



The Youth Hub at the Heart of the Community
*Providing youth services for all 10-25 year olds
in Felixstowe and the surrounding area*
Felixstowe Youth Development Group

Registered Charity No. 1102380
Registered Company No. 04125056



General Overview of Level Two Youth Project
Updated October 2018

Name of the organisation	Level Two Youth Project
Main contacts	Shez Hopkins – Project Manager Emma Franks – Deputy Project Manager Kirsty Coldwell – Principal Youth Worker
Team members	Lisa Miles, Alycia Sheldrake, Sue Lambert, Zoe Hunter, Jackie Powell, Nigel Dixon, Brittany Van Wezel, Melissa Gillings, Steve Warne, Jo Cooper, Holly Turner. Plus a team of adult & young volunteers
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Telephone/address	Level Two Youth Hub Second Floor, 54 Cobbold Road Felixstowe IP11 7EL 01394 272521

Services offered

Open Access – these are weekly sessions during term-time & in school holidays. These sessions are offered on different days and times in respect of the age groups / school year groups. These sessions are staffed with experienced & qualified youth workers and volunteers. At these sessions they can access our Early intervention resources which look at different topics on a wide variety of issues, highlighted to us by the young people. Staff encourage young people to engage in activities, access resources with information, advice and guidance through leaflets, books, visual aids and fun interactive activities to maximise the learning for the young people. They can also use the Hub as a safe space to socialise and meet with friends using all facilities on offer including our creative arts room and use of computers.

Girls / Boys - As with the open access sessions, however these are gender specific and are mixed ages of school years 6 – 11.

Key Stage 2 in-school support & Yr. 6 transition - Working with 6 of the 7 Primary schools in Felixstowe, a dedicated team of youth workers is working with young people across the year groups, with particular emphasis on Year 6 and the transition to High school. Work is undertaken in small groups, 1:1, whole classes and via whole school assemblies. Specific topics are offered to the schools, such as friendship, anger management and anxiety, but a steer is also taken from the school so that the needs of individuals are met. Young people have also benefited from the presence of youth workers in the playground at the beginning of the school day and at break/lunchtime; this has ensured that strong professional relationships are built up between the yp and youth workers. It has also been an invaluable opportunity to promote Level Two, resulting in many Year 6 young people attending Open Access sessions during the week and many more families learning about our existence.

LGBTQ - A safe session for young people age 14+ who identify or need support with issues related to LGBTQ+ concerns.

Additional Needs – We encourage young people with additional needs to attend our main stream open access sessions. In addition we can run dedicated sessions during the school holidays for young people with additional needs. We also work closely with Stone Lodge Academy offering regular Cheerleading sessions, PHSE days and enterprise week – these are linked to their Life Skills curriculum learning.

2nd Floor, 54 Cobbold Road, Felixstowe, Suffolk IP11 7EL

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Parent / Carer Support – We offer support for parents in an informal way by being open for parents to drop-in for a chat or to make an appointment to meet with one of our workers. From time to time based on need we also run parent support group sessions.

Detached / Mobile Youth Bus – Using our minibus we support young people out & about taking free hot chocolate, resources & services to young people who are less likely to access centre based provision. This service is now reaching out to young people in our neighbouring rural villages.

Mentoring – 1-1 well-being service supporting young people's mental health for those age 7 -25yrs. Young People can self-refer or be referred by one of our staff, GP, social care team, school or other. This can take place at our youth hub, in school or another agreed suitable venue.

Counselling – We have two Qualified Registered Counsellors offering a counselling service.

Holiday Activities – Each school holiday we offer a variety of activities, trips and visits. There is a cost to access these activities, although subsidised for those unable to access due to financial hardship. These activities take place at the youth hub, out & about within the local community & further afield.

Volunteering opportunities – There are many ways to volunteer with us – both with face to face youth work and behind the scenes with tasks such as IT / Media support, maintenance and repair, driving our minibuses, admin support, fundraising and much more. Our volunteers are DBS checked, and references sought. They receive induction, supervision and support in the same way as our paid staff.

Sexual Health – Sex & relationship advice is offered to young people as and when needed. Our staff are trained by the Terrance Higgins Trust and offer the C-Card scheme to those in Yr. 9+.

Drop-in at FXA – A weekly drop-in is available at FXA where young people, staff and parents can chat through concerns and access information about our services.

NEET – We are open during the day for older young people age 16+ to come to the Hub to receive support and sign posting on Benefits, Housing, CV writing, interview prep, apprenticeships, Job searches.

