

1. **Contain Outbreak Management Fund – SWAN Youth Project** (Pages 2 - 16)

**BOROUGH COUNCIL OF KING'S LYNN AND WEST NORFOLK**

**RECORD OF DECISION TAKEN BY OFFICERS UNDER DELEGATED POWERS**

This is a record of a decision taken by an officer under delegated powers and where necessary taken in consultation with members and officers.

<b>REPORT TITLE:</b>	<b>Contain Outbreak Management Fund – SWAN YOUTH PROJECT</b>
<b>OPEN/EXEMPT</b>	OPEN
<b>LEAD OFFICER</b>	Lorraine Gore
<b>IS DECISION SUBJECT TO CALL IN?:</b>	NO
<b>DATE DECISION ADVERTISED:</b>	
<b>DATE OF DECISION:</b>	31 <sup>st</sup> October 2023
<b>DEADLINE FOR CALL IN:</b>	
<b>PRE-SCREENING EQUALITY IMPACT ASSESSMENT COMPLETED:</b>	YES

## **Delegated Power**

Council Constitution:

Part 3 - Responsibilities for Council Functions, Section 2 – Functions Delegated to Cabinet Members and Officers – Scheme of Delegation.

Functions:

8.9 – Social Inclusion – day to day management.

8.11 – Health Improvement and Promotion including... community care – day to day management.

8.13 – Community Safety / Neighbourhood Nuisance, day to day management... interventions relating to anti-social behaviour...

The Chief Executive/Executive Director in consultation with the Portfolio Holder for People and Communities: day to day management.

## **Decision Taken**

To utilise £25,000 from the Contain Outbreak Management Fund (COMF) held by the council to provide financial support towards the additional demand on the services of the SWAN project in Downham Market from young people severely impacted by the pandemic and requiring help. SWAN provides essential educational, social and emotional support to around 300 young people (and their families) per annum.

## **Reasons for the Decision**

The SWAN Youth Project has been in operation covering Downham Market and the surrounding area for a number of years, providing vital support to young people aged between 8 and 18. SWAN began with 'Open Access' (and continues to provide this service to this day), where young people could drop in to a safe space and be involved in positive activities.

The Open Access sessions have grown into a much larger offering, including one to one support for mild or emerging mental health issues, family support work, small group work, a hygiene bank, a food bank, bike maintenance workshops and young carers key worker support. (Some 14% of all attendees at SWAN are young carers). Each service provided is currently oversubscribed.

There has been a huge surge in the numbers of young people presenting with mental health problems in the years since covid. Many young people from blended families have needed support to manage the time spent with each parent due to covid restrictions. Some families have broken down altogether. The numbers of young people suffering with anxiety and depression has also risen, with some 66 referrals received by SWAN for services relating to mental health and family breakdown.

Self-harm and suicidal thoughts have increased in young people, and many of these are either ineligible to access support through more 'formal' routes or face a two year waiting list. SWAN have had to commission a therapist to try and plug this gap, which they can do with their holistic approach, but the numbers needing help in this way are far beyond what was anticipated. SWAN has also seen a big increase in 'step down' referrals from Children's Services – these cases are much more complex and time consuming. A huge number of these can be directly attributed to the impact of covid on young people in West Norfolk.

As a leading provider of educational, social and emotional support, SWAN have been asked to participate in Norfolk County Council's 'Family Hubs'. As with all services that SWAN provide, there is no fee income attached to this work. All of SWAN's income is from external grant funding. One funding stream supports a Community Liaison Officer post, whose role is to deliver SWAN Youth Project information to schools, community groups and businesses, including assemblies, training sessions for Peer Mentors, and 'Adapt and Recover' workshops for parents. There is also an Employment Support Worker in place, who supports Not in Employment, Education or Training (NEET) 16 to 24 year olds to become work ready.

SWAN have recently opened their 'Love Downham' shop, which has approximately 400 members, all accessing subsidised food and clothing.

The Council has committed to helping local communities access the support and services they need, and the numbers needing these services will only increase as the cost of living crisis continues apace. By providing a small amount of funding in this way, the Council can demonstrate that commitment.

