



YOUNG PEOPLE AND FAMILIES

ANNUAL REVIEW
2019/2020

**catch
22**



INTRODUCTION

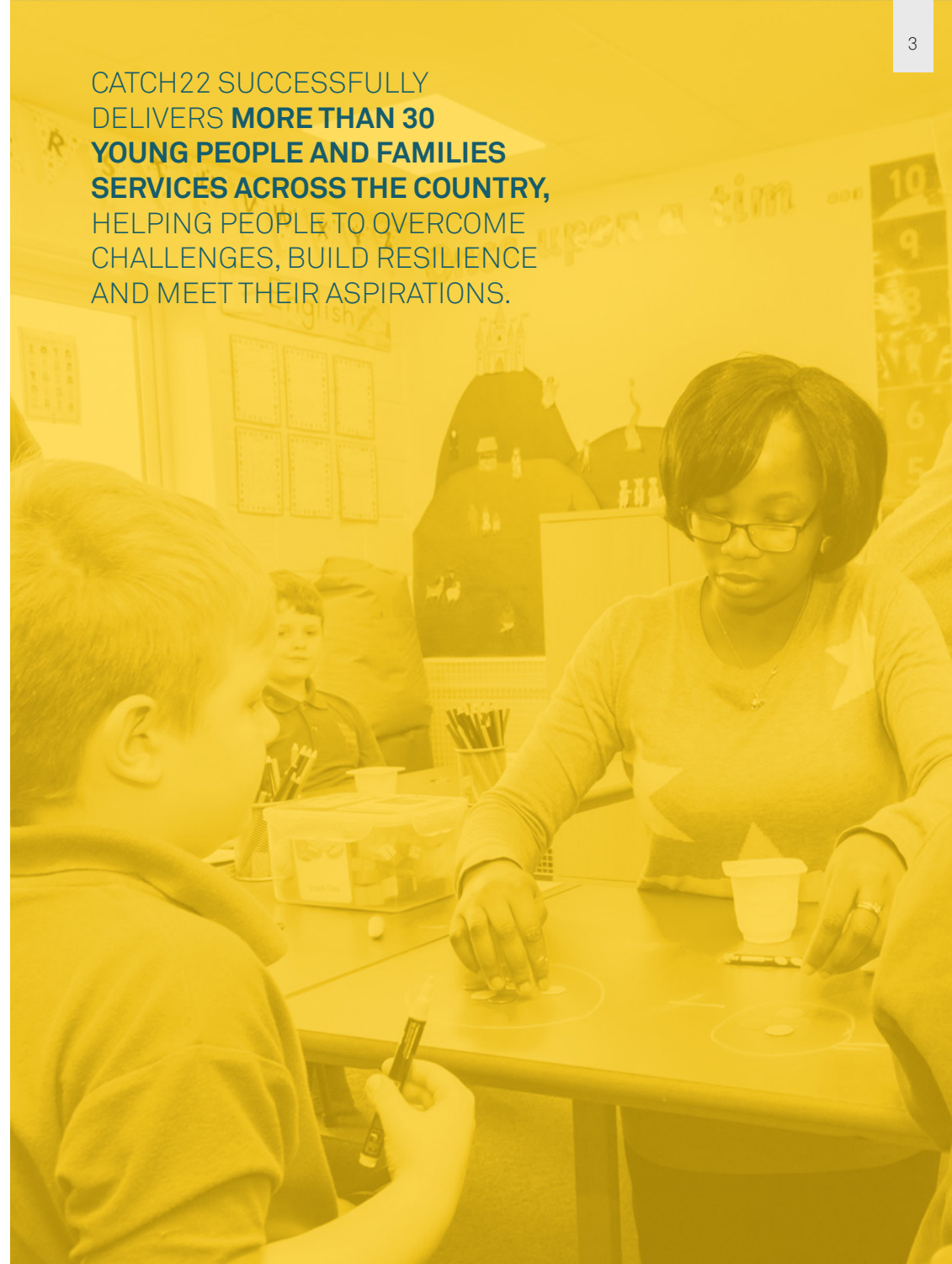


The Young People and Families Hub sits at the heart of Catch22. We cover a wide range of risks, harmful behaviours and challenges faced by young people and their families today. These include: Missing From Home, Child Exploitation, Substance Misuse, Emotional Wellbeing, Crisis Support and Mediation. Our approach is solution focused and evidence based. The Young People and Families workforce of 200 staff and 60+ volunteers is passionate about the work they do. Our skilled teams form trusting relationships and work alongside children, young people and families helping them to build on their strengths, increasing their resilience in order to

