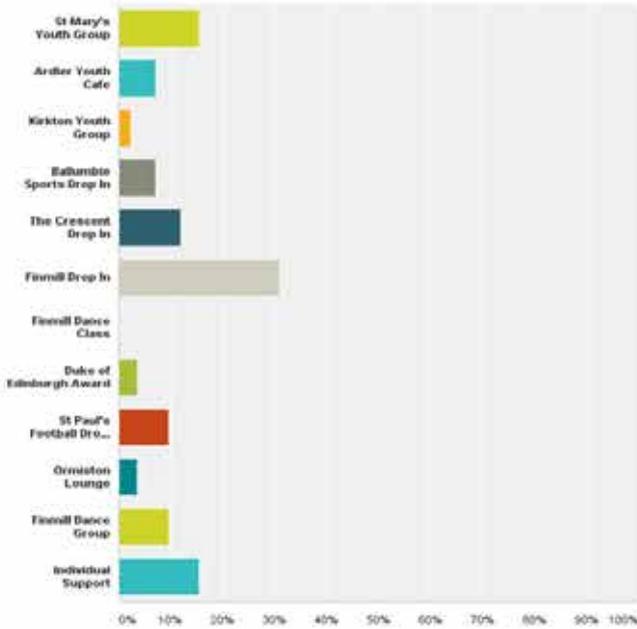


36 young people (43%) reported that they have been attending provision for more than one year, 28 (34%) reported they have been attending less than one year, and 18 (21%) reported that they have been attending less than six months. The majority, 58 (70%) attend provision once per week while 24 (30%) have said that they attend provision more than once per week.

NORTH YOUTH WORK TEAM, ARDLER COMPLEX, TURNBERRY AVENUE, ARDLER VILLAGE DD2 3TP 01382 436445

**Q5 Which provision do you attend?**

Answered: 34 Skipped: 0

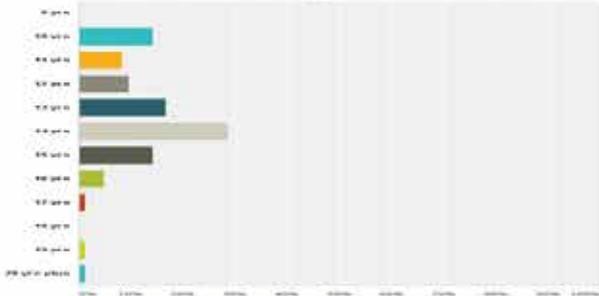


While carrying out the survey we aimed for a 20% sample of young people attending from each of the services we currently provide across the area.

The highest number completing the survey, 26 (30%) attend Finmill Youth Drop In and this also included the Finmill Dance Class. Other stats are 13 (15%) St Mary's Youth Group, 13 (15%) Individual Support, 10 (1%) The Crescent, 8 (9%) St Paul's Football Drop In, 8 (9%) 6 (7%) Ballumbie Sports Drop In. 6 (7%) Ardler Youth Cafe, 3 (3%) for both Duke of Edinburgh Award and Ormiston Lounge, and 2 (2%) Kirkton Youth Group.

**Q6 How old are you?**

Answered: 34 Skipped: 0

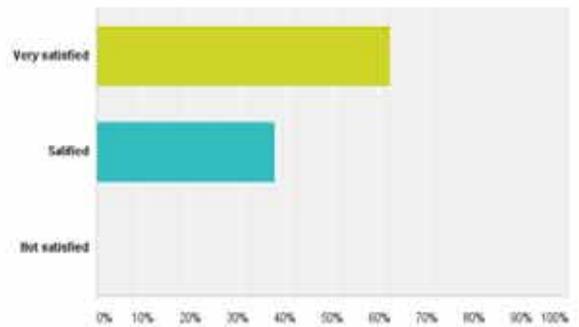


Most of those completing the survey were 14 yrs (28%), 13 yrs (16%) and 12 yrs (9%). 51 young people (62%) expressed that they were very satisfied with the services they received and 31 (38%) satisfied. No one expressed that they were not satisfied with the services they received.

