

Swan Youth Project



Quarterly Report April - June 2024

Date:
03/07/2024

Prepared by:
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We have had another busy quarter, with Easter falling early and then the half term fun of the Downham Festival - it has been all go! Alongside all of the fun stuff, we are seeing referrals sharply rising for 1:1 and Family Support, with an increase of 62% on the same time last year. This is a reflection of the issues and challenges we are seeing on the ground, of more complex situations requiring high levels of support. The legacy of covid is intense and long lasting, it cannot be underestimated the damage done to young people and families during the lockdown periods. We have a rising number of young people causing us concern and with safeguarding challenges - we only see this getting worse in the immediate future. Our Alternative Provision launched for the summer term, a long term wish that we have been working towards for some time. It has been rewarding and hugely beneficial for all young people involved, allowing time to focus on the things that they all find most challenging in their base schools. We are excited for the progression of this service and know how impactful it can be on reducing the risk of exclusion and non-attendance.



Our Float this year was Glastonbury themed, with all of the decorations being handmade by our young people in Open Access. We were immensely proud of everyone representing us on the day, it was joyous and uplifting to be a part of.



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' in our 1:1 sessions, which allows us to track progress and for young people to have a clear visual prompt as to their progress.

What do you enjoy most about coming to Swan Youth Project?

- Meeting new people and having chat with the staff
- Seeing friends that I don't see often at school
- Talking to my mates
- Seeing my friends and seeing the staff
- Doing activities and spending time with friends
- Making friends!!!
- Social activities
- I like being accepted no matter what
- Everything being nice
- EVERYTHING!

- 100% of our young people feel safe whilst at our project
- 98% of our young people say that attending our project helps their mental health
- 98% feel well supported by our project

77% of young people attending say that our Hygiene Bank is important to them

The breathing exercises and different coping strategies helped me

“

The thing that helped the most was reflecting on my emotions and being able to realise that it is normal to have a variety of feelings.

”



STATS

“ Being able to have a time where I could discover new ways to cope but also have fun was the best

	April Attendance	April YP	May Attendance	May YP	June Attendance	June YP
Everyone						
Open Access	296	104	340	110	324	110
Family Work 1:1	31	14	34	15	51	14
1 to 1	27	11	48	11	35	11
SPACE	76	14	52	13	66	13
Activity Group	79	46	23	15	0	0
Bike Project	4	3	1	1	8	4
Hygiene Bank	103	52	68	49	81	50
C Card	0	0	0	0	0	0
Young Carers	68	21	70	23	55	19
Peer Mentors	8	5	11	5	0	0
Alternative Provision	2	2	12	3	11	3
Totals	692	270	647	242	620	221

36 new young people have registered in the last 3 months



Young People

Everyone	April Attendance	April Parents	May Attendance	May Parents	June Attendance	June Parents
1:1 Support		7	7	11	4	8
Ad hoc		0	0	0	0	0
Parents Group		14	11	12	8	13
WhatsApp/e-mail		68	26	21	10	77
Childrens Services		6	4	4	23	45
Totals		95	48	48	45	143

Parents/carers



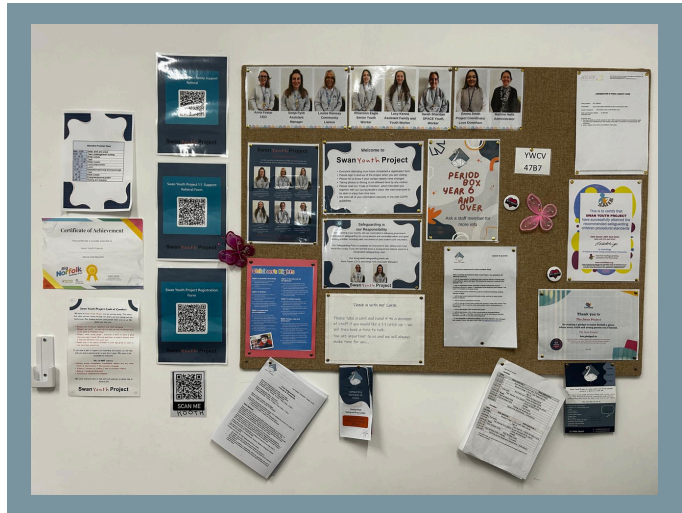
Ali from Crea has been joining us in Senior Youth Group on a Friday to deliver Re-Vamp workshops - our young people LOVE them!



