

Appendix A - Update of work in East

Due to the pandemic the Service has been unable to run open access sessions. We have used our expertise and creativity to deliver the best service possible in unprecedented times and have provided a flexible and responsive service. The development of guidelines, policies and procedures for new ways of working were quickly pulled together ensuring a quality service which kept young people safe.

From the announcement of the first lockdown the majority of staff worked four weeks solid without a day off responding to the daily changes of the pandemic. We teamed with the police running an on call rota to give guidance on mental health issues, we partnered the leaving care team knocking on and checking in with young people who were off the radar. At the request of Early Help we supported families who had been referred but not yet allocated a worker. While our group sessions and projects went on line, the number of detached hours rapidly increased and a culture of garden gate visits and walk and talks developed.

On line sessions

On line sessions ran though out all East wards. Some engaged better than others. It wasn't for everyone and the detached sessions aimed to address young people who did not engage. Some young people did not engage as they did not have the facilities. We secured 43 tablets in the first lockdown to distribute to young people.

Online sessions were themed and planned with young people. Key themes were well being, finance, and education. Resources were dropped at young people's homes enabling them to engage in sessions such as arts and cook and eat.

As young people raised issues we responded. For example, when young people shared worries around exams we were able to offer virtual one to one and small group study support as we have a couple of teachers in the East Team. Worries around employment led us to run CV writing and interview technique sessions and the want to carryout physical activity led to the sport challenge, where young people where asked to carry out challenges such as how many press ups, skips, star jumps they could do in thirty seconds, filming themselves and sharing at the on line group.

Initially sessions were very popular, as the year has gone on young people like adults are 'zoomed' out and are straining for face to face sessions

Detached

Detached work has run across the whole of East. There has been close working with the Police, Social Care and Early Help to keep young people and communities safe. Giving out PPE, food packages, activity packs and garden gate visits has become the norm. A noticeable amount of time at garden gate visits has been used listening to parents and carers, alleviating concerns and worries

Engagement forms are completed at the end of each session and sent to the Young Covid Ambassadors which informs their action planning

Young people's emotions have been up and down and conflicting; in the early days excited about not being in school, but as the months rolled on wanting to be back in school. Loneliness, isolation, exam

and employment worries featured highly in street conversations. A sense of young people being blamed and a feeling of unfairness were rife, especially when Bradford went into a local lockdown the night before Eid. Some young people felt Covid was not real, while others were very fearful.

The death of George Floyd and the world wide mobilisation of BLM (Black Lives Matter) campaign reached young people in East. Some attended the peaceful protests in the City Centre while others raised discussion on online sessions and a handful engaged in online protest.

We have worked alongside the Covid teams to help pass on information and messages.

The hours of detached in the summer increased, young people were out and about and pockets of 'disturbances' were managed well.

Detached work has been tiring for staff with the dark cold nights there have not been many young people out on the streets. When the streets are quiet workers routinely garden gate visit members.

The message from young people is clear; they want to be back in their youth centres

Bonfire night

In the 2020 bonfire period the Youth Service in Bradford East played a lead role in the constituency's bonfire response due to constraints on ward officers due to the Covid outbreak. A full time worker from the Youth Service took on the designated role for 6 weeks and the work delivered included:

Mapping out all the key hot spots across the constituency which had created issues in previous years. These hot spots were identified via a partnership between ourselves, the Fire Service, the Police and the communities.

Starting from the first week of October the response focused on fly tipping to prevent the setting up of bonfires and anti social behaviour from young people.

The fly tipping response involved direct management of colleagues from Parks and the wardens service to drive around the hot spots every single day from 9am -2pm to clear any fly tipping. This was supplement by identifying residents in hotspot areas to daily give updates on any fly tipping or other issues. Community groups were also targeted to feed into the system. Over time Ward Officers, councillors and other people started to feed into the system

To supplement the reporting all detached youth work reports included a fly tipping section which was then used to input on the data base to bring additional intelligence and we were able to extend our eyes and ears every day right up to 10pm.

