

# YOUTH SERVICE

# HAMMERSMITH & FULHAM

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# AIMS AND OBJECTIVES

April 2023 saw the introduction of the Hammersmith & Fulham Youth Service programme.

The purpose of this service is to provide opportunities for young people aged 11-16 or up to 25 for young people with SEND. The programme offers three types of provision to cater for the diverse needs of young people:

## UNIVERSAL

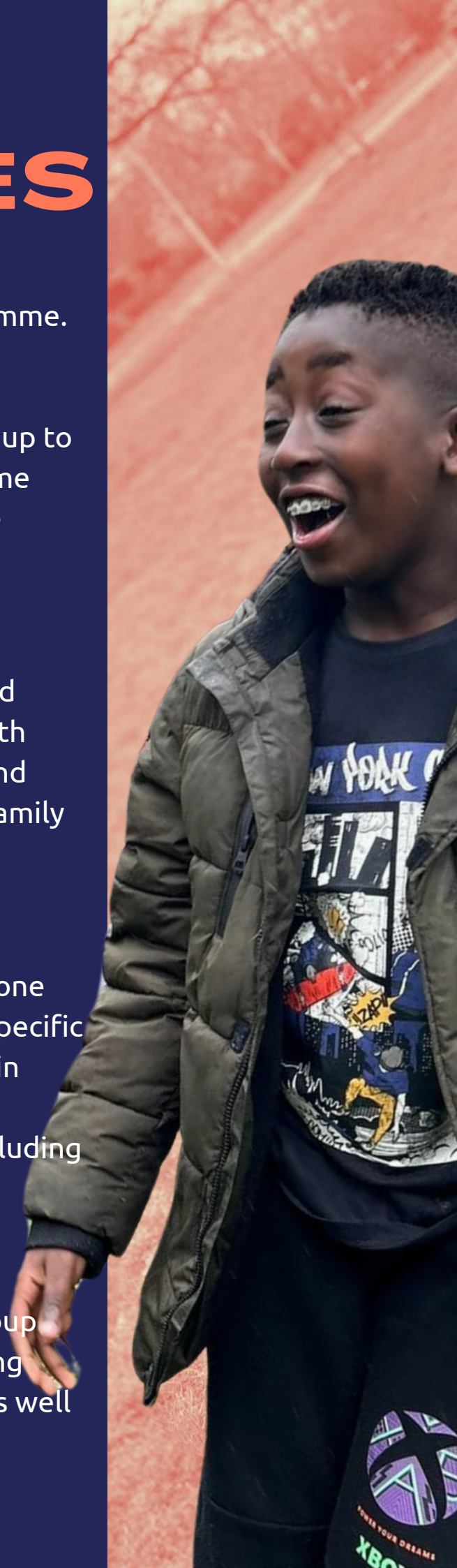
The universal programme covers term time and holiday periods. The services available are youth groups, drop-in support, Information Advice and Guidance services, welfare advice and whole family support.

## TARGETTED

Targetted programmes are group and one-to-one mentoring sessions addressing common and specific needs/barriers. These sessions are co-located in core venues and accessible throughout Hammersmith & Fulham via outreach sites, including schools.

## SPECIALIST

Specialist programmes are one-to-one and group interventions. This includes access to well-being practitioners, SEND and disability specialists as well as a diverse range of experts with local lived experience.



# OVERVIEW OF 23-24

## Quarter 1

In the first quarter of the Youth Service programme, we were happy to report we had worked with 391 unique young people which resulted in 3,098 engagements across all three types of provisions.

### Priorities

The speed of setting up the Youth service contract meant there were some delays in starting delivery effectively. The LMP Action team worked closely with the council to iron out any issues ready for the following quarters.

There were low referral numbers for the targeted provision resulting in ASE not reaching their overall targets for Q1. LMP Action worked with ASE and the Family Services team to increase the number of referrals for ASE in future quarters.

## Quarter 2

Quarter Two saw a large increase in unique young people and engagements due to the 5 weeks of summer holiday provision. A total of 5015 engagements across three areas of provision and 518 unique young people.

### Priorities

To continue to support referrals by publicising throughout the council and other referral agencies.

AoD saw lower delivery numbers at their Masbro centre due to their young people ageing out of the provision. This was a priority for them to enhance their numbers for the next quarter.

