



THE HUB:

Quarterly Report Summary: January - March 2013

Service Description:

- The Hub is based in St. Peter Port and provides an island-wide advice, information and listening-support service for all young people aged 11-16; it launched in September 2012;
- The Hub is funded by Young People Guernsey (YPG) which has commissioned Barnardo's to manage and deliver the service;
- There is no threshold for young people to receive support from The Hub and there is no cost involved. Young people can access The Hub by self-referral although parents and other organisations often suggest that they make contact;
- As a result of the high demand for our service, staff resources at The Hub have increased over the last quarter and we now have two full-time workers and a part-time administrator. In addition to professional staff, The Hub also has 16 fully trained volunteers who have completed a rigorous Barnardo's recruitment and training programme. This quarter, our volunteers have dedicated 105 hours to supporting young people (equivalent to a cost of £1,080).

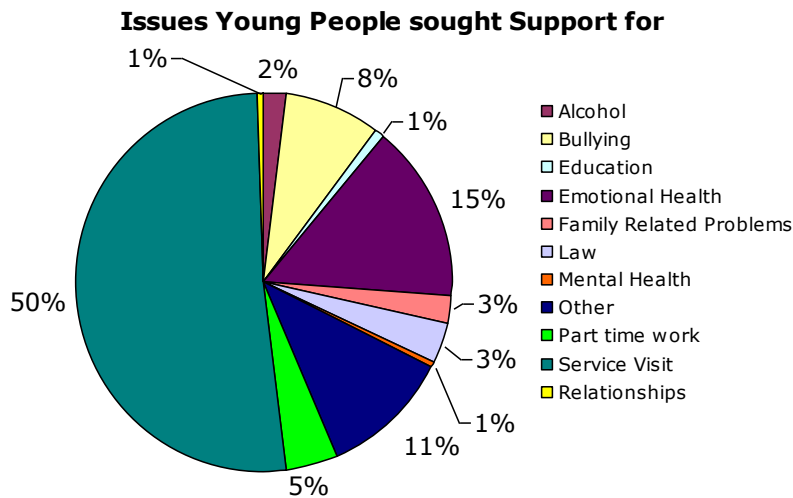
Service update:

- In the 3 months to 31 March 2013, The Hub has had 174 contacts with young people (122 individual young people), of these contacts 95 were male (58 young people) and 79 were female (63 young people). The high proportion of male contacts is unusual for a support service for our age range and is a result of the successful drop-in service at The Link Centre and a proactive outreach agenda.
- This quarter, the average age of young people accessing The Hub is 13 years and mirrors the results of our first quarter. Although our service is targeted at, and predominately supports young people aged 11-16years, during outreach sessions, Barnardo's staff and volunteers will come into contact and support young people of any age;

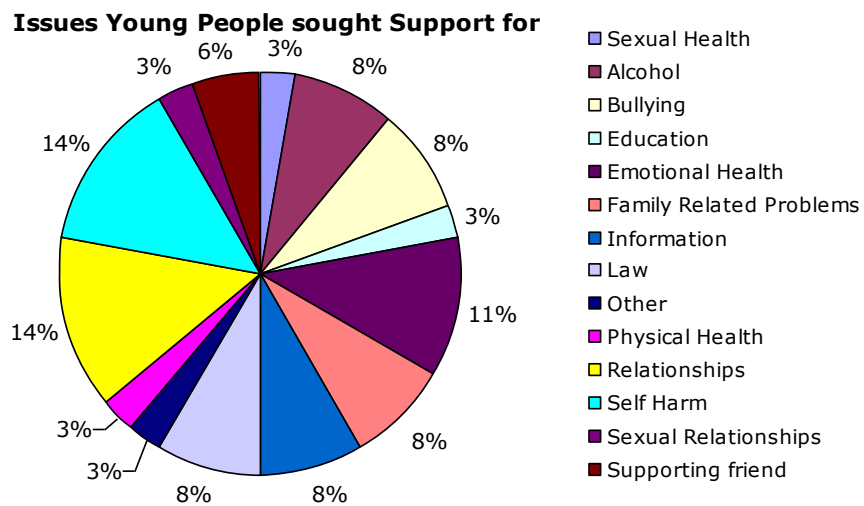
- The Hub now offers support via text service and this will be developing further in order to support the “hardest to reach” young people as often young people find it easier to initiate contact by text message;
- A particular success this quarter is the number of parents and carers who have contacted The Hub for information and support for their children;
- Looking forward, the service will additionally focus on reaching young people who are often easy to ignore on the island or may find it difficult to access services. We have projects in development focusing on children of offenders, mentoring young people in care and supporting young people who are lesbian, gay, bisexual or transgender (LGBT).

Why do young people access the service at The Hub?

September – December 2012



January – March 2013



Outreach work:

Outreach work is often the most effective way of building trust with some of the most hard-to-reach young people.

- Since January, The Hub personnel have been attending Les Genats Estate weekly street sessions alongside Guernsey Sports Commission, Guernsey Arts Commission and Action for Children. Each week they speak to between 15-20 young people varying from a brief catch-up on how their week has been to supporting them with on-going issues around bullying, self-harm, self-esteem and much more;
- The Hub has also provided outreach at St Martins Estate Street Sessions and a one-off session at Beau Sejour Leisure Centre, following a request by staff and Community Police Officers;
- The Hub has been attending fortnightly lunchtime sessions using the Street Bus at the Link Centre (a centre which supports pupils with social, emotional and behavioural difficulties);
- The Caves is now open every Saturday, run by Action for Children with Hub volunteers offering regular support to any 11-16 year olds who attend. As for other outreach sessions, the Caves allows staff and volunteers from The Hub to engage with young people on their territory and in an informal setting.;
- Looking forward to the next quarter, The Hub hopes to be offering lunchtime drop-in sessions at La Mare de Carteret High School; and
- We are also developing a peer mentoring training programme with La Mare de Carteret High School which we hope will roll out in September 2013 (funding permitting).

Interagency work:

To offer vulnerable young people a full spectrum of effective and efficient support, we truly believe that a multi-agency approach is required. In order to raise awareness and link with other agencies on the island, team meetings and training sessions have been arranged as below:

Completed:

School Nurses
CAMHS Team
Domestic Abuse School Worker
E-Safety Sub Committee of ICPC
Start Talking About Alcohol Risks Today
Looked After Children Team
Prison Family Support Working Group
Island Child protection Committee
Caritas
Drug and Alcohol Strategy
Secure and Flexible Outreach Team
Autism Guernsey

Booked:

Assessment and Intervention Team
Child and Youth Community Tribunal
Education Welfare Officers
Young Carers

Feedback on the service:

For a new service on the island, we are extremely proud of the reputation that the service is developing with fellow professionals:



Guernsey Evening Press, 11 April 2013

However, the “acid test” is that young people trust and access the service. So we were particularly gratified to receive this written feedback...

'Thanks for all your help. It really means a lot. I can talk to you about anything.'

Female service user, 13years.

In summary, The Hub's service continues to build as a vital resource for Guernsey's young people. It is important that we all recognise that Guernsey's young people are resilient and generally cope with their normality - whatever that may be. However that does not mean that they do not deserve the very best support. We shall continue to provide this – whilst seeking out the significant minority of young people for whom social issues are having a fundamental impact on their lives.