We asked young people to rate the venues that they use to access services. Some of the results were as follow, 88% rated Ardler Complex as very good and 13% good. Finmill 21% rated the centre as very good and 65% good. 50% rated Kirkton Community Centre as very good and

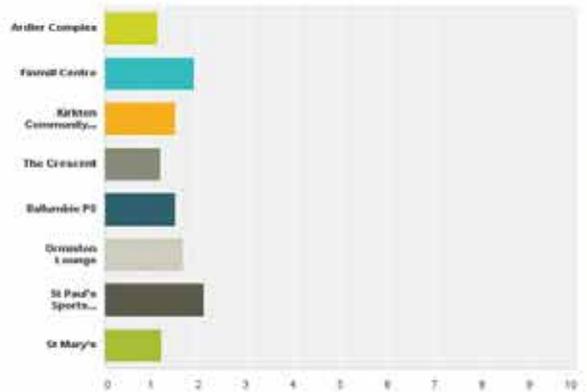
**Q7 Overall, how satisfied are you with the service you receive?**

Answered: 34 Skipped: 0

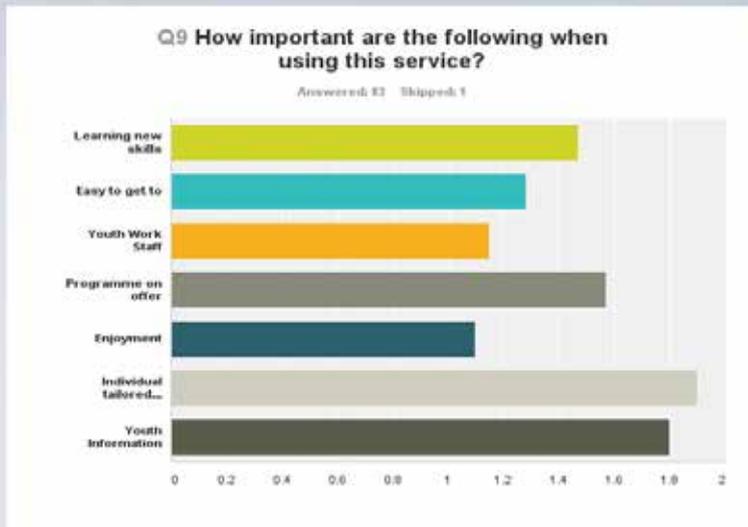


**Q8 How would you rate the venue for the provision you attend?**

Answered: 34 Skipped: 0



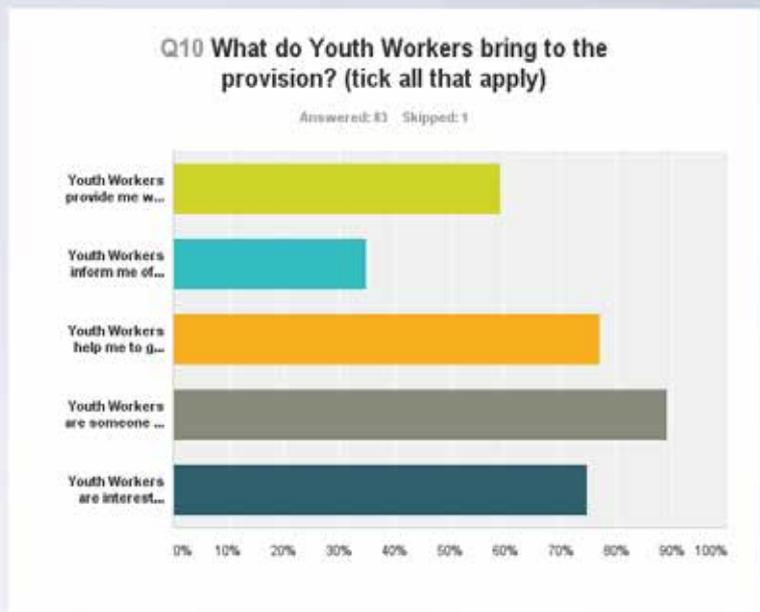
50% good. The Crescent was rated 80% very good and 20% good. Young people rated Ballumbie PS 50% very good and 50% good. Ormiston Lounge was rated as 33% very good and 67% good. St Paul's Sports Facilities were rated as 33% very good and 22% good. St Mary's 85% very good and 7% good.



We asked young people which things were important to them when they were using the services provided by the North Youth Work Team.

60% of young people noted that learning new skills was important, 75% expressed services being easy to get to. 85% said youth work staff were important, 51% the programme on offer, 90% felt that enjoyment was important. 40% felt individual support was important and 45% youth information services.