The response to tackle anti-social behaviour was a two pronged approach. Firstly, our detached workers across the constituency carried out evening patrols in the month leading up to bonfire night. We were able to secure additional funding from the voluntary sector to increase detached work and an additional 11 sessions of detached work were deployed, significantly increasing youth work presence. Two boxing gyms in hot spot areas were supported via external funding to open their doors to young people during the week of bonfire night to keep young people away from the streets and involved in constructive activities. Most of the additional funding went to voluntary sector partners with some joined up working between the Youth Service and voluntary partners.

The second part of the anti-social response was using community calmers. Over 50 volunteers were recruited across two hot spot wards, given training including Covid training and these were deployed for 10 days either side of bonfire night to patrol the streets and challenge any anti social behaviour. These volunteers included local business people, teachers, social workers, mosque imams and councillors

Joint police and youth service visits were done to key young people we suspected of being involved in anti- social behaviour coupled with the use of fireworks in previous years.

All the firework shops were identified and visited, test purchases were done in one shop and then intelligence was fed to environmental health who visited the premises. Subsequent visits were made to shops by the youth work lead and the police. All petrol stations were encouraged not to sell petrol in cans during bonfire week.

The bridge on Otley Road was identified and closed down on bonfire night due to its previous history of being used as a platform to launch fireworks and throw stones at cars and buses.

Rivalry between two gangs involved in pitch battles in Bradford Moor resulted in Youth Service and police intervention and this led to a visit to Laisterdyke School and approaches were made to individuals involved and parents.

The Youth Service lead, a community volunteer and a police officer worked as a team in an unmarked car to respond to any incident taking place, including anti- social behaviour or the lighting of bonfires. Our role was to assess the situation and then deploy community calmers and, where safe, to deploy the fire cars or engines to put out the fire and/or remove the bonfire by the clean teams. We also ensured any of the clean teams going into an area had community calmers to support their work. All actions were communicated via whatsapp group between the lead youth worker and silver command and then a separate whatsapp group between the youth worker lead and the community calmers. Intelligence was very smooth both ways. All things considered it was a quiet bonfire weekend.

Work in Schools

One to one work and well being group sessions in Hanson, Immanuel, Laisterdyke and Carlton Bolling ceased when the national lockdown began. During lockdown referrals were still being made from the schools and young people were being seen on line or walk and talk sessions. When guidelines permitted we have been back in Hanson and Immanuel. Small group work sessions have taken place in Hanson to support young people who transitioned last year. Links have been made with Benton House with a view to delivering sessions.

Moving Up

The four week Moving Up was put together by the East Team and rolled out across the district. Its target audience is young people transitioning from primary to secondary school who were at risk of 'failing 'to engage. Moving up ran in each of the East wards. The constraints of Covid 19 meant that creativity had to be employed in delivering the programme. Whilst the Eccleshill ward was able to run centre based, Canterbury, Idle

Thackley, and Bolton Undercliffe met young people in twos and threes at the end of their street or in local green spaces. Bowling Barkerend were able to secure some outdoor space within the grounds of the Karmand Centre.

Bradford Moor's Moving Up programme used young volunteer mentors to deliver the programme. Each participant was allocated a mentor. The mentors would ring their mentee at the beginning of the week, go through the programme and what they had to do. The mentee's would complete the exercises and then send screenshots of their completed work. A further phone call would be made to go through the learning and to offer additional support. Participants would then meet with mentors and staff in groups of two or three to consolidate the learning.

Whilst historically we have run the transition work during the summer holidays, this year we included the addition of an extra 4 weeks into September to support the young people's transition and help them overcome any issues they faced in their new school. In October half term participants were brought back together to share experiences of school and explore ways of managing challenges.

Volunteering and Active Citizenship

Throughout the year young people have continued to volunteer in East. The role of young volunteers in the Moving Up project enabled the delivery of a bespoke programme; their role has been critical in the success of the programme.

Young people have been involved with clean ups across the district, making hanging baskets for the elderly and putting together and delivering food parcels to families

Young people across the East area have engaged with the Capital of Culture 2025 zoom consultation. Their ideas and commitment impressed Councillors so much so that they have been invited to join the Capital of Culture engagement and inclusion sub group.

