

Targeted youth support

Integrated support for vulnerable young people – emerging practice



Integrated Locality Working (ILW)

Area: Nottinghamshire, County Council, 7 District Councils, Central England, population approx. 769,000

“Agencies and practitioners need to have someone they can call on. This really matters. Schools, for example, realised they could not address the family issues alone, but as a team we could. We don’t have all the answers individually, so more and more we need partners who are open to looking for other solutions such as multi-agency working” - **Cheryl Langmead, ILW Project Manager, Nottinghamshire County Council - Dec 2007**

Challenges

- Services working together to make best use of resources and improve access/influence for young people/families
- Initiative overload, perceived by practitioners as more work rather than different/more effective ways of working
- Change seen as challenge or threat to current practice
- Access in more rural areas is particularly challenging

Key Actions

- Gained high level commitment from a TYS champion (AD) backed by a co-ordinator and allocated time/budget
- Formed an integrated service core team and a steering group to monitor, evaluate, progress and embed ILW
- Formed five multi-agency change teams to generate success criteria and new ideas, 80-plus people involved
- Held stakeholder events around families of schools
- Built local support and confidence to develop a new model through multi-agency practitioner days
- Built on good locality practice especially around schools and gained buy-in through some local quick wins
- Created new locality structure, a virtual model but located and visible to the community - Joint Access Teams (JAT)
- First pilot JAT for “one stop” access to services, May '07
- CAF delivery via multi-agency training on locality basis
- JATs now starting to use CAF to inform interventions
- 7 JATs operational by Dec '07, one per geographical area
- Allowing each JAT to evolve to meet locality needs
- Confirmed plan for roll-out in collaboration with Children’s Centres and Extended Services by Dec'08

Key Implementation Tips

- Strong support from the DCS and senior managers is invaluable
- Hold senior manager stakeholder events and regular briefings to secure buy-in/raise profile
- Build practitioner ownership through involvement in development of ILW
- Build on your family of schools structure to encourage participation
- Develop a shared language for improved needs-based services
- Stand together to demonstrate links to key initiatives- CAF/Extended Services
- Motivate people with constant feedback from young people - makes ILW real
- Focus ILW on early identification
- Build mutual understanding/trust with multi-agency locality training
- Build on good practice/resources
- Take the leap! Learn through doing, be positive, challenge and praise
- Don’t set plans in stone

Impact

The JAT, the first point of access to all other services driven by the needs of young people and their families, is showing early gains. These include shared partner ethos, improved knowledge of others, growing professional trust, clearer lines of communication, a shift of focus from ‘silos’ to ‘localities’, skills development, better information sharing, reduced duplication, single assessments and less crisis management.

Still early days, but anecdotally at least, young people and their families are finding it easier to access services, their needs are being identified earlier and appropriate support assessed quicker. This, Nottinghamshire hopes, will lead to a positive impact on priority measurable outcomes for example, exclusions, attainment and NEET.

Working with schools has generated strong support. Schools now sit on JATs and work with the CAF process. Extending JATs to rural areas has unearthed previously unknown issues for young people. More work is needed to develop monitoring and evaluation, get stronger engagement and assess viability across the whole county.

To find out more, contact

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