The services we provide are delivered by both full time and part time CLD Youth Workers and Assistant Youth Workers. We asked young people what they felt staff bring to the services they access. 59% felt that youth workers provide young people with information, 34% felt that they were able to learn about their rights. 77% felt that youth workers help them to gain self confidence, and 89% felt that youth workers were someone they could talk to. 74% of young people noted that youth workers were interested in their views and opinions.



## Conclusions

Majority of participants lived in the DD4 postcode (61%) covering the North East Ward. Just under half of those surveyed have been attending provision for a considerable length of time-more than a year, with the majority attending once a week. Young people were either very satisfied, or satisfied with the provision. Ardler Complex was rated very good (88%); Finmill (21%), Kirkton CC (50%), Ormiston Lounge (33%), St Mary's (85%). Would be interesting to investigate further the reasons for those ratings. What do youth workers bring to the provision, highest percentage of

NORTH YOUTH WORK TEAM , ARDLER COMPLEX, TURNBERRY AVENUE, ARDLER VILLAGE DD2 3TP 01382 436445

of young people (89%) felt that youth workers were someone they could talk to - important in today's society. 77% felt that youth workers helped them gain confidence, which is one of the main outcomes which youth work is addressing with young people. Youth Work is a learning process with young people which has to contain an element of fun - 90% felt that enjoyment was important, with relationships with youth work staff being key to this process (85%) reporting that youth work staff were important.

## Comments by Young People



The Crescent Youth Drop In

- ' I like it '
- ' Gets me out of the house '
- ' Lesley's hair '
- ' Better than being in the house and I have fun '
- ' To meet new people and have fun '
- ' Lesley encouraged me to go '



Kirkton Wed Night

- ' Alan encouraged me to go '
- ' To get out of the house '



St Mary's

- ' I get out of the house and see friends '
- ' It is fun and I haven't got many friends at school '
- ' Heard it was good '
- ' To learn new and good things '
- ' To have fun '



Finmill Youth Drop In

- ' It's fun and I get to play board games '
- ' Centre needs improving '
- ' Need new resources '
- ' Brucey boy told me about it '
- ' I go to the drop in, there is more to do now '
- ' I like the new staff '
- ' Met Bruce and Lesley when I was at Braeview with my school '

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## Comments by Young People



St Paul's Football Drop In

- ' I'm trying to improve my behaviour in school and the youth workers are sound '
- ' Because it's good and I get to volunteer and help young people '
- ' Something to keep me out of trouble and I have someone to talk to '
- ' To get out of the house and play football '
- ' The surface at St Pauls needs to be more like Soccerworld '

Ballumbie Sports Drop In

- ' I really enjoy the sports and we are encouraged to do the same as the boys '
- ' Good fun and I like sports '
- ' Just to get away from it all '
- ' I like the sports we get to play '

Individual Support

- ' I'm trying to improve my behaviour and anger and the youth workers are sound '
- ' I'm trying to improve my behaviour in school '
- ' It gets me out of the house, it's good and my behaviour is better for it '
- ' To meet new people and get support '
- ' To get support from my youth worker '
- ' I needed support '
- ' Something to keep me out of trouble and I need someone I can talk to '
- ' Because it's fun and I get to learn things '
- ' It is someone I can speak to and trust '

Duke of Edinburgh Award

- ' To achieve better goals '
- ' To sort out my expedition '

# The Corner Support U + Evaluation 2015-16



The Corner is funded by Dundee Health & Social Care Partnership

 **thecorner**  
health, information & peer-led  
services for young people

## The Corner Support-U+ Service

The Corner Support-U+ counselling service has experienced another busy year in terms of supporting the mental health of young people in Dundee through Youth Work Counselling. This has only been achievable through the financial support of Dundee City Council, NHS Tayside and Suicide Prevention funding. The Service learned the lessons of the pilot year and focused its provision towards the most vulnerable young people. This was accomplished with a focused referral route through CAMHS, LAC and Adolescent Social Work services. Support-U+ was also delivered on a weekly basis to two Off-site education providers; Balerno Learning Centre and Helm Training facility. Support-U+ can also be accessed by all young people by self-referral through The Corner Drop-in. These Corner services are advertised through outreach to all schools in Dundee.