- **Feel safer**
- **Be healthier both physically and mentally**
- **Be more confident to make positive choices**
- **Be more able to enjoy their life**

*Kate Wareham,
Director of Young People and Families*

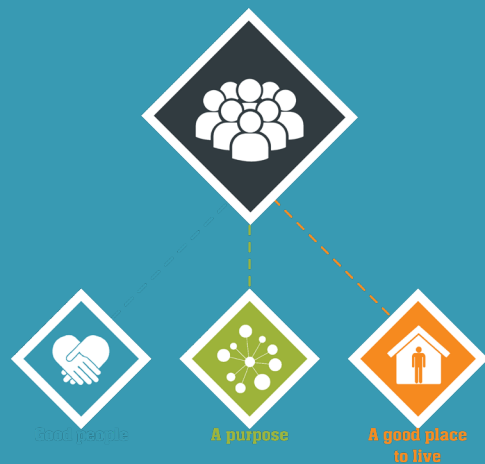
CATCH22 SUCCESSFULLY
DELIVERS **MORE THAN 30
YOUNG PEOPLE AND FAMILIES
SERVICES ACROSS THE COUNTRY,**
HELPING PEOPLE TO OVERCOME
CHALLENGES, BUILD RESILIENCE
AND MEET THEIR ASPIRATIONS.



CATCH22

For over 200 years Catch22 has designed and delivered services that build resilience and aspiration in people and communities.

Our approach is based on the 3Ps. We believe people can thrive when they have:



KEY STATS

95%

feel safer

Over
11,000
people
engaged

90%

of young people leave
with a positive outcome

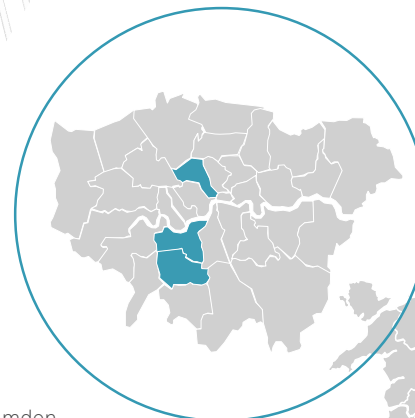
100%

commissioners
satisfied with the
service

92%

improved
mental
health

SERVICES



LONDON

The Hive - Camden
The Hive - Social Enterprise - Camden
Camden Mediation - Camden
Wandsworth YPH - Wandsworth
Merton - Risk and Resilience Service - Merton
Merton - Wimbledon Foundation Health & Wellbeing - Merton

MIDLANDS

Northampton Crisis Intervention & Appropriate Adults - Northampton
Coventry Life Long links Service - Coventry
Coventry Child Exploitation Service - Coventry

NORTH WEST

Wigan Floating Support - Wigan
Stoke & Staffs Child Exploitation Services/Missing from home - Wirral IDVA
Pan Merseyside Child Exploitation Service and Missing from home inclusive of St Helens/Wirral and Knowsley contracts
Trafford Missing from Care Service
Derby and Derbyshire CARES
NLCBF - National

SOUTH EAST

Young Persons Substance Misuse - Surrey
Music to my Ears - Surrey
Hampshire 24/7 Service - Hampshire
YP&F Bespoke - Essex
CHIP - Colchester
Kent SaIFE - Kent

EAST

Suffolk Reparation - Suffolk
Suffolk Mentoring - Suffolk
Norfolk Mediation - Norfolk
Suffolk Positive Futures - Suffolk

THE HIVE

The Hive is a space, a service and a community. It is a preventative service, challenging the stigma of mental health by giving young people a safe space to be themselves and was cited as best practice for mental health provision in the NHS Long Term Plan. The Hive is open to any young person living or working Camden aged 16-25.

The Hive caters for young people who either don't meet the threshold for statutory mental health services, yet need help – or are unable or unwilling to access statutory services. It provides 1:1 sessions with clinicians and a social hub where users are able to take part in a range of activities.


It is jointly commissioned by the Camden Clinical Commissioning Group (CCG) and Camden Council led by Catch22 in partnership with Camden and Islington NHS Foundation Trust, Tavistock and Portman NHS Foundation Trust, Anna Freud Centre, The Brandon Centre, and The Winch.