A group of Young Ambassadors from the Bowling and Barkerend ward ran the Wear It Again Event. They contacted the stall manager of Oastler Market, negotiated the use of a stall, collected and sorted pre owned clothing, advertised and ran the day.

Young Volunteers at Laisterdyke have completed their Asdan Gold award "Leading in Community Settings" run by Prime Time Young Leaders Network. Volunteers attended weekly training sessions which then transferred online.

Young people have reaped the rewards of their volunteering with three young people gaining employment with the Covid teams and one employment with the Equity Partnership. A further young person was nominated for the Telegraph and Argus Community Stars award and has now been short listed.

Below displays the activities of one group of Young Ambassadors

Eccleshill Young Ambassadors

The group was set up to recruit young people aged 11-19 years to provide and act as a voice for other young people locally, leading on key themes and local issues that are identified as having an effect on young people and the wider community.

In January 2020 young people interested in representing other young people put their names forward. Each of the young people made a mission statement as to why they should be the voice of others.

In February 2020, eight young people established the young ambassadors group for the Eccleshill Ward, based out of Ravenscliffe Youth Centre. The first meeting took place face to face, but due to the pandemic sessions moved online.

Young people came up with the following three areas and two or three young people lead each of the following areas with the rest of the group supporting:

Community – projects that support and benefit the wider community e.g. social action projects.

Activities – planning and supporting activities that will be delivered at the youth centre or on line for the benefit of others across the ward.

Fundraising – leading on fundraising events to add value to existing provision and activities and to carry out specific pieces of work and projects.

Key Work in 2020:

- Four community based environmental projects / clean ups within the Ravenscliffe & Greengates Area (involving 18 other young people).
- Led on planning and designing the new signage erected at the entrance to Ravenscliffe which has incorporated the work of other young people (involving 9 other young people).
- Supported delivering of Christmas activity packs for young people and gifts for some of the older people group locally (80 packs delivered).
- Successful in applying for funding to Safer Streets Funding for 2 environmental projects to create communal spaces for the community.
- Worked with Parks & Landscapes and Ward Officers in sharing concerns about open spaces and donation of paint made to improve and freshen up the playground in Ravenscliffe.
- Supported & volunteered with delivery of Moving Up Programme to 10 young people (young people completed local award accreditation).
- Youth Service nominated one of the young volunteers who has been this week been shortlisted for Telegraph & Argus Community Stars Award 2020, in the Active Citizen Category.

Youth in Mind

Our strength in supporting vulnerable young people has come to the forefront this year.

Young people's well-being rode the tides of the pandemic and the issues affecting their well-being reflected different stages of lock down. Initially young people showed worries around bereavement, exams, isolation, loneliness, and anxiety around health and wealth. As schools returned worries focussed on returning to school / college. As time went on employment became an issue, with young people parents/carers having lost jobs. There were worries around the compulsory wearing of masks in shops and the cost implications. Young people were confused and angry about local lockdown and did not understand why they were not able to visit a family garden / house but able to attend youth groups or school. The death of George Floyd and the BLM (Black Lives Matter) campaign had an impact on BAME young people particularly Black young people.

We have worked closely with the YiM partnership, Social Care, Early Help and schools to ensure an effective service.

Ravenscliffe Youth Centre has set up as the East 'Safer Spaces' hub and the team is available to take on cases within 24 hours of referral.

Visits to all residential units and support has been offered. Door step visits and walk and talk sessions have taken place and care packages delivered to care leavers at the request of social care.

There have been 201 buddy referrals from 1 April – 31 December 2020 with 4794 interventions. Rspace, Emotions, Shade, Phoenix, Spectrum and Sound have all run face to face when government guidelines permitted and moved to online when we have been unable to deliver face to face. When face to face group work was not permitted one to one in centres or walk and talk were offered to the most vulnerable who could not manage without real live contact.

Below are case studies which give insight to the one to one work

Case study on AB

AB is a young person who was referred to the buddy scheme via Safer Spaces as a result of serious issues impacting on her life. AB was not going to school, was in constant conflict with everyone around her including her parents. AB has been involved with CSE and was still on the fringes. AB had a lack of trust in agencies, found it hard to manage her anger and emotions and generally felt hopeless, resorting to repeated self harm and other self disruptive coping mechanisms.

