





A little bit about US...

- YSS was founded in 1986
- Aim: To reach and support the most marginalised individuals in our local communities who face significant life challenges.
 - Our support services aim to make them feel safe, overcome their issues and be part of their local community.
- Areas of operation:
 - Worcestershire
 - Herefordshire
 - Shropshire
 - Telford & Wrekin
 - Warwickshire

Our Methodology

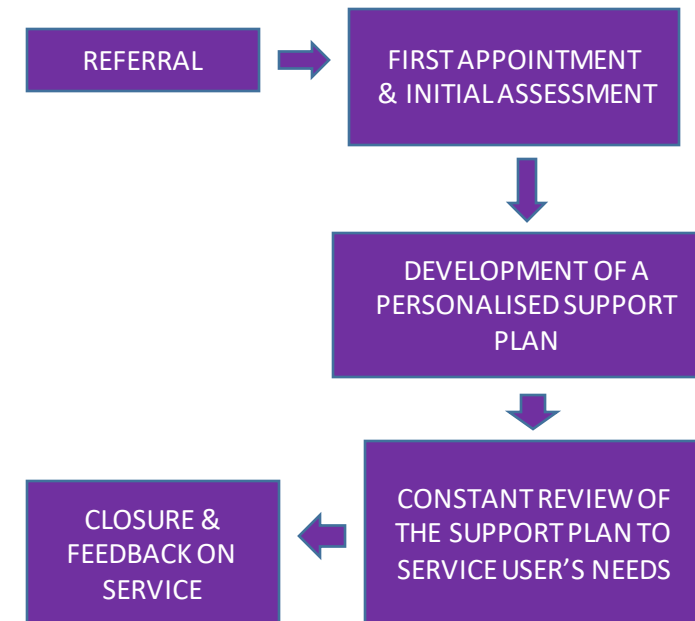
- We meet people at times and places that are convenient for them in their local communities
- We target to break cycles of offending and reoffending for vulnerable individuals in our local communities
- We provide targeted 1:1 support for individuals to develop emotional resilience and face unfortunate situations that are preventing them from feeling part of their local community
- Support with daily practical issues
- Invest in empowering service users to develop skills and competencies to face adverse life conditions
- Emotional Support & a listening ear
- Signposting/ Referrals to other relevant agencies if service user is in need of more specialised support