# OVERVIEW OF 23-24

## Quarter 3

Numbers continued to increase in the third quarter of the contract. The October half term and Christmas holiday fell within this quarter allowing for high numbers of engagements, equating to the total of 6340 engagements.

In this quarter, we also delivered the first of three events titled 'White City Reveal' showcasing the business opportunities available to young people in White City.

### Priorities

Coordinate the final two Youth Service events which included a celebration event to see the West End theatre production 'Wicked' and the Life Sciences Reveal event.

## Quarter 4

The final quarter of the first year was an opportunity to celebrate the successes of our young people with a trip to the West End Theatre Production of 'Wicked'.

The shorter holiday period saw a reduction in the number of engagements during this quarter (2047), however, the number of unique young people engaging in the programme remained consistent.

### Priorities

To finalise event planning for year 2.



# IMPACT

1221

Unique Young people

Universal

8037

Term time

Engagements

5698

Holiday

1513

Hours of

delivery

Specialist

174

Engagements

121

Hours of  
delivery

Targeted

2591

Engagements

999

Hours of  
delivery

# North

**3 delivery locations**

**507 unique young people**

**8312 engagements**

The data includes the total numbers across all three streams of the youth service programme.

# Central

**4 delivery locations**

**552 unique young people**

**4995 engagements**

# South

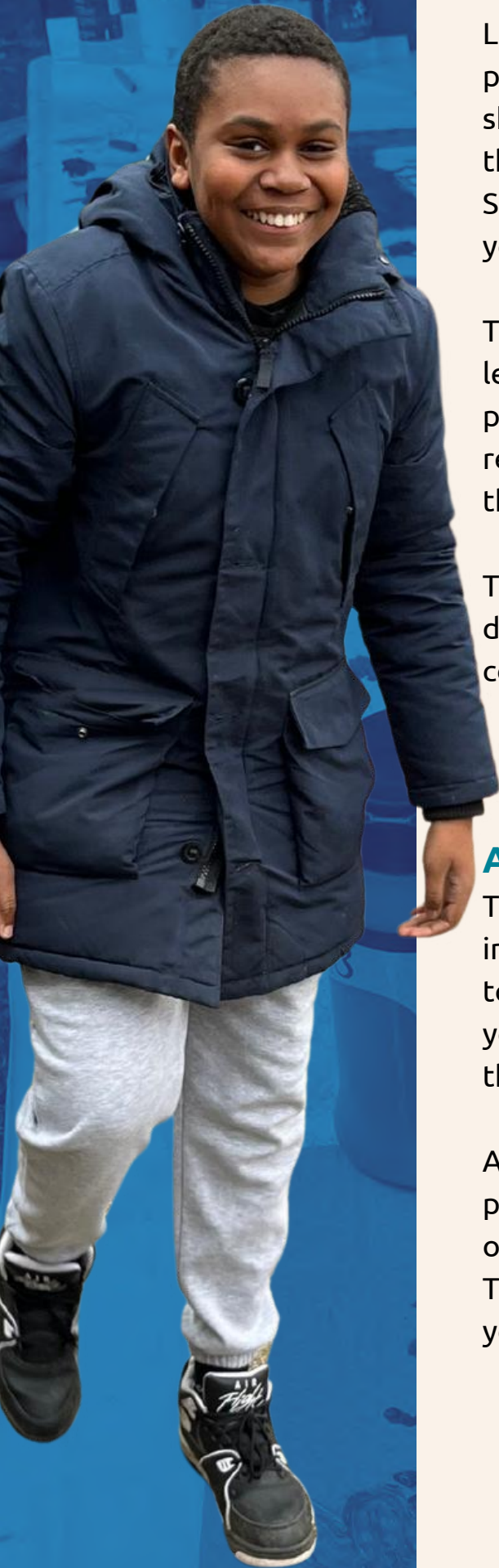
**2 delivery locations**

**162 unique young people**

**3191 engagements**

*Recognising limited resources in the south of the borough, we commissioned three external providers to run pop-up services to enhance the offer in this area. This information will be provided later in the report.*

# HIGHLIGHTS



## LMP Action Holiday Camps

LMP Action has started to develop a leadership programme which is inspiring young people to learn the skills they need to work within the sector or take with them into future careers.

So far, the group have delivered sports sessions to the younger members of our holiday programme.

The group have also spent the last two holiday camps learning how to cook nutritious meals. As part of the programme, they are required to community cook for the rest of the group. They have learnt new cooking skills and the enjoyment of cooking for others.