Our support was 1 to 1 and it was evident that it would take much longer than the 12 weeks we usually offer. In this time a lot of work has patiently been done to establish a strong rapport with this individual. This involved an approach where she was listened to and not judged. It needed more than one contact every week and slowly we have managed to get AB to think about her reactions to

certain situations. We have had to broker a relationship between AB and her family for both sides to see each others views. We have encouraged AB and the family to report issues to the Police as they happen and then encourage AB to talk to agencies. As a Youth Service we have played a pivotal role between agencies wanting to speak to AB and her refusal to speak to them.

We managed to get AB back to school, which certainly had its challenges but she maintained it until the lockdown. In between we have dealt with AB self harming, running away from home, reporting incidents to various agencies, but we have remained in our belief that this young person is always going to be haunted by her past and she will crash now and again and the journey for her is a long one.

During lockdown and confined to her house, AB started to mentally suffer. The family relationship broke down, AB started to self-harm and also started to run away from home and the family asked for our intervention. AB wanted to do something constructive about the pandemic but did not have the self-belief or self-worth to engage. Having talked to AB about her language skills and how they were needed in detached work to communicate with young people, AB agreed to go out with her worker on detached sessions. AB's parents were in support of this and felt it would be good for her well-being to get out and do something constructive with her life. There was a complete transformation with AB. She took to youth work like a duck to water and felt passionate about helping people who were suffering during the pandemic. Simple things like telephoning to check if we were still going out on the streets, being ready at her door at the allotted time, rising above the embarrassment of knocking on people's doors, being polite were all a new side of AB had not been seen before. The volunteering began to give some self-confidence and self-worth. AB volunteered with for 3 months without missing a single session.

At this moment in time AB is in a good place. She is in a good caring relationship, her relationship at home is good and she is keen to come back and help support our work. She does resort to self-harming now and again but it is managed.

Case study CD

CD is someone who is now in secondary school but has attended the provision in East since January 2018. CD faced many issues, living in a single parent household, low income and history of substance misuse within the family home.

Through Summer 2018, they engaged with a transition summer camp, learning about a range of issues from positive and healthy relationships, anger management, bullying and about their community and being an active citizen, feeding their issues and concerns to local ward councillors, as well as a residential where they had opportunity to get away for a few days, meet new people who they were starting year 7 with so they already knew people than they would of otherwise known, and also gaining new experiences.

CD settled and continued to access youth provision in East regularly. The death of CD's sibling due to substance misuse triggered many issues for CD. In February 2020 CD was re-referred by school into the YiM program with concerns around their emotional well-being, low attendance at school and issues around self-harm. Weekly support took place, which had to be adapted and changed due

to Covid-19. Space was given to talk about the issues they were facing, explore coping strategies and having someone who listened to them when at a time access to services was minimal was crucial. Restrictions eased and walk and talks, face to face sessions took place to support the young person's well-being, and in October 2020, CD has settled back into school, had support networks in place and attendance was improved. At this point after eight months of one to one it was agreed that the open to one would cease & CD could contact the worker.

As part of outreach and detached work, check in's continued with CD. One night having called to the house, CD was in a very bad place, had thought about cutting again, and was in need of some support immediately. CD accessed safe space at hub in East that night. Over the next few weeks, support was given through face to face contact 2-3 times a week to explore and work on new issues occurring; links were made with school so they had contacts within school and access to someone within the well-being team. This enable a wrap around support to the young person at the time they needed it.

Since January 2021 CD has settled back into school and engaging well. They feel very well supported and aware that they can access the provision whenever needed, and the times when access to this is available.

