

1. **Financial Assistance Scheme - Service Level Agreements** (Pages 1 - 13)

CABINET MEMBERS DELEGATED DECISION

Open		Would any decisions proposed :		
Any especially affected Wards	Mandatory/	Be entirely within Cabinet's powers to decide	YES/NO	
	Discretionary /	Need to be recommendations to Council	YES/NO	
	Operational	Is it a Key Decision	YES/NO	
Lead Member: Cllr Elizabeth Nockolds E-mail: cllr.elizabeth.nockolds@west-norfolk.gov.uk		Other Cabinet Members consulted: None		
		Other Members consulted: None		
Lead Officer: Lorraine Gore E-mail: Lorraine.gore@west-norfolk.gov.uk Direct Dial (01553 616432)		Other Officers consulted: Sarah Dennis		
Financial Implications YES/NO	Policy/Personnel Implications YES/NO	Statutory Implications YES/NO	Equal Impact Assessment YES/NO If YES: Pre-screening/ Full Assessment	Risk Management Implications YES/NO
If not for publication, the paragraph(s) of Schedule 12A of the 1972 Local Government Act considered to justify that is (are) paragraph(s)				
Date meeting advertised: 26 th November 2019		Date of meeting decision to be taken: 3 rd December 2019		
Deadline for Call-In: 10 th December 2019				

Financial Assistance Scheme – Service Level Agreements

Summary

This report sets out the work of the SWAN project based in Downham Market, in the southern neighbourhood, and requests Members approval of funding for a three year period.

Recommendation

To approve funding for SWAN as set out below:

2020/21 - £10,000
2021/22 - £ 7,500
2022/23 - £ 5,000

Subject to a Service Level Agreement setting out expectations from the Centre.

Funding can be met from within the existing financial services budget as a result of an underspend on a current service level agreement.

Reason for Decision

Determination of funding under the Financial Assistance Scheme.

Background

The SWAN project was set up in 2011 in response to the West Norfolk Partnership's Quality of Life survey, in which young people in the southern neighbourhood said that there was nothing for them to do. After a series of consultations, the SWAN project was set up to cover the whole of the southern neighbourhood, not just Downham Market town.

The West Norfolk Partnership has previously provided financial and staffing resource to the Centre to ensure it got up and running in a timely manner.

Centre Activities

The SWAN Centre offers educational, social and operational support to young people between 8 and 18 years of age. They engage with young people primarily through their 'Open Access' sessions using targeted activity to help young people overcome disadvantage and grow in confidence. The current offer at SWAN includes:

- **Open Access sessions** – young people can drop in and join in for chat, support, advice and activities
- **One to one support** for mild / emerging mental health concerns – six sessions are offered initially, using referrals from families, schools and other agencies
- **Peer Mentor Scheme** – Aimed at young people in year eight and above
- **Young Carers** – New group for young people aged 10 to 16 who care for family members or close friends
- **Multisport** – a weekly group aimed at young people who are not currently active
- **Bespoke groups** – these cover topics such as social and emotional skills, confidence and transition
- **'C' Card point** – the Centre has a trained 'C' card practitioner for young people aged 13 to 24
- **Advice and guidance** – sessions are held once every half term so they can consider their future
- **Vocational taster sessions** – once a term young people experience vocational work, for example most recently a motor engineer and a veterinary practice.

Over the 12 months ending 30th September 2019 the following numbers of sessions were delivered:

Open Access Sessions – 149

One to one interventions – 189

Peer Mentor Sessions – 28

Young people accessing the 'C' card (drop in) – 26

Peer Mentor Sessions – 28

Lunch support sessions at Downham Market Academy – 36

Total number of attendances over the 12 months ending 30th September 2019 was 3043.

Financial Information

SWAN have worked tirelessly to obtain funding from a variety of sources. Since 2017 this has included, but not limited to, the following funders:

- Norfolk Youth Social Action Fund
- Geoffrey Watling Trust
- Big Lottery
- Downham Market Town Council
- Trust House Forte
- Mars
- Tesco
- Silk Purse
- Downham Masonic Lodge
- Freebridge Community Housing
- John Laing
- Youth Investment Fund
- Lottery Community Cash
- Youth Advisory Board

The Borough Council have held a service level agreement with SWAN since 2016, for a period of four years for £10,000 per annum. This funding agreement is due to end in March 2020.

Conclusion

SWAN fulfils an important role in the southern neighbourhood, providing a safe place for young people to visit, engage, learn and grow in confidence. Young people themselves have said they would be 'on the streets' and 'in trouble' without the Centre. They feel listened to and understood and many of the young people go on to mentor the younger attendees.

Members are therefore requested to approve the funding amounts as detailed in the recommendation.