The number of unique young people is increasing each delivery period and is a priority moving into the new contract year.

## ASE

Throughout the programme, ASE has continued to increase the number of children they can offer support to. The programme has had a significant impact on the young people they support and it's great they can offer their services to more and more young people.

ASE and their young people have been working in partnership with the MET Police to mentor police officers on how to tackle systemic racism within the police force. This a project that will be continuing in the new contract year.



# HIGHLIGHTS

## Harrow Club

Sands End Youth Club has improved most of any clubs in terms of regular attendees, transition work being done with the after-school club run by SEAPIA and key targeted work with young people at high risk of harm.

At White City, HC has provided key equipment for projects such as the music studio and DIY initiative. HC have run key weapons awareness, stop-and-search and emergency first-aid workshops. They have faced some challenges this year which is a testament to the dedication and resilience of the youth work team.

Old Oak has had success with females aged 13-17, which is generally a hard demographic to engage. Some great targeted work around mental health, relationships and staying safe online has been delivered.

HC are excited to begin working at the new family hub centre, Tudor Rose.

## AoD

Action on Disability is pleased to report that their numbers have returned to pre-covid times. This year they have had 40 new young people join their programme.

Young disabled people from AoD presented their new Youth Inclusion Charter at AoD's International Day of Disability in December 2023. It is thought to be the first of its kind in the country.

AoD had 3 young people run for youth council positions for the first time this year.



# CHALLENGES

## SAFEGUARDING

The contract saw a challenging period for safeguarding practices and communication within the partnership. LMP worked closely on the identified issues with partners and offered on going information, advice and guidance, as well as access to mentoring via our Designated Safeguarding Lead.

## REFERRAL ROUTES

At the start of the contract, there was difficulty in generating referrals for ASE's 1-2-1 mentoring provision. With help from relevant services, there has been an increase in the number of referrals to the organisation. Moving into the second year, ASE are already meeting their referral target with 8 new referrals waiting to be triaged.

## DATA REPORTING

The reporting model, which has been used for year one, has raised questions about the accuracy of the data being reported by the providers.

As we move into year two, we will work on creating a new monitoring system to establish the differentiation of unique young people engaging with the youth service programme. This will enable us to establish if providers are gaining funding for the same children across different contracts.



“

I always felt respected and listened to. The mentoring helped me build my confidence in new places and get back into school.

”



100% of young people felt their mentoring provision has been effective in helping to make life changes

“I was excited to get up in the morning because I knew I was going to have a fun day!”

“I love coming here and seeing my friends and really enjoyed the food sessions.”



90% of young people enjoyed their holiday provisions and would like to return for future holiday activities.

“

**The camp helped me to support my family. Finding free activities is rare. It has allowed me to continue working and not be hit with the financial costs which impact the rest of the month's budget.**

”

“These services offer a chance for my child to engage with peers, place sports and take him away from video games and screen time.



100% of parents surveyed felt their provision was useful or extremely useful.

“ I had no expectations when I joined ASE. It was the best thing I did for my daughter. The support my daughter gets is amazing also the help and care we all got as a family was great. There are areas my daughter needs more help with and I'm hoping this mentorship will carry on”

**PARENTAL FEEDBACK**

# DISCRETIONARY FUND

*We established the discretionary fund as a supplementary funding pot, in addition to the main contract. With the identification of need across the borough, we contracted 4 providers to host pop-up provisions to help tackle the areas of limited resources.*

*The discretionary fund will be an ongoing resource throughout the contract, allowing us to continue to provide funding where there is a targeted need.*

## **SEPIA - SOUTH OF THE BOROUGH**

SEPIA have offered a 10-week Boxing boot camp and 1-1 mentoring focusing on fundamental boxing skills, fitness, and defence techniques. The programme aims to boost confidence, enhance mental and physical health, increase discipline, promote teamwork, reduce stress, and improve self-esteem. Additionally, the coach will guide conflict management and resolution.

## **BUBBLE AND SQUEAK - NORTH OF THE BOROUGH**

Bubble and Squeak have offered two main activities: a sports programme at Old Oak Community Centre in East Acton to promote physical health and wellbeing, filling a gap in local provision, and an arts programme to build the cultural capital of young people on the estate. This includes engaging in various artistic activities locally and visiting cultural institutions across the borough to broaden their experiences.