## The Corner Support U+ Aims and Outcomes

### Aim

To provide vulnerable young people access to specialist emotional support, giving them the space to understand and express their feelings whilst encouraging confidence in managing and balancing challenging life events.

### Outcomes

- Young people will be aware of and develop an ability to express emotions and find ways to manage difficult feelings in a positive way. They will be aware of other appropriate services linked with their health issues.

- 'Hard to reach' vulnerable young people will gain access to specialised mental health support in an environment they feel safe.

- Young people will learn the importance of mental wellbeing, personal coping skills and positive relationships.

- Establish a relationship with agencies who engage with 'hard to reach' vulnerable young people and work in partnership to provide mental health support.



## Outcomes



Drop-in Support-U+ service outcomes are measured through attendance of appointments, successful partnerships working with 'hard to reach' young people and reported mental health issues and causes. Distress is measured through a 10 question CORE scoring system. This is used at the start and end of Support-U+ appointments to measure global distress. Pre and post scores are compared to show differences in levels of distress. As this Corner measure is only 10 questions it is used as a guide rather than definitive proof of reduced distress (Appendix 1)



Two part-time counsellors (22.5hrs total) saw **59 young people** for **352 appointments**. Fifty one young people attended for continued Support-U+ appointments. **Seventy four percent** were identified as 'hard to reach' and vulnerable through the association with CAMHS, LAC, SW, Education, TCAC service and Shelter. The **average age was 15** and the **average appointments required by individuals was 6**.

The issue most reported in terms of impacting on young people's mental health was **family relationship issues**. The highest mental health issues recounted by young people were **low-mood, anxiety and anger**. However self-harm, suicidal thoughts, drugs, bereavement, sexual assault, body image issues, low self-esteem & sexuality were all cited as issues that impacted on young people's mental health. Of the 45 young people who completed a pre and post core score, **98% showed a reduction in distress** on completion of sessions.

### Partners

- CAMHS: Child Adolescent Mental health Service
- LAC: Looked After Child Nurses
- SW: Social Work Dept
- Education
- TCAC: Through Care After Care
- Shelter/Safe & Sound
- Helm

To conclude; the aim and outcomes of Support-U+ was to work with partners to identify vulnerable 'hard to reach' young people so they could access specialised counselling support. This evaluation has indicated that the Corner Support-U+ service has successfully worked with partners to provide this.

## Young People Feedback

"Here's a story about my experience at the Corner and how I think it helped me. I've been going to The Corner for roughly 5 months now. When I first started going I didn't really want to go but I still gave it a shot because what did I have to lose? At first I kept thinking to myself; 'this are so pointless, they aren't going to help, nothing does" But after the first few appointments I started feeling comfortable enough to start opening up . Every session we had I would usually open up about something Amy didn't know, I only had that with Amy. My other workers I am not able to open up to. I just don't have the trust with them. Amy has helped me a lot as I have been able to open up about stuff that I haven't told anyone else"

**I feel like I can understand my problems more and take more control over my anger**

I thought my visit was good because it helps me to have a good relationship with my mum

**Very friendly and supportive, extremely kind and caring, can talk about anything without being judged**

**Since I've been getting support I have felt more confident and now feel I have more control in my life.**

That's mine and Kate's little journey finished. I feel like I'm now in complete control of my anger and I can now positively progress in my life. I'd just like to take a second to say thank you to the Corner staff and a personal thank you to Kate. She's helped me change my life and hopefully I can fire on from here!!



## Parent Feedback

My daughter Jennifer has been struggling with anxiety for almost a year and the educational psychologist along with her guidance teacher at school had recommended that we contact The Corner. When I called and explained the situation, support was offered immediately, by way of a Support-U+, and a meeting arranged for Jennifer at school within less than 2 weeks. We were delighted with this and the fact that you would see Jennifer in the school, as this was the environment where she displays her anxiety the most. We also came down to The Corner one day so that Jennifer would feel comfortable if she needed to come in at other times. It's a lovely environment and really helped Jennifer to realise that she was not alone and that there are nice places that she can go for help.