Service Updates

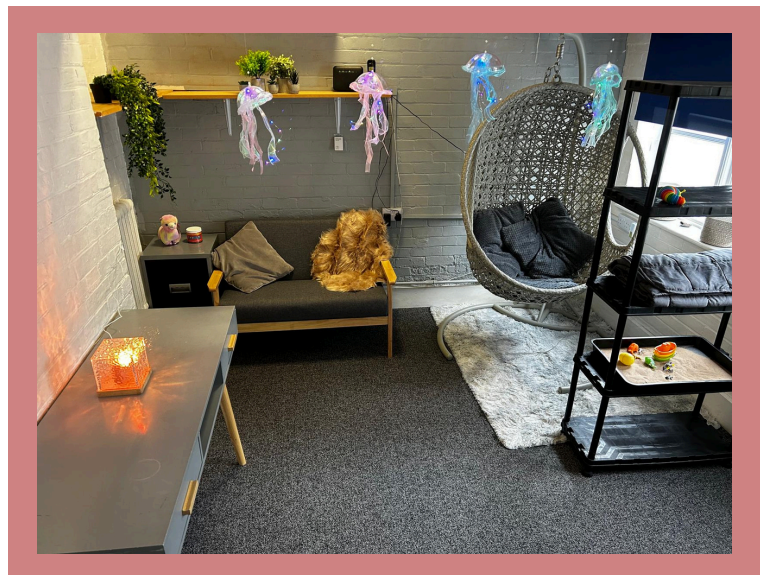
Our Core services remain

- 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



We have recently been re-awarded the Safer Certification by Norfolk County Council, which shows that our safeguarding policy and procedures are best practise. This has to be applied for annually and is something we are fully committed to maintaining. Thanks to Gemma Hampton for her support and advice with this. Our notice board in reception has had a lovely re-vamp to update our information and share vital policies with our young people and families

A recent upgrade to our old office space has turned it into a calming Sensory Room. This is a vital resource for young people to have time and space in the quiet, with a weighted blanket, swinging Egg Chair, adjustable mood lighting and fidgets. It is already proving a huge asset, with young people booking in during all of our sessions. It is also a fabulous space for our Alternative Provision attendees. This was funded through the Borough Councillor Scheme, thanks to Andy Bullen.



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.

Over the last 1/4 Louise has delivered:

- Transition workshops to 7 schools, working with Year 6's
- A Float for the Downham Festival with 20 young people attending (many more involved in the preparation and decoration)
- A Painting Passions workshop for adults - fund and awareness-raiser for our charity, attended by 18
- Alternative Provision to 4 young people at risk of exclusion from school
- Peer Mentor Scheme (about to be revamped for the new school year)



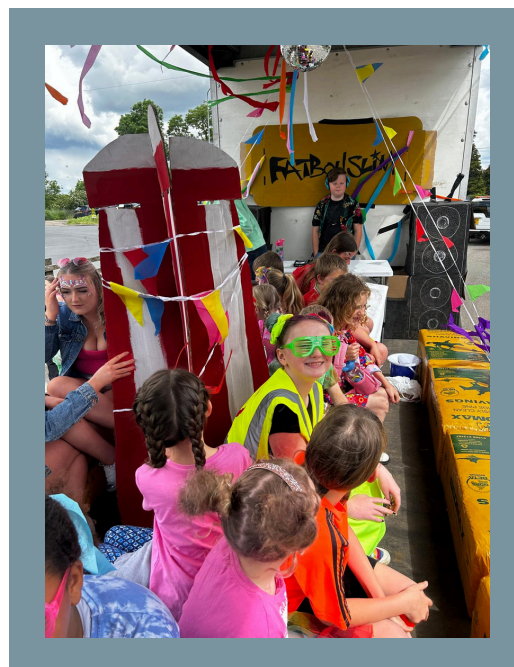
We are thrilled that Bain have added an additional role to their funding and are now also supporting Lucy, our Family and Youth Worker, for the coming year.

We are so grateful for their support

Swan 1:1 Support

Our 1:1 support continues to be oversubscribed, with a waiting list of 26. We are finding that the needs are more complex and of a higher level than in previous years. Often there are multiple challenges going on and historic, entrenched situations to be unpicked. Our work is not prescriptive and flexes in time and approach for each young person, with it being common to work with a young person for between 3 - 6 months. Increasingly we are working alongside Childrens Services or other local agencies, due to the level of concerns.