## **DEBATE MATE - NORTH OF THE BOROUGH**

Debate Mate will offer DebateBox sessions in partnership with Burlington Danes School, White City Youth Club, Harrow Club, and Cuban Boxing Academy. These sessions address disparities in skills and life prospects exacerbated by COVID-19. By imparting hard and soft skills, Debate Mate helps bridge these gaps, emphasising the importance of life skills for personal and professional success.

## **DANCEWEST - SOUTH OF THE BOROUGH**

Dancewest has plans to deliver 2 programmes beginning in April 2024. One of the projects is targeted at girls aged 11-18 during term time, aiming to build physical confidence, knowledge and female empowerment.

The second programme is Fit and Fed SEND. The Fit and Fed programme is a long-standing project run in Dancewest, they are replicating the initiative to deliver to children with SEND. Both of these projects have begun in April 24 and will begin to report in Q1.

# DISCRETIONARY FUND IMPACT OVERVIEW

## SEPIA - SOUTH OF THE BOROUGH

- 25 unique young people over 10 weeks
- 2 sessions per week for 8 young people
- 160 engagements
- 6 young people took part in 1-2-1 coaching and mentoring

Over the 10 weeks, the boxing sessions have empowered young people by fostering discipline, confidence and physical fitness. The structured sessions and mentorship have helped young people develop their resilience and self-esteem, equipping them with essential life skills for personal growth.

## BUBBLE AND SQUEAK - NORTH OF THE BOROUGH

- 18 unique young people over 10 weeks
- 26 sessions in total. 2 sessions per week.
- 390 engagements.
- 2 theatre visits.

The programmes have positively impacted young people by promoting teamwork, cultural curiosity and personal development. The young people have forged friendships, developed leadership skills and gained a deeper appreciation for diversity.

## DEBATE MATE - NORTH OF THE BOROUGH

- 24 unique young people over 12 weeks
- 1 sessions per week for 2 groups of 12 young people
- 267 engagements.

The structured debate sessions and boxing training have helped young people to hone their critical thinking, and communication skills and develop an appreciation for their physical health. They have built confidence, resilience and the ability to think on their feet.



This year has seen the launch of the highly anticipated Family Hubs across Hammersmith and Fulham. The three centres will operate at Old Oak Community Centre in the North of the Borough and Tudor Rose and the Stephen Wiltshire Centre in the South.

As part of the Youth Service, Harrow Club continues to deliver from Old Oak but will start a new youth provision from Tudor Rose opening in April. Harrow Club have worked closely with the Family Hub's team to ensure delivery will be operational from the launch date at Tudor Rose. After consultation with families, Harrow Club has identified a need for children aged 9 and above and has requested to reduce the age range of eligible young people to allow for wider support to be provided for the families in Hammersmith and Fulham.

As we move into our second contract year, we will be aiming to increase the youth service provision delivered in the family hub centres. LMP Action will be looking to increase the holiday provision offered at the centres, create career engagement offers for young people and offer adult education programmes to extend outreach.

# YOUTH SERVICE EVENTS



## WHITE CITY REVEAL

11th October 2023

120 Young people aged 11+, from schools in the local area, were allowed to interact with local businesses to see what future career options are available to them.

The event aimed to demystify White City and showcase business presence in the area, raise aspirations, and develop life and career planning skills.



## LIFE SCIENCE REVEAL

8th February 2024

This event was aimed at young people looking to gain opportunities for work experience and ideas for future careers in the realm of STEM. Working in partnership with the LBHF Education Team informed by the Industrial Strategy.

70 young people from years 11 and 12 from schools across the borough.

## WICKED

29th February 2024

We took a group of 30 young people from 4 different providers from across the partnership. The young people had been identified as making positive contributions, outstanding achievements or personal accomplishments.

For many of our young people, this was their first time attending the theatre and they loved it! A fantastic way to celebrate all of the outstanding work of our providers, the young people and the Arts.





