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| **Youth Service Programme** | 1:1 Support, Bettws Youth Provision |
| **Young Person** | S, age 16 years |
| **The Success Story** | S was referred to NYPS by a support worker at Llamau. The referral had information informing the service that S had difficulty engaging with support services in the past and this made it difficult to provide S support and build a relationship with her. After being allocated to work with S, during the initial meeting, I discovered that she had not attended school on a regular basis at Newport High for approximately 1.5 years and S and her mother explained that S did not have any motivation to attend school or leave her bedroom. S described that she felt safe in her room and had anxiety-like feelings which had prevented her leaving her home to go to school or socialize out of her home. S explained to me that she had headaches, stomach pains and worries about leaving her home. This meant that S had only sat one of her GCSE’s and her mother had fines from the school due to her low attendance. The referrer shared that she had supported S applying for a college at Torfaen Learning Zone to study level 1 media studies in September and they were in the process of applying for S to attend People’s Plus training at Careers Wales for her to build some skills and confidence to prepare her to start college. I picked up from here to support S – after completing an assessment with S and setting some goals, we aimed to improve S’s emotional well-being, confidence and self-esteem to manage the transition to returning to education/training.The first couple of sessions, I got to know S by finding out her likes, interests and hobbies. As she enjoyed board games, video games and anime, we planned our sessions around playing games, chatting and arts and crafts at the North Hub in Bettws. During these sessions, I supported S with the last parts of the application process of People’s Plus, such as reminding her to provide her legal documents like birth certificate, national insurance and emailing these to the staff at People’s Plus. As the relationship started building, I encouraged S to try out the Bettws Seniors Youth Club. The first time S attended at youth club, it was clear that she was nervous, but with reassurance and allowing her to feel comfortable at club, S settled quickly. She engaged with staff and played board games with other young people. This was a big step for S as she had not been in a social setting for some time before this. The next session S brought her friend with her to youth club which was great to see that she enjoyed youth club enough to tell her friends to come. S continued to attend the youth provisions at Bettws over the Summer break, taking part in bath bomb making, pancakes and chats session, and a barbeque session.Our 1:1 sessions were planned to support S’s emotional well-being, confidence and self-esteem. It was important to give S a safe environment where we could explore her wishes and feelings to allow her to understand that the support is tailored to her needs and will be provided with her wishes considered. Things that were covered were understanding emotions, managing emotions such as distractions, breathing techniques and journalling and self-identity activities such as finding ways of self-care, creative activities such as therapeutic colouring and playing board games that S knew and had interests in. Llamau supported S to get a grant to purchase some clothes and necessities needed to start college and during a 1:1 session, S use the computer services at the Hub to look online for clothes and things she wanted to spend the grant on. S found this challenging at first as she explained that she did not know what sort of clothes and style she had but with some time to explore and look online to what clothes may make her feel comfortable and confident, she managed to put together a list of things to buy readying her to go shopping the week after.We also completed a session on getting the bus to college so that S could know which bus stops, buses to get, the route to college and how to use google maps and the bus app. I supported S on her induction day at college where we explored Torfaen Learning Zone together, found out where her lessons were and explored the Coleg Gwent app, so S was aware how to use the technology to be ready for college. S attended the College Fresher’s Fare with her friend and has caught the bus to Cwmbran since these sessions since she has gained confidence where she went shopping to buy some books.S continued attending the summer provisions at Bettws and attending Youth Term Time Provisions where she communicates and engages positively with other young people and often brings her friend. During the Summer, S also attended People’s Plus training where she learnt about ways to structure her day. Over the Summer, S’s family also welcomed a baby girl where S become an older sister again! As the new addition to the family was not expected, S spoke about this change often during sessions where she explored her feelings. |
| **What happens next for the young person?** | S is slowly adapting to a new routine attending college. There are some days where she struggles to attend due to illnesses, such as headache and stomach pain but her intentions are to complete the course. S continues to attend the youth provisions at Bettws and is eager to sign up to Duke of Edinburgh with the Youth Club with her friend that she introduced to Youth Club.  |
| **Outcomes****(*linked to the National Youth Work Strategy for Wales*)** | **Active participation:*** Young person’s voice heard and opinion taken account of
* Improved well-being
* Develop practical skills
* Learn to manage risk

**Wider skills development:*** Develop team building skills
* Develop communication skills
* Develop problem solving skills

**Enhanced emotional competence:*** Develop increased levels of confidence and self-motivation
* Recognise opportunities to try new things
* Develop improved self-awareness, motivation and self-worth
* Develop ability to develop and sustain relationships
* Develop empathy and consideration for others
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