Not school – Tutors provided by EOTAS & FXA use our facilities at the hub to work with young people who are not in school for a variety of reasons.

Training & Meeting Venue – Our Hub is used by & open to other agencies to use for meetings & training.

Level Two Youth Reps – Young people accessing any of our services are welcome to join our Youth Reps group. They meet regularly to discuss ideas, decide how best to spend their budget and give feedback from other young people who attend sessions or access our services.

Additional information:-

As a Team we attend a number of networking meetings giving opportunity to ensure all are aware of our services. This also enables us to be aware of other community issues, projects and challenges.

These meeting include:-

Business Breakfasts

Felixstowe Town Council Youth Forum

Felixstowe Sports & Recreation Council

Work closely with Sanctuary Supported Living

Safer Neighbourhood Team Meetings

Voluntary & Statutory joint working groups (VASP)

Suffolk Assembly of youth (SAY)

Advisory Board meetings

Partnership links with the School Nursing Team, GP Surgery's, Pharmacy's, Norfolk & Suffolk foundation Trust (NSFT) One Life, The Honest Truth, Terrance Higgins Trust & other service providers.

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LEVEL TWO YOUTH PROJECT

Evaluation of provision for Detached / Mobile Outreach Services

This evaluation draws on data about numbers accessing the provision, session logs made by youth workers and feedback from young people and external agencies.

Our own knowledge of young people and places they hang out, along with information from the police and local councils, confirms that there are groups of young people who seem to move from place to place around the Town & seafront.

Our provision meets the needs of young people, and in some locations their families too. Another benefit is that when we are out and about we provide a positive visual presence to the local community and residents living nearby to where young people choose to gather. Our provision is accessible and designed to engage with all young people, not just those engaging in potential ASB or high risk behaviours.

There is a need to engage & work with young people in “their space”. Many young people will shy away from Centre based provision and services. This can be for many reasons including fear of the unknown, deemed to be uncool, a previous negative experience or simply they can't be bothered to take themselves out of what they feel is their comfort zone. These young people still have need and deserve to at least be informed of what support services or opportunities are open to them and with support many of these young people do gain the confidence to then engage with other agencies or opportunities.

It is the skill of the youth workers to engage in conversation with young people in “their space” that enables the young people to begin to form trusted consistent relationships with the youth workers and from here the process of engagement and support can develop. Young people tell us that they value having a trusted adult outside of the family to talk to.

Having the same staff going out into the community on the same days of the week / time provides consistency. It also means that staff can build a rapport with the groups and individuals making conversation easier as they begin to get to know more about the young people.

Our Mobile provision means we can offer so much more out & about in the community. Now equipped with an awning, Wi-Fi, bistro tables & chairs, floodlights, music system; these facilities make it much more flexible and attractive to young people.

Areas we have recently focused on with the bus are Adastral Close, Stennetts Field and Faulkeners Way estate. We have also taken the bus to most of the Primary schools to be part of their school fetes. Our focus area for November & December is on the sea front close to the Pier. We will also be at the Trimley St Mary Christmas Light switch-on.

Our detached work takes us to many different areas of Felixstowe including the Skate Park, Spa Gardens, Manor Terrace, Sea Road, Stour Avenue & town centre. On average over the two weekly sessions of detached / outreach we see 50 individuals, sometimes more.

Resources for this work have evolved over the year to meet the varying needs of the young people we engage with. These include offering the C-Card scheme which enables our trained staff to offer sexual health advice, condoms & signposting to other services when needed. We have also created a “Grab-Box” which workers collect from the youth Hub and use out on location. This box contains resources, leaflets, games and activities such as Giant outdoor games (twister, Jenga), physical team game items, creative arts activities.

Now the colder darker evenings are approaching we will also be taking Hot Chocolate flasks with us to share with the young people.

Outcomes which we have achieved through this work are Young people becoming less isolated, better able to articulate their feelings, identify triggers to negative behaviours, participation in sport or physical activity, greater awareness to the danger of addiction.

By delivering a Detached and Outreach Youth service out and about around the town we have been able to make young people more aware of the services we offer. Our detached youth work has been very positively received by the local Police and the young people themselves. Members of the Community welcome our presence on the street; being seen working with young people to diffuse potential anti-social behaviour. The location of our youth hub is right in the town centre and we are highly regarded by local businesses, moving young people on from blocking pavements and breaking up larger groups who can be perceived by older members of our community as being intimidating.



Shez Hopkins
Project Manager
Level Two Youth Project
October 2018