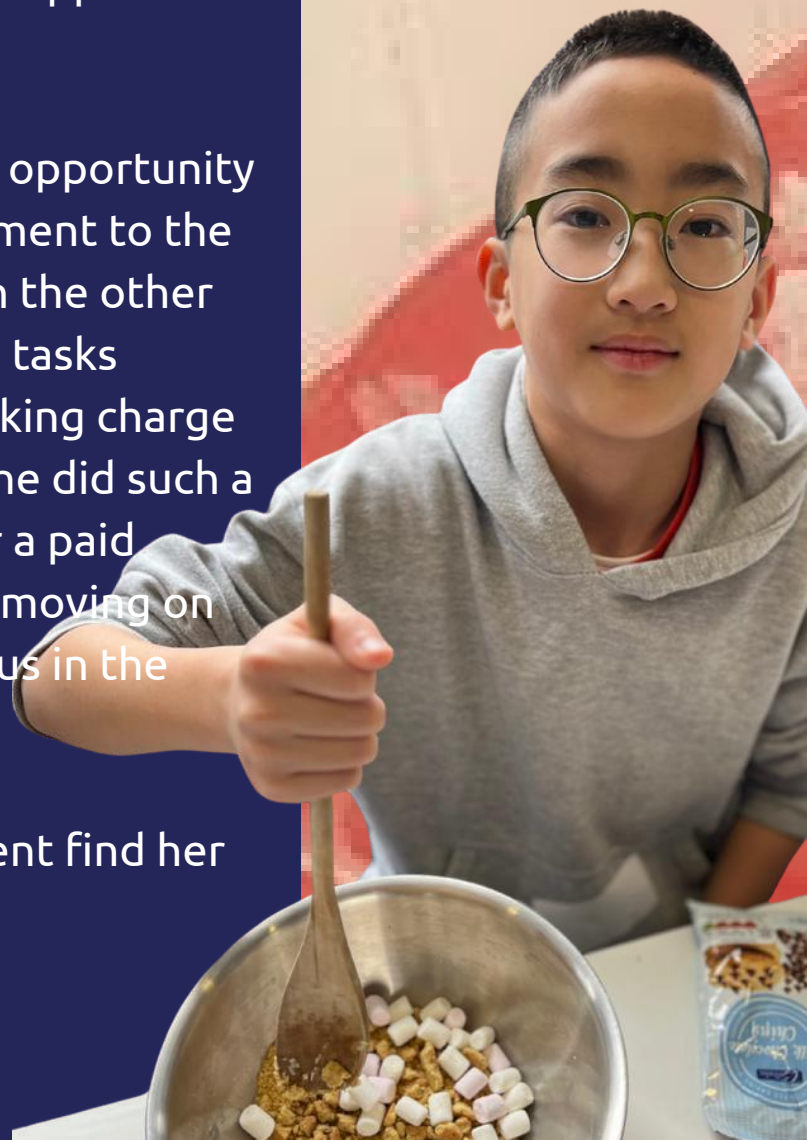
# CASE STUDIES LMP ACTION

Child S and her siblings have been attending LMP Action camps for the last three years. When she started at 13, she was withdrawn from the group and would often disengage and not participate in activities.

She has always shown a caring side to the younger age groups, particularly as two of her siblings were in those classes. As she is close to turning 17 and will no longer be able to attend camp, we thought it would be an excellent opportunity for her to gain some work experience and become a volunteer support worker for the other groups.

Child S was incredibly excited by the opportunity and showed an outstanding commitment to the role. She would arrive and leave with the other staff members each day, completing tasks without the need to be asked and taking charge when handling friendship fallouts. She did such a remarkable job; we have offered her a paid position at future camps and will be moving on to complete an apprenticeship with us in the summer.

To see a young person with such talent find her passion was inspirational to see.



# CASE STUDIES ASE

This case study follows the journey of Mentee C, an 11-year-old Black British male, who has been in the mentoring program for 4 months. He is expected to continue for another 8 months to aid his transition to high school. Mentee C lives with his Dad and has an estranged relationship with his mother, not having seen her for 14 months. He has experienced emotional unsettlement due to witnessing parental arguments. Mentee C displays defiance and tantrums at home, impacting communication with his Dad. Limited extended family support is available, with his Grandmother expressing concerns about his behaviour. Despite these challenges, Mentee C is gradually learning to express his thoughts and feelings more confidently.

Goals for Mentee C's mentoring sessions included creating a safe space for him to share his thoughts and feelings about home life and school, developing strategies for managing emotions, identifying triggers, and preparing for high school. Weekly sessions allowed Mentee C to explore past traumas and frustrations, gain perspective on school issues, and learn to express himself more positively. As a result, Mentee C has become more aware of his impact on others, improved a peer relationship, and begun to identify triggers and solutions for managing his emotions



# CASE STUDIES

## AOD

When KM began accessing our services, Mum raised several concerns about his behaviours, access to the community and his isolation from activities. Observations made by staff also noted that KM did not want to engage in any of the activities offered, often preferring to sit away from other young people.