- There are an average of **5,000 visits** to The Hive a year
- **78% of young people reported making a significant positive change** (the national CAMHS average is 50%¹)
- **93%** of young people seen by The Hive's transitions service engaged with proposed treatment pathway
- Since its existence, it's estimated more than **80 hospital admissions** due to poor mental health have been prevented

¹ Using Unity Based Goal measures

78%

of young people reported making a significant positive change



“A YOUNG WOMAN CAME INTO THE HUB, WHILE SHE WAS IN THE MIDDLE OF A PSYCHOTIC EPISODE. **WE SAT WITH HER FOR 2 HOURS, THEN ESCORTED HER TO AN APPOINTMENT. SHE WOULDN'T HAVE GOT THERE ON HER OWN.**”

THE NATIONAL LEAVING CARE BENCHMARKING FORUM

The National Leaving Care Benchmarking Forum (NLCBF) is a network of 117 local authorities which aims to enrich outcomes for our nation's care leavers. The forum promotes the development of quality leaving care services with member authorities and partner organisations through a process of researching and sharing learning on a national scale.

Highlights this year include:

- Establishing a new Stakeholder Group: comprising representatives from the Department for Education, voluntary and research sectors
- Increase in membership: from 105 to 117 Local Authorities
- Conferences: Co-delivered the annual HMPPS Care Experienced Conference, and spoke at international conference in Germany
- Events: multiple events including themed events on identity and exploitation for frontline staff, three large conferences for Leaving Care service managers with over 100 attendees and four events for care leavers
- Research: completed an important piece of research comparing member local offers, and providing members with a toolkit to help share

learning and improve their local offers.

- Policy and media: members of the Young People's Benchmarking Forum have given evidence at select committees, being interviewed on Radio 4 and for The Times on Sunday

117

local authority members



I LOVE BEING A CHAMPION AND INVOLVED WITH YOUNG PEOPLE'S BENCHMARKING FORUM. IT'S GIVEN ME CONFIDENCE AND POSITIVE NETWORKS. LOCAL AUTHORITIES KNOW MY FACE AND WANT TO WORK WITH ME.



I FEEL LIKE I HAVE 100% OWNERSHIP OVER MY TREATMENT. MY SUPPORT WORKER IS GREAT AND I HAVE A REALLY GOOD RELATIONSHIP WITH HER. CATCH22 HAS REALLY HELPED ME TURN MY LIFE AROUND

SURREY YOUNG PEOPLE SUBSTANCE MISUSE SERVICE

Our Surrey Young people's Substance Misuse Service (SYPSMS) is a county-wide specialist treatment service. It is the only dedicated substance misuse service for Young People aged 11-25 in Surrey, providing 1:1 interventions, group work, workshops, one-to-one support to young people and their families, a 24 hour help line, counselling and pharmacological support.

The age limit for our service has increased from 21 to under 25; we work in partnership with adult services, to ensure that on turning 18, the service user is able to make informed choices as to what support they need, and who is best placed to deliver this. Of the young people we've worked with this year:

- 96% left the service with positive outcomes
- 98% would recommend the service to a friend
- 100% had a care plan in place within timescales

96%

left the service with positive outcomes

SUFFOLK REPARATION AND UNPAID WORK

Catch22 works in partnership with Suffolk Youth Justice Service in support of young people completing court ordered Reparation and Unpaid Work (UPW) hours. The service works with young people in community based settings on a one-to-one and/or a group basis and operates 7 days a week.

Our aim is that the young people we work with, through completion of their hours with us, take responsibility for their actions, pay back and make amends to the community, gain new skills, qualifications and an improved sense of self. We encourage young people to reintegrate, take pride in and gain a sense of ownership in their work and their community.

The service prides itself on the added value it provides to service users:

In addition to Reparation/UPW we facilitate sessions for young people on Youth Conditional Cautions for six hours

- All young people subject to 30 hours or more of Reparation are offered the opportunity to complete the accredited P4I programme.
- Through working in partnership with the British Red Cross, First Aid qualifications are offered to all young people
- Eligible young people are supported to enrol in Catch22 Colleges
- We work with an extensive range of community based partners to give young people the opportunity of work most relevant to them and their experiences.