YSS Support

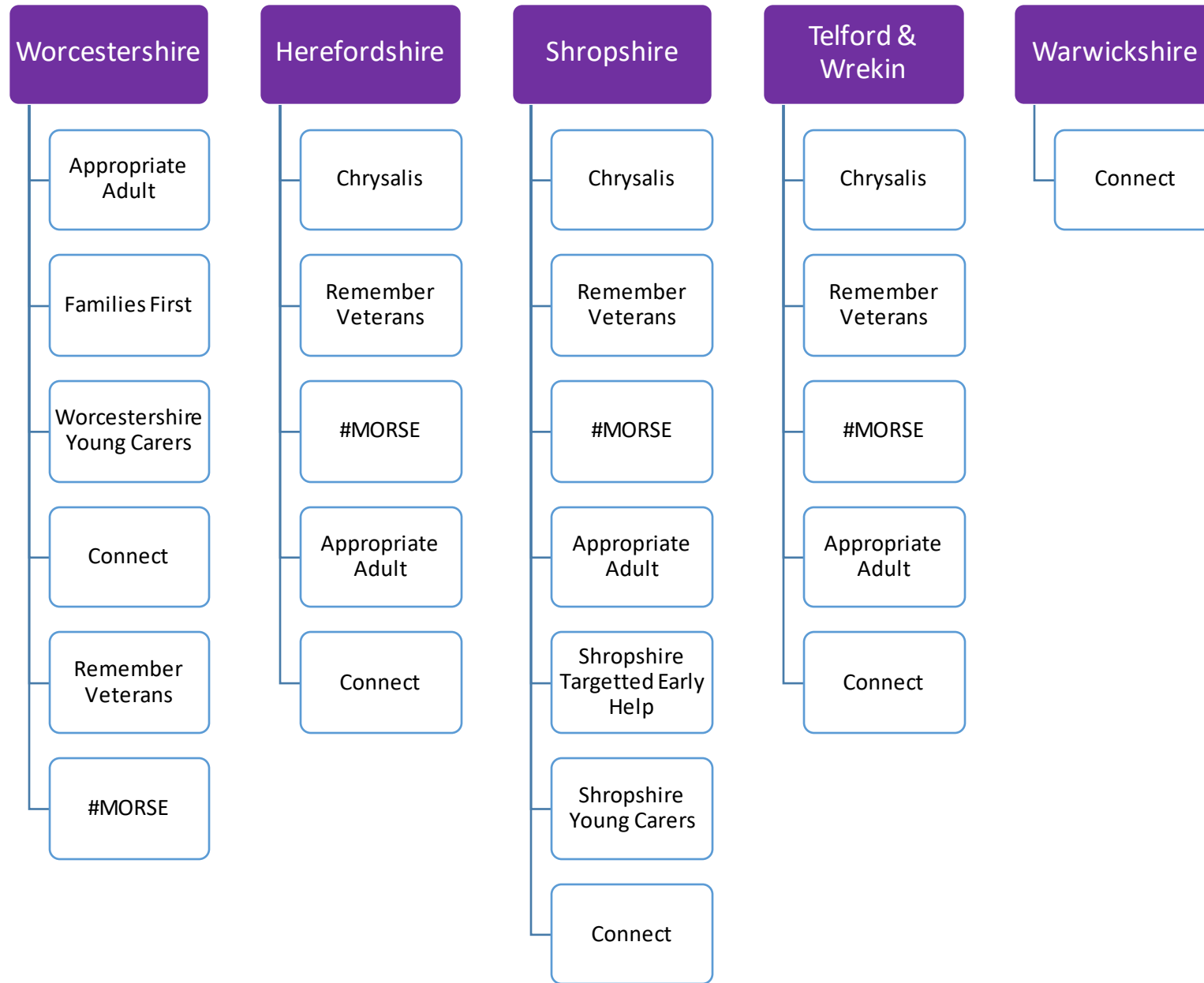
YSS Support Areas

- Accommodation
- Benefits & Financial issues
- Drug & Alcohol support
- Mental Health advice & support
- Health & Wellbeing
- Improving social wellbeing
- Relationship support
- Employment & Training opportunities
- Liaising with specialist agencies & service charities
- Offer practical support & a listening ear

How we work



- We have robust policies regarding GDPR, Safeguarding, Lone working, Confidentiality



Worcestershire Young Carers

- Worcestershire Young Carers is commissioned by Worcestershire County Council
- Aim: provide assessment, signposting, one to one support and monthly youth clubs for young people with a caring role at home, aged between seven and 17, who live in Worcestershire.
- We also support young adult carers aged between 18 and 25.
- The caring role could be for a parent, a sibling or a grandparent due to illness, disability, physical or mental health difficulties or substance misuse.
- For more information on this service or to make a referral contact: Jon Cawdron

How to make a referral to our service?

If you think that you are a young or young adult carer and would like to talk to a member of the team, please call us on 01905 619886.



If you think you are a young carer and you would benefit from our support scan the QR code below and fill in our questionnaire



Shropshire Targeted Early Help

- Shropshire Local Authority commissions YSS to deliver Shropshire Targeted Early Help to provide targeted early help support for children, young people and their families.
- Once a child or young person has been referred to the project with the parent or parents' consent, a keyworker works with the family to assess the issues and draw up an action plan. The amount of time spent with each family is dictated by need.





How to make a referral to this service?

- Gain consent – complete the Shropshire Strengthening Family through Early Help consent form. See the Information briefing Sheet that explains why and how information is held here: www.shropshire.gov.uk/early-help
- Identify emerging needs – complete the Whole Family Webstar Assessment and Whole Family Action Plan
- Complete on ECINS as a task from the action plan: Request for Intervention.
- For non ECINS users - complete a Request for Intervention form, together with the Strengthening Families consent form, the Whole Family webstar assessment and Whole Family action plan to the address provided on the form.
- Please also see the website www.shropshire.gov.uk/early-help for information and guidance and to download tools and resources.