Policy Implications

None.

Financial Implications

The proposal can be met from within the existing financial services budget as a result of an underspend on a current service level agreement.

Personnel Implications

None.

Statutory Considerations

None.

Equality Impact Assessment (EIA)

None.

Risk Management Implications

None.

Declarations of Interest / Dispensations Granted

None.

Background Papers

Proposal from SWAN (attached)

Signed:.....

Cabinet Member for:.....

Date:.....

Pre-Screening Equality Impact Assessment

Borough Council of
King's Lynn & West Norfolk



Name of policy/service/function	Financial Assistance				
Is this a new or existing policy/ service/function?	New / Existing (delete as appropriate)				
Brief summary/description of the main aims of the policy/service/function being screened. Please state if this policy/service rigidly constrained by statutory obligations	A budget is available for local community and voluntary groups to apply for funding, under the guidance of set criteria, to improve community facilities. Service Level Agreements exist for a number of local voluntary and community organisations and must meet at least one of the Council's corporate objectives. It is not a statutory function.				
Question	Answer				
<p>1. Is there any reason to believe that the policy/service/function could have a specific impact on people from one or more of the following groups according to their different protected characteristic, for example, because they have particular needs, experiences, issues or priorities or in terms of ability to access the service?</p> <p>Please tick the relevant box for each group.</p> <p>NB. Equality neutral means no negative impact on any group.</p>		Positive	Negative	Neutral	Unsure
	Age			X	
	Disability			X	
	Gender			X	
	Gender Re-assignment			X	
	Marriage/civil partnership			X	
	Pregnancy & maternity			X	
	Race			X	
	Religion or belief			X	
	Sexual orientation			X	
Other (eg low income)			X		
Question	Answer	Comments			
2. Is the proposed policy/service likely to affect relations between certain equality communities or to damage relations between the equality communities and the Council, for example because it is seen as favouring a particular community or denying opportunities to another?	Yes / No	No- any constituted group can apply for funding from the Financial Assistance Scheme. Providing the function for which they are applying for benefits the community, and meets the Scheme criteria, then any group can apply.			
3. Could this policy/service be perceived as impacting on communities differently?	Yes-/ No	Every application has to demonstrate a clear benefit to the community so grants will only ever improve a community and its facilities.			
4. Is the policy/service specifically designed to tackle evidence of disadvantage or potential discrimination?	Yes-/ No	Some projects will do this through their activities, but this is not a specific requirement of the Scheme.			
<p>5. Are any impacts identified above minor and if so, can these be eliminated or reduced by minor actions? If yes, please agree actions with a member of the Corporate Equalities Working Group and list agreed actions in the comments section</p>	Yes-/ No	Actions:			
		Actions agreed by EWG member:			
Assessment completed by: Name SARAH DENNIS					
Job title: PARTNERSHIP & FUNDING OFFICER	Date: 19th November 2019				

Please Note: If there are any positive or negative impacts identified in question 1, or there any 'yes' responses to questions 2 – 4 a full impact assessment will be required.



Overview of Swan Youth Project

The Swan Youth Project was created in 2011 to offer educational, social and emotional support to young people between the ages of 8 and 18 years of age. We aim to engage through the provision of Open Access youth groups and targeted activity which will enable young people to overcome disadvantage and have the confidence to participate in society. As a youth project we aim to create appropriate settings that facilitate the growth and development of the children and young people from our area. We work in partnership with children and young people as they seek to meet their personal, social, emotional, cultural, political and physical needs.

Our current offer is:

- **Open Access sessions:** Young people from age 8 can drop in and join us for 2 hours of fun, chat, support, advice, activities and generally have a nice time! We currently have around 40 - 50 attending on a Tuesday, 25 - 35 on a Friday and around 20 at our Outreach group in a small village.
- **1:1 support for mild/emerging mental health concerns or general well-being:** We offer 6 sessions initially and then assess need from there. We take referrals from families, schools and other agencies.
- **Peer Mentor scheme:** This is aimed at young people in Year 8 and above. If they are interested in helping us to run sessions and raise money for the centre, alongside earning a Norfolk Youth Award, then this is the perfect option.
- **Young Carers:** This is a new group for young people aged 10 – 16 who care for family members or close friends, offering support and fun activities.
- **Multisport:** These groups run weekly and are aimed at young people who are not currently active and may need support with their well-being.
- **Bespoke Groups:** These can cover all sorts of topics, such as, Social and emotional skills, Confidence, Transition. We currently have a group of Year 8 boys coming to us who need support with their social skills and confidence; they will attend 6 sessions.
- **C-Card Point:** We have a trained C-card practitioner for young people aged 13 - 24 to get free condoms and sexual health advice.
- **Advice and Guidance:** We offer sessions once every half term to our young people, so they can think about their futures and consider what their next steps are.
- **Vocational Taster Sessions:** Once a term we take young people to experience some vocational work, most recently we have spent 2 days at a mechanic training provider (building and then racing go-karts) and also spent time at a local veterinary practice.