**Details of alternative options, if any, considered and rejected.**

The SWAN Youth Project was set up as a direct result of one of the West Norfolk Partnership's Quality of Life Surveys, in which young people from the southern neighbourhood declared that there was nothing in the area for young people. As such, SWAN has become the leading provider of holistic services in Downham Market, with other groups who work in the area being spread across all of west Norfolk or the entire county.

**Any declarations of interest and details of any dispensations granted in respect of interests (in relation to officers and any Members consulted).**

None.

**List of Background papers**

Quarterly report from the Project.

**Authorisation:** Lorraine Gore

**Post Held:** Chief Executive



Signature:

**Date:** 31<sup>st</sup> October 2023

**Consultation with members/officers**

**If the decision is taken following consultation with the members/officers, please give details:**

**Name of Members/officers consulted:**

Cllr Chris Morley - Cabinet Member for Finance

Cllr Jo Rust – Cabinet Member for People and Communities

**Signed by Member/officer as consulted:**

Date

# Pre-Screening Equality Impact Assessment

Borough Council of  
**King's Lynn &  
West Norfolk**



Name of policy/service/function	<b>Chief Executive – Contain Outbreak Management Fund</b>				
Is this a new or existing policy/ service/function?	<b>New/ Existing (delete as appropriate)</b>				
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	<b>COMF was awarded to the Borough Council to continue to help resolve issues in the community from the effects of COVID. The huge increase in mental health issues amongst young people since COVID fits with this funding stream.</b>				
<b>Question</b>	<b>Answer</b>				
<p><b>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?</b></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) Those with health issues, particularly mental health.	X				
<b>Question</b>	<b>Answer</b>	<b>Comments</b>			
<b>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?</b>	<b>–Yes/ No</b>	<b>COMF is aimed at redressing any balance in West Norfolk communities that are still suffering from the impact of COVID. This can only have a positive impact on the communities that benefit from it.</b>			
<b>3. Could this policy/service be perceived as impacting on communities differently?</b>	<b>–Yes/ No</b>	<b>Each community is best placed to identify its own issues and concerns and this Fund can assist with that.</b>			
<b>4. Is the policy/service specifically designed to tackle evidence of disadvantage or potential discrimination?</b>	<b>–Yes/No</b>	<b>Only in the sense that a community may have been disadvantaged by the impact of COVID.</b>			
<p><b>5. Are any impacts identified above minor and if so, can these be eliminated or reduced by minor actions?</b></p> <p>If yes, please agree actions with a member of the Corporate Equalities Working Group and list agreed actions in the comments section</p>	<b>–Yes / No</b>	<b>Actions:</b>			
		<b>Actions agreed by EWG member: Name .....</b>			
<b>Assessment completed by: SARAH DENNIS Name</b>					
<b>Job title : Partnership &amp; Funding Officer</b>	<b>Date : 01<sup>st</sup> November 2023</b>				

**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.**

# Swan Youth Project



## Quarterly Report July - September 2023

Date:  
15/10/2023

Prepared by:  
Anna Foster

The last 3 months have seen huge challenges and changes for our project as we embark on building works at our Paradise Road site. Our building has been either out of action or functioning on small numbers since mid-August and we cannot wait to get back to full power! The re-configuring work will allow us to have a space that works much better for our needs, with more confidential spaces for 1:1 and small group work, as well as a beautiful new reception area where we can properly greet everyone arriving on site. Funding for this project has come from the borough council CIL fund, for which we are very grateful.

We have been truly touched by local business 'Naked Kitchens' who are making us a bespoke kitchen for our increased space - it really is the kitchen of dreams and we cannot wait to have this addition for our young people and families. This is due at the beginning of December but will be 100% worth the wait. Huge thanks to Jayne at Naked Kitchens for being a fabulous human being!

Throughout July and August we delivered our Summer scheme and then took 16 young people on our annual residential to Kingswood. What a fabulous time was had with so many memories made for everyone involved. Our Kingswood trip is fully funded which allows us to take young people who may otherwise not be able to attend such trips. We know the value of being a part of these trips and how much enjoyment and confidence they inspire (more about this a bit later).

Numbers for the last quarter are obviously lower than we would normally expect due to the building works - we hope to be back to full power by the end of October, with our new space being fully utilised.