Appropriate Adult

- YSS have been commissioned by West Mercia Youth Offending Service since 1999 to deliver the Appropriate Adult (AA) service.
- YSS only support young people 10-17 years in age when a parent/carer or family member are unwilling or unable to attend.
 - Help safeguard the rights, entitlements and welfare of the young person whilst in custody
 - Support advise and assist them in accordance with PACE Code of Practice C or any other code of practice they are given or asked to provide information or participate in any procedure and interview
 - Observe whether the police are acting properly and fairly to respect their rights and entitlements.
 - Assist young people to effectively communicate with the police
 - Help the young people to understand their rights and ensure that those rights are protected and respected
- We attend call outs to the following custody sites:
 - Worcester
 - Kidderminster
 - Hereford
 - Telford
 - Shrewsbury
- For more information on this service, contact: AA@yss.org.uk



Do you want to get involved?

- Volunteers are a vital part of the Appropriate Adult service
- Without them, operating the service will be a very difficult task. We are always looking at recruiting more volunteers for AA.
 - Why volunteer with us?
 - Experience
 - Training opportunities
 - Travelling expenses covered
 - Giving back to your local community
 - Having an impact on a person's life
 - If you are interested at volunteering please contact volunteerrecruitment@yss.org.uk

What do you have to do as a YSS AA volunteer?

- If a young person needs an Appropriate Adult, the police will ring YSS to request assistance.
- At YSS the phone lines are open between 0600 and 2200 seven days a week
- We have a bank of fully-trained volunteers on a rota system across West Mercia ready to be called upon to act.
- Our volunteer will then go to the relevant police station to support the young person in custody.
- Once the police interview has taken place and a decision has been made by the Custody Sergeant in terms of what happens next, the immediate role of the Appropriate Adult is over. The Appropriate Adult will then complete and return a monitoring form to YSS, which logs what happened at the police station.

Families First

- Families First service is a two year pilot funded by Public Health at Worcestershire County Council, with oversight from Worcestershire Children First.
- Our aim is to support every child and young adult affected by parental imprisonment.
- We are working alongside the open university
- To refer to Families First:
 - Families must reside in Worcestershire (imprisoned parent can be in any UK prison).
 - Have a partner or parent of a child in prison (parent does not have to be the biological parent)
 - Belong to a family with at least one child between 0-18 years
- OR
 - Have a partner or parent of a child about to be sentenced (parent does not have to be the biological parent).
- For more information contact familiesfirst@yss.org.uk
- If you are a professional,
 - To refer a family into the service please fill in this [form](#).
- If you are a family who would like to receive support,
 - To self refer at YSS Families First please fill in this [form](#).
- If you are unable to access the forms please email familiesfirst@yss.org.uk to request a form
- If you would prefer to speak directly to one of our friendly Families First workers, please contact us on one of the numbers below:
 - 07889 590 402 – Michelle (North Worcestershire)
 - 07704 170 855 - Lia (South Worcestershire)



Professional survey

If you are a professional currently working with or aware of a family affected by familial imprisonment in Worcestershire, Herefordshire, Shropshire, Telford & Wrekin fill out our anonymous survey.

By doing so you can help us identify if there is a wider need for a similar service.

You can do so by following this link:

<https://www.surveymonkey.co.uk/r/3SCCG2G>



Are you a professional currently working or in contact with a family affected by parental imprisonment?

You can help us by filling this online survey

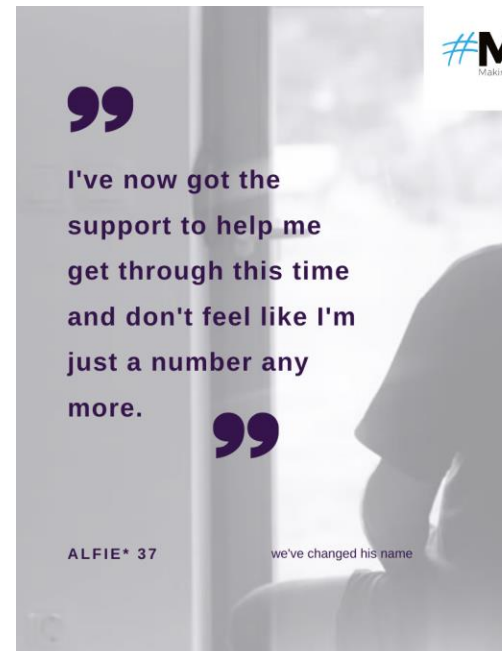
What is the purpose?