Over the time he has spent with us, youth workers have encouraged him to participate in activities, sit with other young people and re-direct him when he attempts to run out of space. Staff have also encouraged him to use Makaton or verbal cues to indicate things that he wants (such as water, toys, and toilet).

Mum has noted that while his behaviour continues to be of concern at home, she has noticed that his communication skills have improved and that when he knows he is about to attend AoD he gets excited.

At the sessions, KM has remained in designated spaces and has begun to participate in new activities such as cooking and sports. He has begun to respond by saying hi to staff and young people as well as indicating when he wants water play or to use the toilet. While he does sometimes prefer to sit alone, with prompting, he will do water play in the same space as his peers.



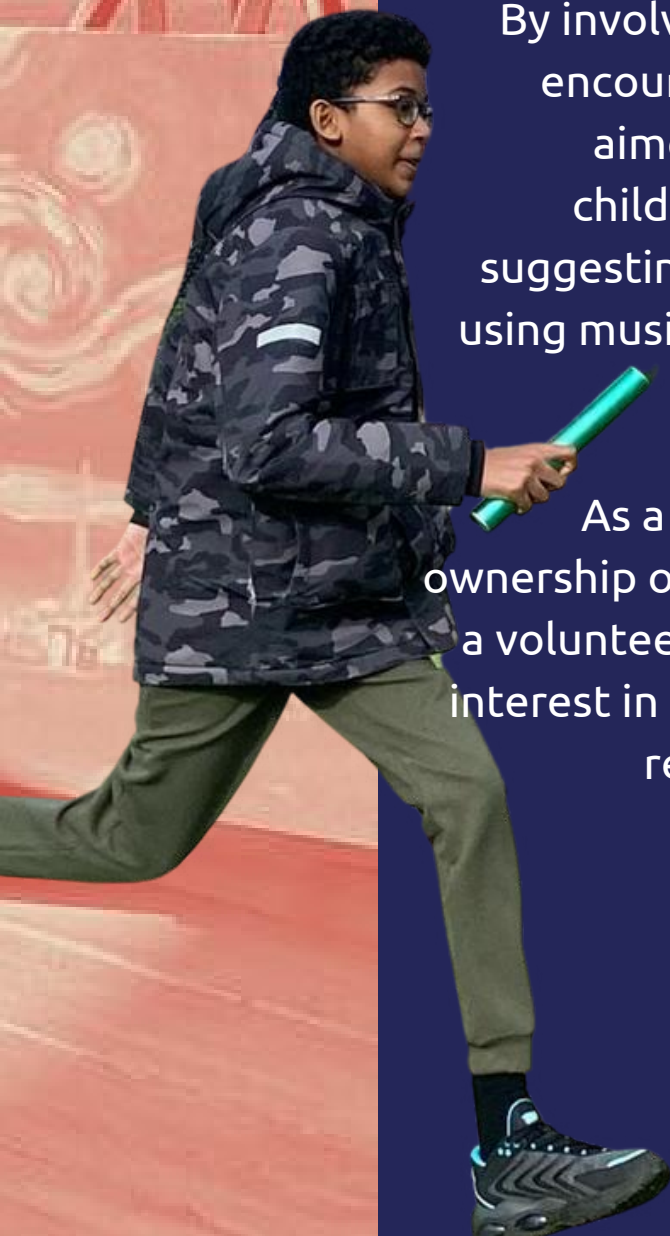
# CASE STUDIES HARROW CLUB

KW, a sixteen-year-old with a determined mindset, faced uncertainty about her future career path and felt overwhelmed by the multitude of options available to her.

Through personalised one-on-one sessions, we addressed her concerns step by step, exploring career possibilities, academic requirements, and practical responsibilities.

By involving her in workshops, and paperwork, and encouraging her to volunteer at a youth club, we aimed to nurture her passion for working with children and build her confidence. Additionally, suggesting outside interests like fitness classes and using music and dance as a distraction from negative thoughts helped her regain focus.

As a result, KW has regained confidence, taken ownership of her future, joined a fitness class, secured a volunteering position with the NHS, and expressed interest in pursuing a youth work course. Her journey reflects remarkable self-empowerment and achievement in a short period.