# Feedback from the last quarter

We continue to collect feedback regularly from all service users. This informs us what we need to focus on and where we need to make any changes, as well as understanding what works well. We use 'Outcome Star' to our 1:1 sessions, which allows us to track progress and for young people to have a clear visual prompt as to their progress.

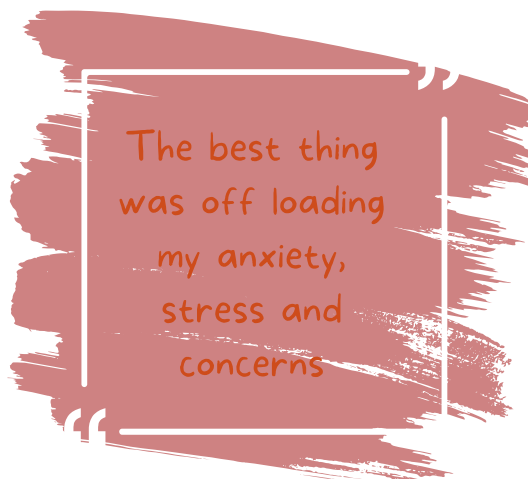
Young Peoples Feedback 2023	
How safe do you feel whilst you are at Swan Youth Project	
Very	96.43%
Quite	3.57%
Not very	0.0%
Do you feel well supported by Swan Youth Project?	
Yes	100.0%
No	0.0%
How is your mental health?	
Very Good	42.86%
Good	46.43%
Poor	7.14%
Very Poor	3.57%
How much do you enjoy your time at Swan Youth Project?	
Lots	75.0%
A moderate amount	21.43%
A little	3.57%
Not at all	0.0%
Does coming to Swan Youth Project help your mental health?	
Yes	96.43%
No	3.57%
How important is our Hygiene Bank to you	
Very	21.43%
A little	60.71%
Not at all	17.86%
Are you a young carer	
Yes	14.29%
No	85.71%
Are you able to ask for further help/support at Swan Youth Project?	
Yes	100.0%
No	0.0%



Rhi helped me. She was always there and made me feel better when i was upset. Rhi listened to me



I feel supported with youth club providing simple necessities when at some points mine and other families may be unable to afford it'





# STATS

Everyone	July Attendance	July YF	August Attendance	August YP	September Attendance	September YP
Open Access	262	102	114	54	228	68
Family Work 1:1	40	13	23	9	33	13
1 to 1	51	12	35	12	37	10
Small Group	0	0	0	0	0	0
Activity Group	57	34	123	53	0	0
Bike Project	3	3	0	0	3	1
Hygiene Bank	47	29	19	14	0	0
C Card	0	0	0	0	0	0
Young Carers	24	10	16	6	36	15
Peer Mentors	18	5	11	5	14	5
<b>Totals</b>	<b>502</b>	<b>208</b>	<b>341</b>	<b>153</b>	<b>351</b>	<b>112</b>

Young People - much lower than usual due to the building being closed and then on limited numbers due to the work being carried out

## Parents/carers

Everyone	July Attendance	July Parents	August Attendance	August Parents	September Attendance	September Parents
1:1 Support	6	4	37	13	10	10
Ad hoc	0	0	0	0	0	0
Parents Group	2	2	0	0	13	7
WhatsApp'e-mail	76	37	108	55	47	21
Childrens Services	1	1	6	3	3	3
<b>Totals</b>	<b>85</b>	<b>44</b>	<b>131</b>	<b>71</b>	<b>73</b>	<b>41</b>

We took 20 Year 8,9 and 10's to Banham Zoo in the Summer. They thoroughly enjoyed the day spent seeing all of the animals. They also loved being with their peers



# Service Updates

## Our core services remain:

Open Access - 3 times weekly

1:1 Support for mild/emerging mental health - daily

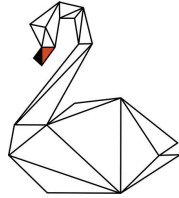
Family Support (including Parents Drop In) - daily

Young Carers Support - daily

Hygiene Bank - Daily

Bike Kitchen - Once a week

Peer Mentors - Twice a week



Joe from Alive West Norfolk delivers an activity session every Thursday to our younger group. He is a very popular addition, our young people absolutely love him joining us

Our Peer mentors can access the Princes Trust Achieve Program as part of their role



Open Access sessions were moved to the Jubilee Centre for 4 weeks at the start of September and then have been back to Paradise Road on reduced numbers. We have sadly been turning young people away due to the building works and reduced numbers but are hoping to be back to full power very soon.