We have seen numbers increasing in our Open Access sessions over the last year where we now regularly see 50 young people attending on a Tuesday. These groups allow us to build positive relationships with the young people attending and listen to what they need and want from us; they are the absolute core of what we do. Young people feed from these groups to our other support such as Young Carers or 1:1 sessions and also from other support to these groups; they are therefore the vital connection to a more holistic approach of working.

We are delivering a very diverse timetable of complementary services to young people in the town and so we feel that we are best placed to listen and deliver the activities that young people tell us they want and need, we also have an excellent track record in the local community of delivering high quality youth work and positive outcomes for local young people. Being a small charity; we are able to be directly focused on addressing the unique local needs of the area; as expressed by the young people and families who access our support and those who we continue to reach and engage.

The Swan Youth Project offers a creative and diverse space and programme of activities that work holistically together; helping to support multiple issues simultaneously and which benefit from being well established within our local area. The Centre is ideally situated for accessibility and is considered a neutral and trusted space by young people; providing a sense of ownership and accountability to communities, who can be confident that our staff and volunteers will champion the rights and priorities of local young, and prioritise the services that are most important to them. We have put much time and effort over the last 18 months to improve and update the centre and resources to promote the feeling of pride, ownership and aspiration with our young people. This is particularly important as we know we need to work to improve social mobility for which this area falls within the bottom 10% nationally, (Social Mobility Commission 2017).

We work closely with our West Norfolk YAB and currently have a number of young people on the board. Their most recent questionnaire for young people in our area raised the following concerns:

50% of young people thought bullying particularly in school was an issue

45% had issues around drugs alcohol and sex education

36% difficulties finding work

35% reported having mental health issues

34% said they had nothing to do / nowhere to go

We see a lack of aspiration affecting young people across all of our groups, which can lead to anti-social and risk taking behaviour. We are also seeing an increase in the need for 1:1 support for mental health/wellbeing concerns. Since October 2019 we have completed over 200 1:1 sessions for our young people. We know the thresholds are raised and waiting lists are very long to be seen by mental health

services, so we are aiming to get to young people early on in their concerns and support them before things get too bad.

We are very active of our social media platforms so please do take a look:

Facebook: Theswanproject1

Instagram: DMswanyouthproject

Twitter: DMSwanYouthProject

Main Proposal

We are asking for funding to be able to continue our vital Open Access sessions in our main centre in Downham Market. We run a Tuesday session 52 weeks of the year and the Friday session 36 weeks of the year. Both groups are busy and still growing and need funding to be able to continue forward. We would like to apply for 3 years funding so we can guarantee the future of this vital service for the community.

We are the only dedicated youth service in this small market town; we are a tiny team running a vital project to support our young people. We currently see up to 50 young people attending a Tuesday session weekly, with 25 – 35 attending on a Friday term time; they tell us that poor mental health, bullying and lack of opportunity are big issues to them. Our group allows them to socialise in a safe space with people they would not otherwise mix with and access activities, advice, information and relaxation/well-being. We have young people attending who are bullied at school and go to no other groups, so this is their only chance to feel supported and important through their whole week. We get to know every young person and build trusting relationships as a basis for all of our work; this allows us to offer the most effective support.

We know that County Lines is an issue in this area, with young people being potentially drawn into criminal activity with the promise of money/drugs. We are able to identify young people at risk of this and address the issues; we regularly meet with the local police to discuss people of concern and plan what we can do. Our Open Access session allow young people to drop in with no appointment and chat about concerns/worries in an informal basis, which allows for spontaneity and a lack of perceived pressure from the young person. We offer a non-judgemental and supportive approach to everyone.

We see a number of young people with additional needs attending our groups, some of these people have felt excluded from other groups and social situations and so our centre is a welcome relief to them and their families, knowing they are safe and engaging in positive activity.

Open Access means that we see many young people in the town and have a good understanding of what is going on for them within their lives, it means we can plan appropriate activities and groups to support specific need also that we have a means of 'keeping in touch' with young people who may have attended 1:1 sessions but no longer need to. We use this to feed young people in and out of alternative support as

and when they need it. A good example of this is that we held a bespoke Girls Group in the summer term for 8 young people who were not known to us, now 6 of them continue to come to Open Access as well as some of them being invited to join Young Carers and Multisport. Of course, we also benefit from them telling their friends and bringing them to us as well!