Case Study Covid Ambassador EF

EF was a regular member of one of the East youth clubs but had to stop attending as they needed to work to help support the family. A few years later contact was made again. EF was working in a restaurant, dead end job, frustrated with life and a desire to do something positive, something to better her life and not follow others in her community with low aspirations. EF volunteered in family fun days. Her ability to manage a kitchen and feed hundreds of young people every day was astounding. EF continued to volunteer at the youth club after summer. EF was recruited to work on the young researcher project. A research project exploring EU young peoples experience of education. Along with a small number of young people a questionnaire had been designed. And then lockdown put the project on hold

EF was much deflated and with the escalation of Covid and a significant gap in language barriers in the EU communities we asked EF if she would work volunteer and work alongside us and help spread the message during our detached work. EF helped us patrol the streets, the parks and played a significant role relaying the council's Covid messages to the EU community. EF developed the leaflets on a number of occasions which were used council wide, she placed messages on our social media platforms and we placed confidence in her by recruiting her as a casual worker which gave her a huge sense of achievement. EF made sure every shop owned by EU people displayed posters regarding the pandemic and would do weekly checks to ensure the information was still up.

EF worked for months helping us deliver essential food and other items to struggling families, the community eagerly approached her regarding issues they faced such as the EU settlement scheme applications, failure of employers to pay furlough payment to workers and other types of exploitation. EF was one of the community and therefore the trust was there and suddenly council initiatives and support became much closer. We were able to refer people to advice centres and gain further support. EF helped us respond to community conflicts and family break downs amongst the

EU community and even made a video about the meat factory in Bradford which was closed due to Covid which employed EU people.

In recognition of EF's skills she was called to work at the Bradford South Covid Hub to answer calls on the council help line especially communicating with EU people. Apprehensive at first as it was new people and she lacked confidence but after a few weeks she was blazing ahead. In July EF applied and gained full time employment with Bradford Councils Young Covid Ambassadors where she is part of a team working district wide developing initiatives to relay the Covid message to other young people.

At this time EF is back in East supporting our work with an emphasis on Covid. It is amazing the journey she has gone through and broken tradition in her own family and in her community working for Bradford Council. It has opened the doors for so many other people who previously felt employment for the Roma community in the council was not possible. Others from the EU community have applied for employment within the council and many people approach her daily asking about how they can also gain employment.

I see EF as a really good success story and someone who has shined and played such an extremely important role for the benefit of her community during this Covid crisis and I am sure she will be a huge inspiration to EU people in the city for years to come. Her story demonstrates the journeys young people come through especially during teenage years and how youth work has the ability to develop and sustain that relationship and steer young people in a positive pathway which benefits themselves, their communities and their city.

New Initiatives

Discussions are taking place with the Vine Project regarding the delivery of youth provision particularly around East Bowling. Also the introduction of the junior leaders' programme that workers from the Vine Project in partnership with youth workers want to deliver in the Barkerend area of the constituency.

Fagley - a six week outdoor sports based project took place in the summer to address the increase in ASB. Contact was made with 40 young people (average around 15-20 per session over the 6 weeks) Weekly detached session taking place in the area to build relationships with young people

Partnerships

In order to carry out the best service for young people we have worked in partnership extensively below is an outline of some of the partnerships East have undertaken

YiM – as well as the one to one work we have set up safer spaces hubs throughout the district

Equity partnerships – has allowed the continued development of the LGBTQ+ groups and services

Culture Fusion – has allowed the development of the Rspace group

Prime Time Young Leaders' Network – Training volunteers through the “Leading in Community Settings” accredited by Asdan.

Links with local businesses to provide materials for hanging baskets. Young people from the youth club made up hanging baskets at the onset of Covid and these were placed in 3 old people's homes in the area to brighten up the homes of the elderly.

Sorted Church, Equity, Rockwell re looked at the partnership in light of the pandemic and delivered joint detached, on line & face when permitted

The Cellar Project to support asylum seekers and refugees

Horton Housing Oxta court housing support for homeless families

Wren house housing support for young asylum seeker

The Vine project outreach & junior leaders project

Sporting equals working with local faith groups to delivering health and wellbeing sessions online.

Gateway and food for life – supporting families in need of food parcels

Links developed with Morrisons – Community Champion supporting young people Donations made at Xmas (70- selection boxes for activity packs). Trolley full of donated toys purchased in store – distributed to local families within Ravenscliffe

Worked alongside Better start Bradford to identify and deliver hundreds of baby packs to young parents.

Reading Trust to deliver Reading books for 11-19 year olds.

Bradford Baby Bank supporting young parents with items such as nappies and milk

Bradford Moor Pass- Youth club members supported the clean up of Attock park