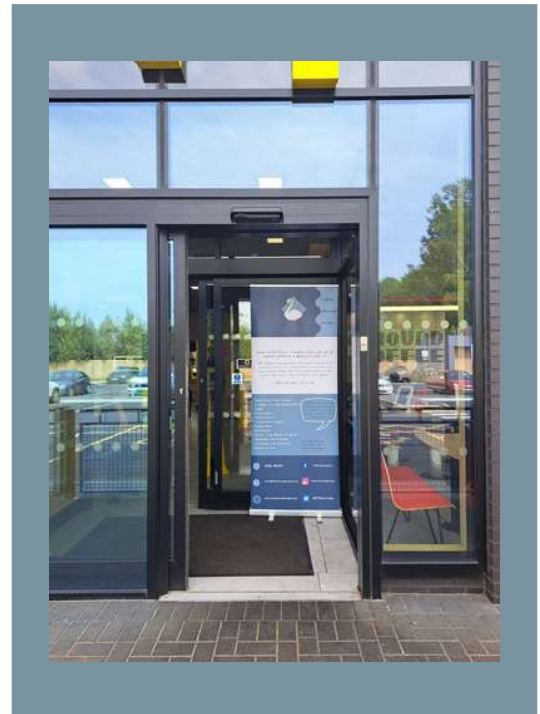
Our Friday group for older young people is particularly busy and is something we are looking at accessing additional funding for so we can employ another worker. It is extremely positive that so many of the older age group want to spend their time with us.

## Community Liaison:

Our Bain Capital funded role has continued to deliver the Swan Youth Project information out to our local area, including to schools, community groups and businesses. In the last 3 months Louise has:

- Delivered 'Introducing Swan Youth Project' assemblies
- Hosted training sessions for Peer Mentors and potential Peer Mentors through the summer. Interviewed 4 young people for roles in this group.
- Hosted the 'Adapt and Recover' workshop for parents at the 'Love Downham' Training room. This had excellent feedback from all involved.
- Built excellent links with MacDonalDs resulting in a permanent display within our local branch giving information about our services
- Met with 'Your Local Paper' chief exec to build strong links with the local press

Louise spends time at our 'Love Downham' shop speaking directly to the community and listening to the needs and wishes, as well as over-seeing the Peer Mentors.



## YAB/Swan 1:1 Support

The West Norfolk YAB and Swan 1:1/Family work continues with 16 young people being supported currently. All young people that we engage with are offered Open Access sessions, Bike Project and Hygiene Bank in addition to the 1:1 support. Their families are offered access to Parents Group.

This vital support helps young people make sense of what is going on in their lives and find suitable strategies to help them move forward. We know that levels of anxiety have risen hugely since covid, with many young people struggling to go to school or attend their usual activities. We regularly receive referrals for this service from Childrens Services, CAMH, local schools as well as families.



# Kingswood

16 young people joined us this year for all the fun of Kingswood. We were hugely lucky with the weather, after weeks of rain and cold the sun shone on us for the whole 3 days.

Our young people had the chance to take part in some brilliant activities including:

- Zipline
- Leap of Faith
- Problem Solving
- Nightline
- Archery
- Disco



“ I learned that I could jump off a 10m pole ”

They all threw themselves at everything and grew in confidence in front of us. We know the power of being with peers and taking part in positive activities but this group really pushed themselves with some incredible results. They should all be very proud of what they achieved.

100% of young people who attended said:

- They would recommend the trip to others
- The trip helped their mental health
- They felt well supported by staff

— “ —

I really enjoyed it. It got me out of my comfort zone and I spent time with my friends.

— ” —



“ —

It was an amazing experience

## Love Downham

Our **Love Downham** shop is such a valuable asset to our project, it really is providing that wrap around support and service to many households in the town. We currently have just over 400 members who enjoy all the benefits of our subsidised food, plus fab clothing and tea/coffee/support on tap. The Community Fridge sits with us and so now we can offer FREE items to anyone coming into the shop on a daily basis. We are seeing members of the community needing support with finance or personal issues on a daily basis. It is quite shocking to hear some of the stories and issues occurring in our small market town and is proof of how badly this services is needed.