In an age where many young people access support of some kind, we are often told '*yours has been the best support so far*'. We are forever proud of the quality of our work and our brilliant team.



Family Support

As with our 1:1 work, there is a waiting list for this service. Family work is often complex and a long-term piece of work; putting in new strategies and boundaries is not an overnight fix. Families are encouraged to attend Parents Drop-in and their children encouraged to attend Open Access, so we can approach the work from lots of different angles. Both parents and young people access 1:1 support at the same time, often for a number of months.

Once again, we are increasingly co-working cases alongside other agencies due to the complexity.



— “ —

Not being treated as a statistic and having someone to show her the way to move forward and how to cope

— ” —

Parent of young person on what was the best thing about our support

“ “ —

The best things were building up my daughters resilience and self worth. Also the reliable and regular 1:1 sessions

The support worker making all arrangements and collections. Picking up and dropping off because this would not have been possible if not

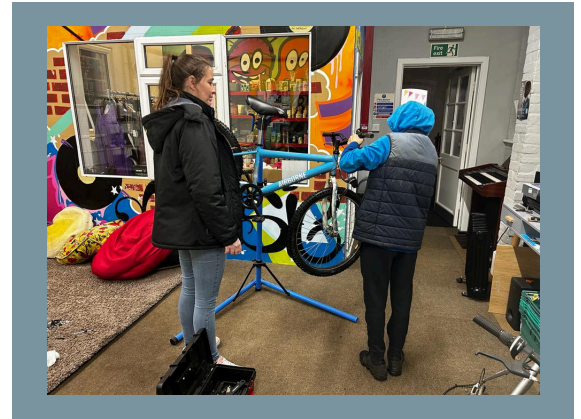
“ “ Nothing but praise for Lucy and Sonja at swan youth. They are always very very supportive and helpful and will go out of their way to support my family. They are always there to listen to all of us and will always try their hardest to help us. ” ”

‘Parent group has helped me and my children in lots of different ways thanks to the friendly staff and their information they have given us, it has given me a reason to meet other parents and to openly chat about problems we can share to sort each other too. Thanks for all the help’

Supporting Positive Activities and Community Engagement (SPACE fund) and Bike Project

The SPACE work and Bike Project are working well alongside each other, with young people at risk of/causing anti-social behaviour. We are meeting regularly with the police as well as welcoming them into Open Access sessions to talk to all of our groups. This is building positive relationships with young people who may only have very negative experiences of the police.

Our Bike Project is working on a 5 week rota to teach young people all about the basics of looking after their bike and also about road safety. Along the way, lots of other vital work in relationship building takes place. Our Trauma Informed Approach allows us to reach out to each and every young person appropriately and safely.



Love Downham

Our **Love Downham** shop continues to support the community with subsidised food, pre-loved clothes and a safe space to spend time. You just cannot underestimate the importance of giving time and care to all who come through our doors.

We have recently taken on Lizzie, who was one of our excellent volunteers as a member of staff. She is thrilled to be working with us now and would only have had the confidence to go for this due to the initial volunteering - huge well done to her!

We are so happy that we are able to link with other services who all use our space to get directly to the community. Greta, our CAB worker has continued to be hugely busy on a Friday, being fully booked for the weeks to come is the norm now. She supports people with a wide variety of situations such as: debt, homelessness, DLA forms, overcrowding, benefits, managing money, accessing education. It is wonderful to have her as part of our team and to be able to share her knowledge with the community. We currently host:

- CAB
- NCC Tech team
- Family Hubs

Our volunteers are the life-blood of our community shop, we absolutely love having them around. Over the last year and a half they have become such an integral part of everything, it has been amazing to see them all grow in the roles.