# CASE STUDIES LMP ACTION



Before the camp, we had extensive discussions with the parent of Child R. He is 12 years old; he has recently been excluded from school for 3 days due to his behaviour. His mum has expressed her son has had thoughts of wanting to commit suicide because he feels no one at school likes him and he doesn't understand what he is doing wrong. Child R arrived on the first day of camp, a quiet and timid boy, who didn't want to attend because he didn't want to get into trouble like he does at school. He engaged in the activities with no problems, and all staff members explained he showed no signs of being a cause for concern.

As the days progressed, Mum would arrive at the gate to drop him off and exclaim to staff how happy she was to see her son back. She said he has been coming home excited about camp and his new friends, he has grown in confidence in such a short space of time and has been begging to come back every day! The fresh start our camp was able to provide child R, has allowed him to thrive. The patience our staff had with him and the kindness all the children showed towards him gave him a new lease of life.

# PLANS FOR 24-25

## **EVENTS**

We are currently planning three events ready for 24-25. The three events aim to showcase the youth projects across the providers and borough, fundraising events to support a need established across the partnership and a celebration event in partnership with the Youth Council to round off the next contract year.

We will be partnering with the LBHF Education Projects Team to continue the Reveal events. We have plans for the Green and Sustainability Skills Reveal in May and the Creative Skills Reveal in June.

## **STRENGTHEN THE PARTNERSHIP**

We are hoping to further strengthen the contract partnership this year by building stronger lines of communication between the provisions, allowing for internal referrals across programmes; setting mutual goals to create a shared vision and encouraging collaboration with the planning and delivery of events.

We will also look to build relationships with providers outside of the contract, using the discretionary fund, when identifying areas of need in the borough. Alongside increasing the links in the family hubs centres.

## **SOCIAL MEDIA**

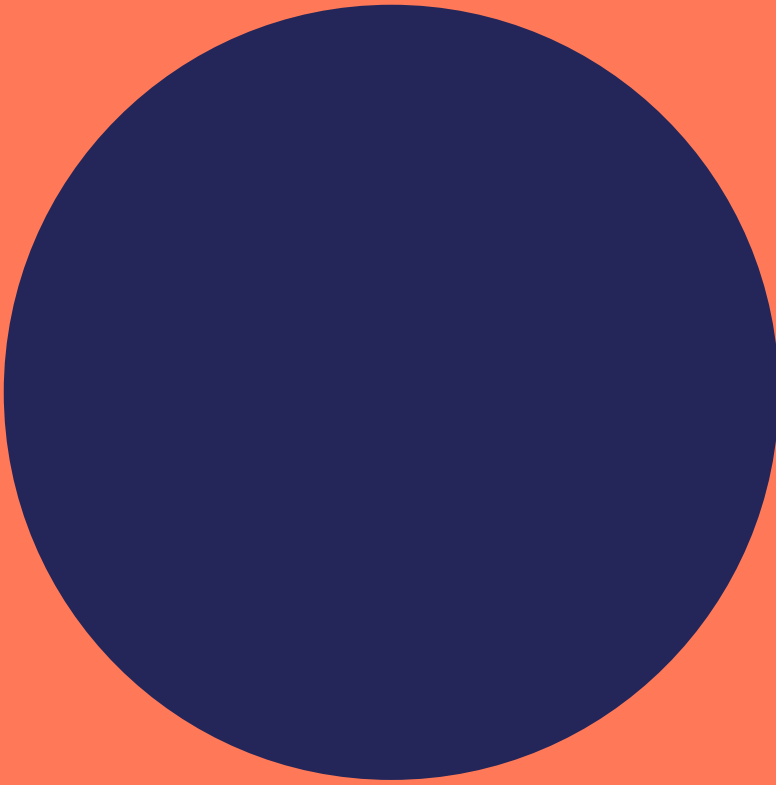
We plan to increase our social media presence to enhance our outreach. We will develop a clear marketing strategy with regular posting across various social media platforms.

Plans to raise the profile of the Youth Service will be in consultation with the Youth Council who will inform Social Media strategy and will co-produce the Youth Celebration event planned for March 2025.

## **YOUTH BOARD**

We have been working with the youth council to create a youth board within the partnership. We have built strong relationships with the youth council but we have recognised the need to build a board of young people who better reflect the children we work with across the youth service partnership.

Each provider will create their youth board, which will run their own reflection and evaluation sessions on how the service is working for them. The young people will come together to action on how we can shape the borough into a community which reflects their experiences.



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**LMP ACTION**