Our community have been wonderful over the past few months in bringing produce from their gardens to share with the community, what a positive way to help others

We are delighted that we have been able to recruit an **Employment Support Worker** called Danine who will be supporting NEET 16 - 24 year olds with becoming work ready. She has hit the ground running and is out and about spreading the word and recruiting suitable candidates. A huge welcome to her, we are very excited for the role and all it offers.

We are so happy that we are able to link with the following services who all use our space to get directly to the community:

- CAB
- West Norfolk Carers
- NCC Tech team
- Family Hubs



*Luca thinks it's fun to work at 'Love Downham'. He feels independent and likes that you trust him to use the price gun. He says you have helped him with his times tables too. Luca thinks the staff are funny, he gets excited about coming to work and he likes that you are doing a good thing for people who use the shop.*

Mum of young person who is completing work experience with us, Sept 2023



It's so friendly and accessible





## Social Media

Facebook: 1430 followers (+49)

Instagram: 652 followers (+14)

Twitter: 136 followers

Linkedin: 98 followers (+1)

TikTok: 267 followers (+182)

## Supporters

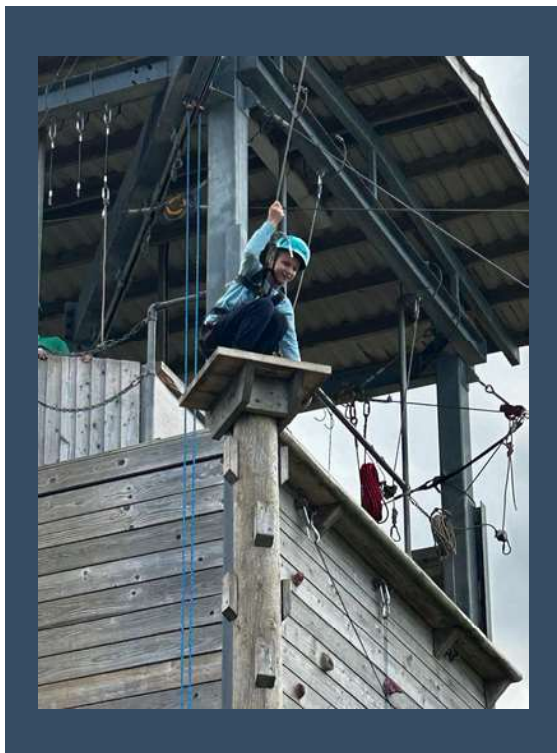
- For Frocks Sake
- Morrisons
- Norfolk Community Foundation
- Barker Bros
- Spoilt For Choice
- Original Factory Shop
- Shouldham Antiques



“ Coming out of school and talking things over really helped ”

In the last 3 months Love Downham has provided

- 119 free drinks
- 121 meaningful/support conversations
- 53 additional service conversations



“ Incredible support Thank you ”



## Funding update

We are delighted to continue to attract funding through Norfolk Community Foundation for essential work.

Other important funders are:

- Garfield Weston
- Bain Capital
- De Laszlo
- Ellerdale Trust
- West Norfolk YAB
- UK Youth

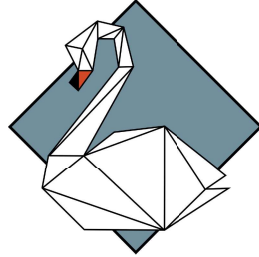
We are always looking at ways to bring income into the project and have high hopes for the shop to raise funds from the clothes, artwork and plants. The food is not there to make money, just to cover it's own costs.

The training space upstairs at the shop, plus the small office area is being utilised to bring us some income in.

We continue to link with as many stakeholders and funders in the community and wider as we grow to deliver what is needed for our young people and families.

THANK  
YOU





Swan Youth Project is a place where you can be yourself whatever is going on in your life.

We support young people as well as their families. Getting to know our young people really well and understanding what works for them is key to our support.

One size does not fit all.

**Swan Youth Project**

**[WWW.SWANYOUTHPROJECT.ORG](http://WWW.SWANYOUTHPROJECT.ORG)**