The service has delivered **2101** hours this year



I LIKE HOW I CAN TALK ABOUT STUFF FREELY, ABOUT ANYTHING AND I REALLY APPRECIATE THAT, I'M NOT MADE TO FEEL LIKE A NUMBER



IT'S NICE TO SEE THAT **CATCH22 ARE STILL WORKING** IN THE BOROUGH, I FIRST REFERRED INTO THE SERVICE ABOUT 10 YEARS AGO AND **THEY ARE STILL DOING AS GOOD A JOB NOW AS THEY DID THEN**

WIGAN WELLBEING AND RESILIENCE

Catch22 is part of the consortium led by Creative Support and including Imagine to deliver the Wigan Wellbeing & Resilience service. We provide support to young people aged 16-25 and that need support to find a safe place to live, support with education, training, finding a job, personal or family relationships, and health troubles including drug and alcohol issues.

100% of the young people using the service said they were happy with the report they received and 100% said they felt more independent after using the service.

In the last year, we've helped:

- 197 young people find suitable, affordable accommodation
- 120 young people with access the correct benefits
- 89 young people back into employment or training

£307,049

social value cost saving in the last year

PAN-MERSEYSIDE MISSING AND CHILD EXPLOITATION SERVICE

Catch22 currently delivers the Pan Merseyside Child Exploitation and Missing from home/care service across Merseyside on behalf of the Merseyside Police Crime Commissioners' office, which also includes contracted CE/Missing services across Wirral, St Helens and Knowsley. We also provide support across Sefton and Liverpool as part of the broader contract.

We are embedded in the local Multi Agency Safeguarding Hub – meaning that cases are dealt with swiftly and with all the right professionals involved.

This year in Missing:

- There have been a total of 2101 missing incidents received into the service covering 3 Local Authority areas.
- A total of 2028 (97%) incidents were offered a return interview (compared to 79% of the national average). 854 (64%) return interviews were completed within

72hrs (compared to 33% of the national average) and 1342(64%) were completed in total (compared to 50% of the national average).

This year in Child Exploitation:

- 115 young people engaged in a programme of support tailored to meet their individual needs
- 252 professionals from various agencies attended child exploitation awareness training
- 147 young people have attended a school assembly or group work

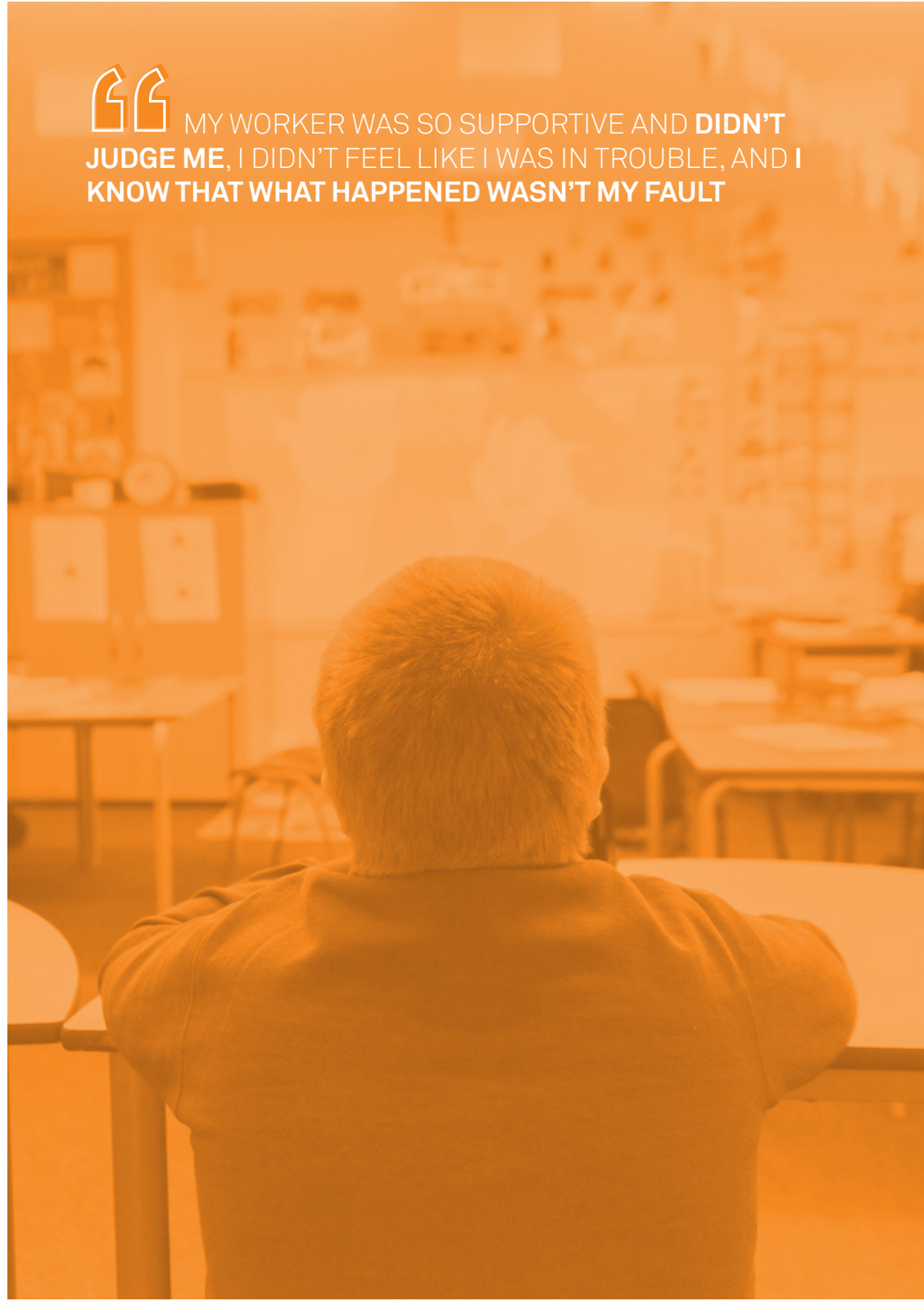
Overall:

- 84% of young people state they feel safer
- 58% of young people have reported that they are getting along better with family member or friends
 - 89% of young people have also reported that they have better improved outcomes when it comes to drug and alcohol.

84%

of young people state they feel safer having used the service

“ MY WORKER WAS SO SUPPORTIVE AND **DIDN'T JUDGE ME**, I DIDN'T FEEL LIKE I WAS IN TROUBLE, AND I **KNOW THAT WHAT HAPPENED WASN'T MY FAULT** ”



STOKE AND STAFFORDSHIRE MISSING AND CHILD EXPLOITATION SERVICE

Each year we work with more than 1,200 children and young people who are subject to exploitation and/or who have gone missing from home. We also engage with nearly 1000 professionals through consultations, awareness raising workshops, meetings, promotional events, conferences, schools and training events.

We recruit volunteer mentors and lived experience champions who enable us to connect more effectively with certain communities of people that we sometimes find difficult to support.

The team constantly explore new ways to engage with its service users – including working with their Young People's Forum to produce a series of brief TikTok style videos to promote our service directly to young people.

- 93% of incidents were offered a return interview – with 82% completed and 77% of those completed within the 72 hour target
- 86% of children and young people exiting the service have demonstrate positive improvements
- 100% of mentors strongly agree that they have personally benefited from volunteering.



I'M REALLY IMPRESSED. IT'S A VERY PASSIONATE SERVICE WHICH ONLY HAS THE BEST INTEREST AT HEART IN REGARD TO SUPPORTING YOUNG PEOPLE AT RISK OF CSE, MISSING AND INVOLVED WITH GANGS. I THINK **THE STAFF ARE SO PASSIONATE, THEY CARE ABOUT THE CHILDREN** AND THE GROWTH AND PROGRESS OF THE SERVICE. **THIS IS SOMETHING THAT SHOULD BE ADMIRERD** AND IMITATED BY OTHER SERVICES

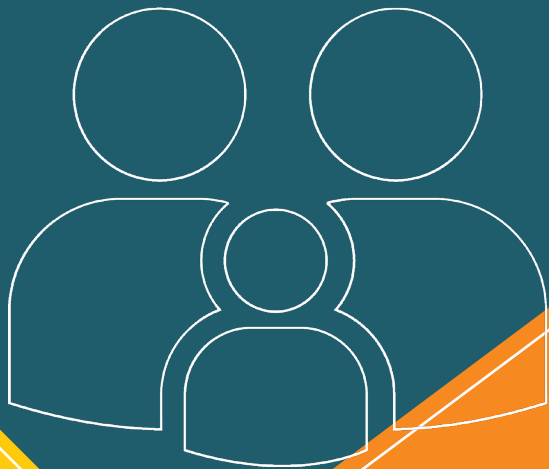
86%

of children and young people exiting the service demonstrate positive improvements

CONTACT US

If you're interested in working with us, or to find out more, please contact:

ypf@catch-22.org.uk



**catch
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