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**Young People Cornwall**

**Service Request**

Young People Cornwall has a number of projects established to support a vast array of needs for young people. To ensure we are able to offer the best and appropriate support service to young people these projects require a fully completed service request form to be submitted to us. The form will ask for key contact information for the young person as well as information regarding their support needs. The information submitted will be stored and discussed between the key projects and the designated team will contact the young person direct, (where possible).

Before completing the service request, please make sure you or the young person you are completing the service request for is aware of the following key points….

All information on this form will be stored securely in line with the updated GDPR legislation and protected against unlawful use.

Young People Cornwall and its projects work with other lead partners in the “Your Way” partnership to deliver supporting services to young people across Cornwall. “Your Way” services are led by The Learning Partnership for Cornwall & The Isles of Scilly and delivered by Partnership with Young People Cornwall, Xenzone-KOOTH, Penwith Community Development Trust and Pentreath. Our partnership work is shared, and information and data will be used to understand and develop approaches to get the best outcomes for young people, specifically for support delivered through Young People Cornwall. As part of this service request it is a requirement for us to collect and share data specifically related to any child protection or safeguarding concerns regarding the young person.

As part of our NHS funded work we work closely with the University of Exeter and as such data will be shared with the University of Exeter for service improvement purposes and wider publication.

As part of our ongoing work with young people, monitoring and evaluation reports compiled will include anonymous information and will not identify the young person. They will not pass personal or sensitive data onto any third party.

Our reports and evaluations include information stored on a variety of secure online systems depending on the service you are assigned to, these include VIEWS, IAPTUS and Tracker which is owned by the Learning Partnership. (This can be explained in further detail by the caseworker assigned to you/your young person).

If you are a referring on behalf of the young person, we ask that you carry out this service request with the young person present, ensuring that it is signed and dated by both Worker / Parent / Carer and young person wherever possible. If you have any concerns about parental consent we can talk to you about this, but usually we would need to ask for consent for you to meet a worker from Young People Cornwall if you are under 18, however we would not share details about your meetings unless you asked us to. Please be aware that if key parts of this request are not completed it may be returned to you which could delay the process.

We really encourage young people themselves to fill in this form, but please ask someone for help if you need it, or give us a call if you get stuck **(01872) 222 447**

**Please be aware that until the child or young person is activated by the case worker that the risk associated with the child/young person sits with the referrer not Young People Cornwall.**

Once completed please return the service request either by:

Email: [referral@ypc.org](mailto:referral@ypc.org).uk

Office: Young People Cornwall, Carlyon Road ,St Austell PL25 4DB

Young People Cornwall Projects

**Hear Our Voice: early help for mental health and emotional wellbeing**Hear Our Voice is Young People Cornwall’s mental health project.

We use a youth work approach, alongside evidence-based early interventions to support young people experiencing difficulties with their mental health and to promote emotional wellbeing. Our multi-disciplinary team are experienced and hold post-graduate professional qualifications in youth work, social work, counselling and psychological interventions for children and young people.

* Targeted 1 to 1 support, led by the needs of young people across the county
* 1 to 1 and group work sessions that utilise Cognitive Behaviour Therapy (CBT) via Wellbeing Practitioners
* Small group work in schools and community settings - where young people can build confidence, develop positive coping skills, build resilience, meet new people and have fun!
* Gender specific work with young men supporting them to access services appropriate to them
* Referral and support to access specialist services/agencies where appropriate
* Participation and involvement – opportunities for young people to be involved and have a voice within the services they use

**“Mind Your Way” Mentoring**

* Changing schools, starting your first job, feeling lonely or worrying that everyone is judging you – growing up is full of challenges and even the smallest thing can seem like a massive hurdle. Which is why sometimes it can help to have someone you trust to call on, whenever you need them.
* From acting as a sounding board for problems, to helping identify solutions and discover new opportunities, our mentors provide consistent, continual support, for the young people they work with, giving a fresh perspective on situations while working together towards goals and ambitions
* “Mind Your Way” Mentoring is a supportive one to one relationship to offer advice around a change or action the young person wants to take forward with the support of a mentor. Mentors are members of the local community who offer 2-3 hour appointments with young people (weekly) whilst working towards some agreed aims.
* We ask that wherever possible you are honest about what is working and what isn’t and turn up when you and your mentor make arrangements. The mentoring relationship is relatively long term and is reviewed regularly.



**Victim Care**

* Young People Cornwall are now accepting referrals into a pilot project to support young people who have been victims of crime.
* We are working in partnership with Young Devon and [Kooth.com](http://Kooth.com) to deliver a pilot project over this year, led by the Office of the Police and Crime Commissioner for Devon and Cornwall.

* Young people referred in to the project will receive up to 6 sessions of one to one goal-based support, aimed at addressing the emotional impact of experiencing crime, offering problem solving and practical support, liaison with other agencies and ensuring that young people are able to access additional services where this is relevant. This could include ISVA/IDVA services, counselling, mental health or substance use services, housing, information, advice and guidance, mentoring or youth groups for example.

* Youth workers will meet young people in their community, school or college at times and locations that suit them. Young people do not need to have reported the crime to the police, but we can offer support for them to do that if they choose to.

**“Find Your Way” Information, Advice and Guidance -** service is an information, advice and support service specifically aimed at young people aged 11 – 25.

The service is free, confidential, independent and non-judgmental, No appointments necessary. A friendly welcome and a private space to talk, Experienced and qualified staff who will provide accurate information. A chance to talk through all options, so that the young person can decide what is best for them.

Information - Sexual Health, Housing and Accommodation Advice, Benefits Advice, Legal Rights

Employment Rights, Job Vacancies, General Information on Careers, Drugs and Education and Training.

Practical - Condoms and C-Card Scheme, Free Pregnancy Testing, Accommodation Lists, Signposting to appropriate agencies, Crisis Help – Food, Form Filling – C.V’s and Applications.

**Youth Groups** - Young People Cornwall has two established Youth Centres operating in Truro (Zebs) and St Austell (The House). They operate on a weekly basis serving young people aged 11-19. For more information on opening times and the programme of delivery please call the main office **01872 222 447**. Young People Cornwall also deliver programmes of Youth Centre Support throughout Cornwall. The youth centres provide a safe space for young people to interact with peers, whilst engaging in informative subjects such as relationships, sex education, drugs and alcohol, community engagement, sports, CSE. The centres also offer open access drop in sessions and are staffed by a highly skilled regular team of youth workers.

**See, Hear, Respond**

* Young People Cornwall are now accepting referrals into ‘See, Hear, Respond’, a project offering short term group work and one-to-one support for children and young people.
* See Hear Respond is a partnership overseen by Barnardo’s and funded by the Department for Education, to help children and young people cope with the various impacts of the Covid-19 crisis.
* Through the project, young people can be seen quickly, receiving 3 or more one-to-one sessions which can be delivered either online or face to face, addressing the individual circumstances and impact brought about by Covid-19, as well as offering practical support and guidance. Workers will support young people in accessing additional services as required.
* Young people may also choose to access group work, with sessions offering practical support and focusing on socialising, team-building and confidence-building alongside building practical skills to support young people in returning to their communities post-lockdown.

* Wherever possible, youth workers will meet young people in their community, school or college at times and locations that suit them. Alternatively, online meetings can be arranged, or may be requested if preferable.