## ANNIE CASE STUDY

It wasn't my mum's fault but she drank a lot, so as far back as I can remember I had to just get on with it. I would sort out my own school stuff and make sure I got to school ok and things went on like this until mum and dad split up. Dad was homeless and couldn't take care of me and mum got a new boyfriend but I knew he wasn't a 'good' person. The social workers said he shouldn't be near children and I had to stay in care. I was sad cause mum picked him. Then when I was 15 dad got a house and it was good for a while, but dad struggled with money and the strain began to hit him. That was when the fighting started and I found myself homeless when I was 16. I was so scared; I didn't want to stay in a homeless hostel. I managed to sofa surf and through all this became determined to get my qualifications so that I could move away and be independent. When I got my qualifications and got into Uni I felt so proud of myself. I moved city and for the first time allowed myself to believe things could get better.

At first things went well, I loved my course met new friends and met a boy I really liked. It was the practical stuff that I didn't get. I struggled to budget for bills and that's when things went wrong and I began to feel overwhelmed by it all. I started to get really anxious and found it difficult to leave the house, I knew everybody would see that I was a failure and that I had nobody, I couldn't bear that.

A friend told me about The Corner Support-U+ service which is a youth work counselling service. The Support-U+ counsellor met me every week, helped me to make sense of how I was feeling and supported me to be confident in myself. I realised that becoming independent was not about getting everything right but knowing when to ask for help or picking myself up after a fall. Because I felt more confident in myself I became more confident that I could find a way out of this mess. I have learned an important lesson through this experience which is that I am not alone, there are services out there to help young people like me and with their support I have managed to help myself and become independent.



## HELM Training

The Support-U + partnership with Helm Training has continued to strengthen in its second year. Referrals for counselling have seen an increase on last year. The Youth work counsellor has delivered 12 sessions on drugs and alcohol and their link with emotional health.

“The Corner’s Support U service has been invaluable to the young people who attend Helm. I have personally referred 7 young people for support from both the Support U and Support-U+ services, and signposted a number of other students to the drop in service. The availability of the service to young people in Dundee is invaluable, particularly for those who have little or no support from family or from other external agencies. There has been a significant, positive impact of receiving support from the service, both in house at The Corner and through outreach sessions, among many of the young people referred by Helm. This flexibility has meant that young people attending Helm have been able to access support with minimal disruption to their learning at Helm, and also with minimal impact on their social time which is of crucial importance to many young people. With a lack of counselling services available to young people within the local area, the continued availability of The Corner’s Support U and Support U+ services is essential in promoting positive mental health and wellbeing among young people in Dundee”.

Irene Reid - Life Coach Helm Training



EAT  
SLEEP  
CARE  
REPEAT

### Feedback from Young People

*“Legal highs are bad”*

*“I thought weed was safer than fags”*

*“You can die from taking ectos”*



## Balerno Off-site Education



The Staff at Balerno are very pleased that Support-U+ has secured long term funding. This will really benefit the young people and offsite service as a whole. The Support-U+ sessions and on-going support are so valuable to Balerno and Offsite as a whole as it builds relationships between the counsellor and our young people. This often results in continued short and long term support for the most vulnerable young people who are commencing their last year in Offsite. This then carries on post off site education during the difficult transition time when young people are moving on. It really will be a huge relief to the staff and also the young people here to know that this support service is to continue as a holistic support network with the many vulnerable young people we have.

**Steven Mc Laughan**  
Pupil Support Officer

Support-U+ counsellor facilitated 31 mental health sessions with individuals and groups. This included group work covering mental health, sexual health and positive relationships, drugs and psychological addiction, Individual counselling and transition work.

Kate, it goes without saying what an integral part of the Balerno team you are. I have attached our HWB Curriculum for Excellence guideline and as you can see your invaluable input is recognised in each area. Your expertise of knowledge for our young people to benefit from is incalculable but also for the staff team who are constantly put under pressure to deal with an extensive array of emotions and anxieties. Thank you for giving them support this session.

It is sometimes daunting to step back and grasp what is involved with such needy young people. It is without question overwhelming at times. Your counselling skills help in many ways but the extension, this session in particular, for the young people to access your expertise after transition to wider world is an area I can see growing. At a time when services often pull back leaving these youngsters vulnerable you provide a crucial link to services that can be made available, give access and sound professional advice at a time in their life where it can make or break them.

Thank you kindly again.

**Maureen Brown**  
Depute Head Teacher



## 7 Key Contacts

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