- ✓ To identify if there is wider need for similar services
- ✓ We can then develop and improve the support we provide
- ✓ We can understand how best to reach out to these families

#MORSE

- MORSE is a project funded by the OPCC to target those who commit or are at risk of committing Road Traffic Offences
- MORSE is a partnership between West Mercia Police, YSS, Hereford & Worcester Fire & Rescue Service, Shropshire Fire & Rescue Service and Probation.
- MORSE aims to support those who commit driving offences, working with them to overcome their barriers. It targets
 - MORSE will offer both holistic support and a Safer Driving Behaviour Change course
 - The support period depends on individual needs of the service user.

- Referral Criteria:
 - Committed a driving offence or considered at risk of doing so
 - 17 and above (younger people considered on individual basis)
 - Residing in West Mercia



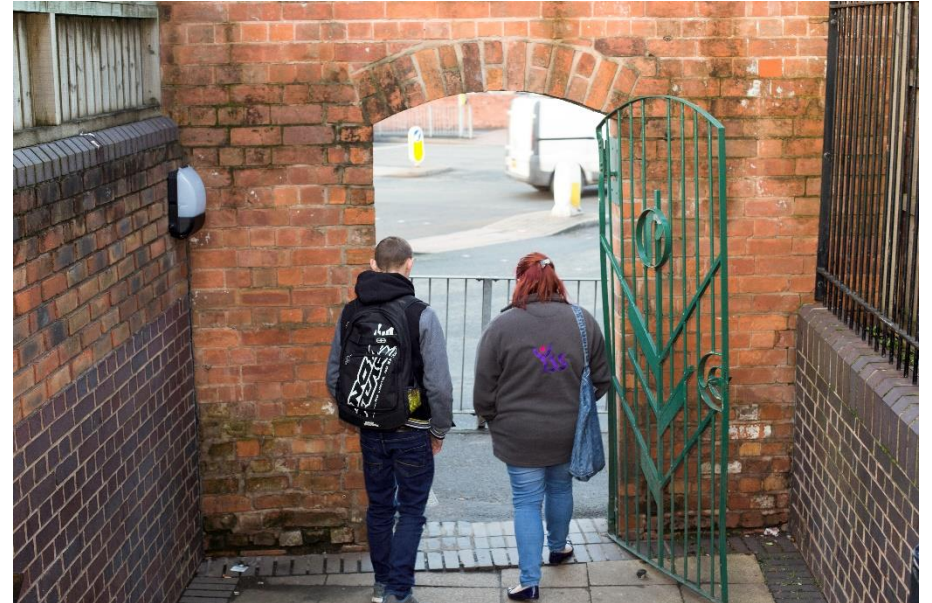


How to refer to this service?

- Anyone can access the support. You can access this support by either:
 - Self-Referral
 - Asking your Liaison and Diversion worker while in custody or after you have left custody
 - Asking a Police Officer if you are stopped at the road side
 - By speaking to your Drug and Alcohol worker or Social Prescriber
 - Or if you are on Probation you can ask your Offender Manager
- For more information or to refer to the service please email: Morse.referrals@yss.org.uk
- Family and friends concerned about someone's driving can also refer by calling Chris on 07717 766153


Connect

- Connect is a new service which started in June 2021. It is provided by YSS in partnership with [NACRO](#)
- Connect is a service for males who are either in custody or are currently on a community order.
- The service's main objective is to conduct a number of interventions with the service user to try and prevent homelessness.
- What can connect do? Assist you in gaining and keeping accommodation.
- Referrals route:
 - Probation/Prison → NACRO receives referral → Referral allocated to YSS Accommodation Advisor
- To find out more about the service contact:
 - Kim Skinner (Accommodation Manager) at Kim.Skinner@yss.org.uk OR Kim.Skinner@nacro.org.uk



Chrysalis

- Funded by Smallwood Trust.
 - The women-only service seeks to enable and empower women and their families to overcome disadvantage, inequality and poverty whilst increasing financial resilience
 - There is no time limit to the support. A person can be supported on a time appropriate to their needs.
 - For more information on the service contact Womens.ServiceReferrals@yss.org.uk
- **Criteria for Chrysalis Referrals:**
 - Female
 - Be over 18 years old
 - Women who are vulnerable with complex and multiple needs (examples include but are not exclusive):
 - women in the criminal justice system
 - women with drug/alcohol dependency
 - women experiencing relationship breakdown
 - women in need of guidance and support for practical day to day issues
 - women who are isolated



How to refer to Chrysalis?


