



# KEYS TO SUCCESS

*Helping The Most Vulnerable Young People*

*Open Doors To A Better Future*



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# Heartbeat Communiversality

Our mission is to transform communities by empowering the disadvantaged and voiceless.

We do this by providing a services portfolio covering education, training, arts, sports, health and social care.

Our unique approach focuses on enabling service users to become the drivers of their own change.



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## Keys To Success

Keys To Success is a 1-on-1 keyworker support service for the most vulnerable of young people.

Keys To Success helps the most vulnerable of:

- Young people in care, leaving care or on the verge of entering care or otherwise separated from their nuclear families
- Young people involved with gangs and the criminal justice system
- Young people excluded from mainstream education
- Young people with learning difficulties or disabilities
- Young carers who look after family members with debilitating conditions



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## Local Context

Southwark's young people are some of the most vulnerable nationally.

- The 2004 conception rate for under-18s in Southwark was the highest in England (85.2 per 1000 women).
- The 16-18 NEET rate in February 2007 was 11.7%
- The number of first time entrants to the criminal justice system, (aged 10-17) in 2005/6 was 370
- Drug Offences in Southwark in 2006/7 totalled 4,085, the 3rd highest in London and more than twice the national average
- 27% of Southwark 16-24 year olds and 11% of vulnerable young people reported use of illegal drugs in 2006.
- 29% of Southwark residents perceived high levels of anti-social behaviour in 2006/7 (LGUSS)
- Southwark has the 25<sup>th</sup> lowest (out of 150) rank for 2008 national exam results



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## Local Context

Southwark's young people are some of the most vulnerable nationally.

The most recent (2007) government Index of Multiple Deprivation (IMD) states that Southwark is the 26th most deprived district in England (out of 354 districts in total) and so is one of the most deprived areas in the country. This index combines into account the combination of all local economic, social and housing issues.

Evidence suggests the most vulnerable young people lack the care, guidance and support in the home and family environment received by less vulnerable peers. **Currently, 40% of children and young people in Southwark live in lone parent households, the second highest rate nationally;** local young people are often unsupervised as lone parents work overtime to make ends meet. **Lack of care and supervision is linked to the high rates of negative statistics.**



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## What We Do

We actively find the most vulnerable young people and match them with specially recruited 'keyworkers' who provide them with holistic 1-on-1 support to improve their life outcomes.

The keyworker builds a '**bridge of trust**' and provides crucial support to protect and nurture the young person. Our approach is young-person centred and delivers its objectives in a way that is appreciated and enjoyed by the young person.

The 1-on-1 keyworking support compensates for the lack of family support experienced by the young people and greatly decreases their vulnerability.



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## What Keyworkers Do

Keyworkers:

- Build rapport and **friendships** with desperately in-need young people
- Organise positive **fun** activities centred around the young person (i.e. meals out, cinema)
- Identify the needs of the young person and involve the young person in **developing responsibility** to improve their life chances
- Enable the young person to develop better **coping skills** and greater **confidence**
- Listen to, guide and **support** the young person through difficult seasons
- Coordinate wider support for the young person and provide **advocacy** on their behalf where needed



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## What Keyworkers Do

The keyworker develops a personal plan with the young person and over the time of support measurably reduces their vulnerability against a 12 factors defined through the Youth Justice Board's ONSET model of risk factors :

- **Living arrangements**
- **Family and personal relationships**
- **Statutory education**
- **Neighbourhood and friends**
- **Lifestyle**
- **Substance misuse**
- **Physical health**
- **Mental and emotional health**
- **Perception of self and others**
- **Thinking and behaviour**
- **Attitudes to risk**
- **Motivation to change**



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## Keys To Success

A few statistics about the young people supported by the programme:

- 70% of referrals are separated from one or both parents
- 30% do not have a stable place to live
- 30% come from families known to be involved in criminal activity
- 30% have previously been referred for mental health services
- 60% act impulsively and show a lack of awareness of consequence
- 25% have already caused serious harm to others and 35% are threatening to cause serious harm
- 100% are dealing with very difficult or even horrific life circumstances



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## Keys To Success

We have set up these referral agencies in preparation for our Team London Bridge project:

- St Michael's RC school in Bermondsey
- Southwark Social Services
- Southwark Alternative To Care (ATC) Team
- Southwark Youth Offending Team
- Southwark Young Carers

St Michael's School in Bermondsey, who we currently work with on a preventative mental and emotional health programme, have identified a number of seriously vulnerable young people dealing with horrific life circumstances that would massively benefit from this programme if we are funded.



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## Our Keyworkers

Our keyworkers are selected through an award-Winning recruitment process pioneered by a member of our More Power 2 You team and used *de rigueur* in Lewisham Borough's Leaving Care Team Mentoring programme. It has 5 phases.

**Application:** The potential candidate is screened against the person specification and contacted for interview.

**Interview:** Interviews are conducted by a panel of up to four persons (Project Manger, Project Coordinator, young person and a Safeguarding Officer).

**Group selection:** Groups of up to 16 candidates attend the *intensive* Group Selection Assessment Day.

**Initial Training:** A 10 hour training programme which covers key practical and theoretical expertise.

**Final Vetting:** Valid references and enhanced CRB disclosure are requested for candidates.



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## Our Keyworkers

Our keyworkers are from as diverse a range of backgrounds and circumstances as the young people whose needs we serve. We have keyworkers of all:

- Family and personal circumstances and backgrounds
- Social classes
- Professional backgrounds
- Ethnicities and cultures
- Ages (youngest 19, oldest 50-something)
- Personal interests and experiences



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*Let Us Build A  
Bridge Together!*