Our wonderful Luca (on the right), recently won 'Student of the Year' at the college of West Anglia, partly down to his amazing attitude to volunteering



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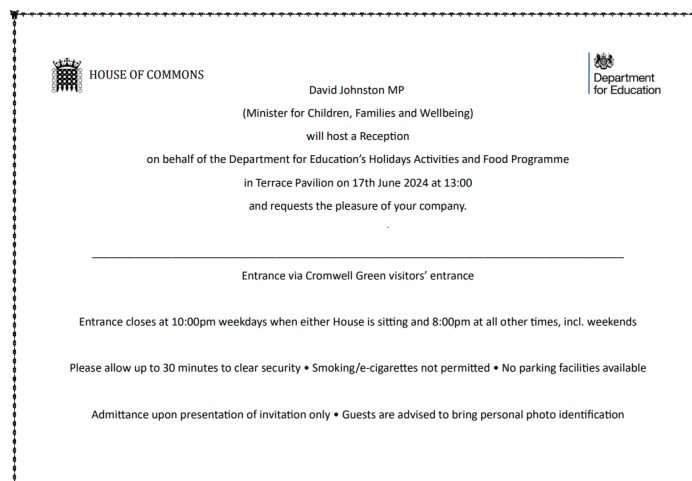
The best shop in
the whole of
Downham

— ” —

Other news

We had a lovely surprise from Active Norfolk when we learned that they had nominated us for a Regional HAF Award and we had won! We were all set to go to Westminster to collect the award when the General Election got in the way and it had to be postponed! We hope to attend in the Autumn some time and are very excited to 'swan' around London for a bit then :)

We have been accessing the HAF funding for the last few years, which provides young people with positive activities and a free meal during the school holidays. We always have a really good uptake for this service and have welcomed the monitoring checks from Active Norfolk.



Social Media

Facebook: 1544 followers (+17)

Instagram: 682 followers (+5)

Twitter: 140 followers

Linkedin: 132 followers (+6)

TikTok: 267 followers

Supporters

- For Frocks Sake
- Morrisons
- Norfolk Community Foundation
- Barker Bros
- Spoilt For Choice
- Original Factory Shop
- Shouldham Antiques
- Denver Ladies Group
- Ryston Golf Club
- Mabel the Bakers



The brilliant Sarah from 'For Frocks Sake', who donates clothing to us regularly



Louis from Barkers presenting £300 raised at the Downham Festival for us



Thanks to John from Ryston Golf Club who raised a massive £2073 over his term as captain

Mabel the Bakers donate food to us for Open Access and Foodie Fridays at the Love Downham shop



Funding update

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

Other important funders are:

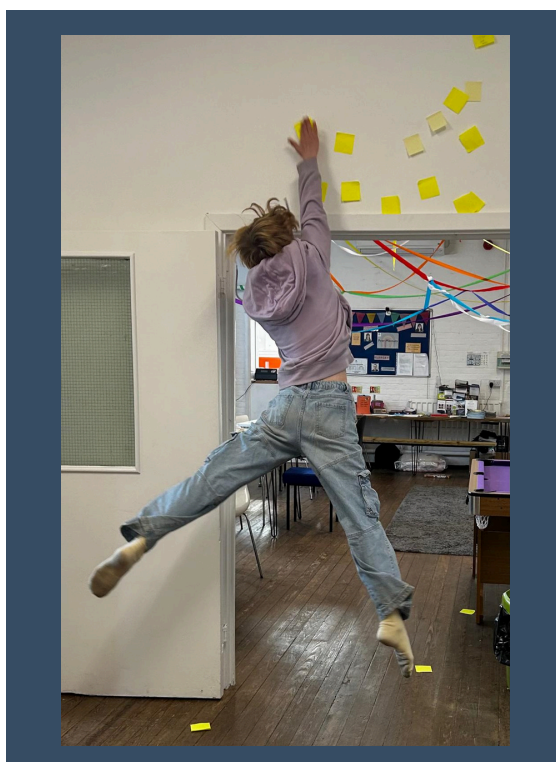
- Bain Capital
- De Laszlo Foundation
- Ellerdale Trust
- Garfield Weston
- UK Youth
- Awards for All

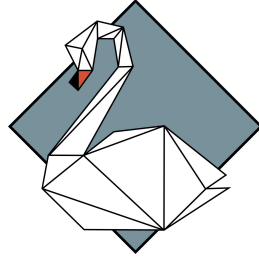
We are working hard to bring funding in for the coming year and have got through to the second round of the Big Lottery - results in the coming 4 months. The amount of grants to apply for overall is decreasing for us sadly, due to changing guidelines and less money generally out there for small charities. We will continue to work hard applying for everything possible and thinking of new ways to bring in funds.

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.

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
SO MUCH





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