We are lucky that we have 4 volunteers who support our sessions (1 on Friday and 3 on Tuesday) as we could not run without them. There are times when they cannot attend due to work/other commitments and we have to cap the young people coming in for safety reasons, which is absolutely not what we want to do. We know we need more staff to continue to offer a safe and productive space as well as secure funding to plan forward. We currently have 1 funded youth worker on a Tuesday through the YIF project that we are a part of in this area (Youth West, lead partner YMCA Norfolk). The project manager is the other worker for these groups but is not specifically funded for this, it is covered by fundraising/donations and room hire.

Our numbers for this year for Tuesday and Friday so far are:

	Open Access visits	Open Access YP
January	139	48
February	133	45
March	171	52
April	171	54
May	258	68
June	231	73
July	298	72
August	75	41
September	239	71



We see the impact of our work on a daily basis. We see young people who do not have friendship groups making friends and engaging socially with a wider circle. We see young people who do not attend 'groups', come to us and then start joining some of our other small groups to support their needs. We see young people grow and take ownership of their behaviour and choices and be able to discuss their feelings. We see improved aspiration in the regular attendees and see them plan how they are going to get where they want to.

We gather verbal feedback every week from young people accessing our services and know that this is overwhelmingly positive. We also speak to the families and schools of the young people we support and gather feedback from them regularly

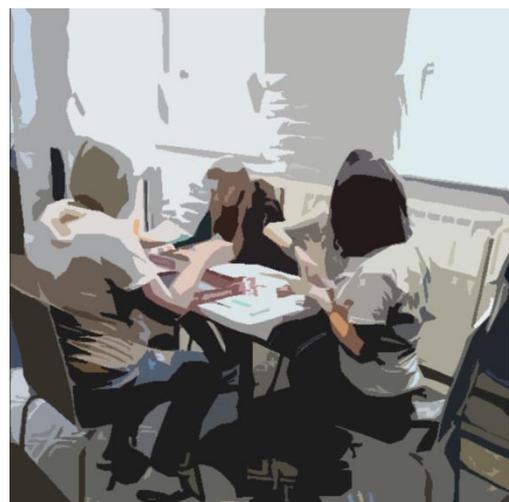
Some recent feedback:

"I really enjoyed being able to just be open and having fun whilst doing so"

"I feel safe all the time while here"

"The best opportunity"

"The Swan Centre is the best"



Budgeting and Fundraising Plan

The funding we need for our Open Access sessions for one year is £16,966.40, based on:

- Open Access Manager
- Open Access Staff
- Administration
- A proportion of the Centre costs

There is a member of staff who is funded through the Youth Investment Fund, and funding is not required for this post. We would like to apply for:

Year 1: £10,000

Year 2: £ 7,500

Year 3: £ 5,000

The centre costs cover a proportion of all running costs to the building. We are not asking for resource money as this is also funded through the YIF project at a level of £2,000 per year (paid quarterly). We also charge 50p per session to attend and sell a small amount of tuck, which helps to fund a small amount of resources. We are looking at ways to become more sustainable and will be launching our Princes Trust courses in the new year as part of this drive; but we know that Open Access will struggle to be totally sustainable because of the demographic of the young people we aim at and the limit on what we can charge to come in.

Our current funders are:

Walking for Norfolk: Young Carers Group £4,334

Active Norfolk: Multisport Group £5,500

Borough Council of Kings Lynn and West Norfolk: £10,000 per year until 03/2020

Geoffrey Watling Trust: 1:1 mentoring £3,000

Awards for All: 1:1 and small group work £10,000

Ellerdale Trust: Non-specific running costs £2,000

YIF Project: 1 x YW for Downham Market OA, outreach Open Access 2 x workers. Resource funding. (Ends 04/2021) £11,980 for year 2

YIF Project: Advice and Guidance/vocational taster session funding. (Ends 04/2021) £4,982 for year 2

As previously stated, we have plans to create a business arm of the project to offer certificated courses to home schooled young people, of whom there are many within our area. Latest figures in Norfolk show 1,223 young people officially being home schooled but the reality is that these figures are much higher. These courses may also be offered to young people who have been excluded from school and are

waiting for permanent placements to come up. We are in the process of becoming a delivery partner for the Princes Trust Achieve programme, which hopefully will be completed by January at the latest. We know exclusions in West Norfolk are the highest within the county and have first-hand experience of supporting young people and their families through this difficult and unsettling time.

We will re-submit an application to Children In Need in December, our previous application was deemed 'fundable' but sadly there was no money available.

We rent our building to local bands for them to practice and see a small return for this. We have also just equipped our recording studio and so will start to rent this out once training has been completed with our young people to run it.