For more information on the service
contact

Womens.ServiceReferrals@yss.org.uk

If you'd like to make a referral or find out
more about Chrysalis, please email:

Womens.ServiceReferrals@yss.org.uk

and we will try to get back to you within
5 working days



Remember Veterans

- Remember Veterans is operating since 2019 and is funded by the West Mercia Police and Crime Commissioner John Campion, the Armed Forces Covenant Fund Trust and DMWS Veterans Places Pathways and People Project.
- This service is for military veterans who are currently in, or are at risk of becoming involved in the criminal justice system.
- The service works closely with the veteran to develop an intensive 1:1 support plan which aims to enable the veteran to access sustainable, independent living whilst reducing the likelihood of offending/re-offending.
- **Where is Remember Veterans delivered?**
 - Worcestershire
 - Herefordshire
 - Telford & Wrekin
 - Shropshire

- **Who is eligible for the service?**
- Anyone who has served
 - Royal Navy
 - British Army
 - Royal Air Force
 - Royal Marines
 - Reserves



Warwickshire and West Mercia Criminal Justice Veterans Project



The Armed Forces Question
How the life of a Veteran



How to refer to the RV service?

- If you are aware of anyone who could benefit from Remember Veteran support contact:
 - Lisa.burnett@yss.org.uk
- OR
- Lisa.burnett@yss.cjsm.net
- Give us a call at 07773930149



Volunteer with us

Volunteers and the ethos and values that volunteering brings to YSS are hugely important to us.

We aim to provide the highest standards of training and support to the volunteers that work alongside YSS and value the extra dimension and diversity they bring to our work.

If you are interested to volunteer for any of our services to make a real difference in a person's life contact volunteerrecruitment@yss.org.uk

Volunteering opportunities for you

Become a volunteer mentor

Purpose of the role: provide one to one support in the community to YSS clients with a general aim of increasing their motivation to gain achievement however small, giving them a sense of direction, and helping them to integrate into the community.

You do not need any qualifications to volunteer with us. You just need to be over 18 years old with a passion and motivation to help people in your local community!

- Full training given for this role
- Project related expenses reimbursed
- You could be volunteering to become a mentor for any of our active services in your local area.
- For more information on the role or to request an application form please email: volunteerrecruitment@yss.org.uk

Become an AA volunteer

Purpose of the role: To act as an Appropriate Adult in support of a vulnerable young person aged between 10 – 17 years of age. An Appropriate Adult Volunteer would

- safeguard the interests of children and young people detained or questioned by police officers
- ensure detained person understands their rights
- ensure that the detained person for whom you are acting as an Appropriate Adult, understands what is happening to them and why.
- Full Training given for this role

YSS recruit volunteers from all walks of life and we do not expect them to have any specific education or formal qualifications. We are looking for volunteers with potential that we can develop as well as those with relevant experience and qualifications.

You only have to be over 18 years old and have the time and enthusiasm to volunteer with us.

- Project related expenses reimbursed
- For more information on the role or to request an application form please email: volunteerrecruitment@yss.org.uk

Volunteering opportunities for you

Young Carers and Families Volunteer Mentor

About the opportunity: Support young carers and their families to lead positive lives and help motivate young carers to make positive changes in their lives by working through structured support plans. This may include liaising with schools, supporting parents make changes for example accessing local support groups

Main purpose of the role

- Providing individual support to young carers and their families.
- Supporting and motivating young carers and to work towards agreed actions.
- Signposting to appropriate agencies where necessary
- Reporting to the Community Keyworker

To find out more about this opportunity or to request an application form please email volunteerrecruitment@yss.org.uk

Volunteer Group Work

About the opportunity: This opportunity is ideal for those wanting to volunteer with vulnerable children, young people who are in a caring role and their families. Supporting young carers to lead positive lives help motivate young carers to make positive changes in their lives, attending young carers group (including online sessions) and other positive activities.

Main purpose of the role

- Assist with planning small group meetings
- Assist with the delivery of small group meetings providing a range of activities.
- Assist young carers activities and young carers residential breaks
- Reporting to the Community Keyworker

To find out more about this opportunity or to request an application form please email volunteerrecruitment@yss.org.uk

Do you have questions? Do you
feel like you or someone you
know might need support?

Contact us, Get involved with YSS, Get to know us!