



linx

Empowering Young People
In Middlesbrough

Linx services

- ⊙ Open access
- ⊙ **1-2-1 support**
- ⊙ Family support
- ⊙ Detached
- ⊙ Key Fund
- ⊙ Apprentices
- ⊙ Holiday activities
- ⊙ Partnerships



Holly's story

1-2-1 support as part of a package to help a young woman succeed

This case study shows how Holly Fryer, a girl from Hemlington, engaged with Linx services over a number of years, including receiving 1-2-1 support from Senior Youth Workers, to address her personal challenges and support her journey towards training and employment.

Linx's Senior Youth Workers delivered 290 hours of 1-2-1 support to 63 individuals between April 2017 to October 2018. 1-2-1 support is bespoke to the individual and is an essential part of a package of services delivered by Linx. It complements other engagements, including Detached Youth Work, open access sessions and project work and can lead to referrals to other specialist services.

"Linx has helped me through a lot from a young age and is still helping me now."
Holly Fryer

Issues addressed

Many young people in Middlesbrough have multiple and complex needs and challenges.

Holly was getting involved with large groups of young people within the Hemlington area that were involved with anti-social behaviour and risk-taking behaviours. This behaviour transferred in to home life, as she was becoming more challenging and her behaviour worsened in the household.

The approach

1-2-1 support is introduced where young people are experiencing particular problems or challenges and would benefit from some space and time to work through these privately, with a Senior Youth Worker.

Holly had been involved with Linx's Hemlington services for a number of years, including health awareness, cooking sessions, community events and the local youth club. When she drifted into risk taking and anti-social behaviours, Senior Youth Workers already had a good relationship with her and were able to work flexibly with her and provide a safe environment to discuss and work through her issues face to face, as well as supporting her to access training and employment avenues.



“Holly was helped to find work whilst studying and became a role model for her peer group”

John Burns, Senior Youth Worker, Linx



Future plans

Having completed her Level 3 course successfully, Holly is now enrolling on an Open University Level 4 Health and Well Being course through Middlesbrough College. Holly is aiming to study nursing at university in 2019 and hoping to qualify to be a midwife.

Holly is a great advocate for Linx and a role model for other young people who may be struggling, or face challenges, which they need support to help overcome. This case study and others can promote the benefits of being involved with Linx services, accessing support and becoming empowered to plan a more positive future.

Within Linx, young people will continue to be recommended for 1-2-1 support through their engagement with the range of Linx services, information and learning will be shared within the team to track progress and understand what works well.

“You are stronger than you think, help is always out there.”
Holly Fryer

Achievements

- The holistic approach worked well for Holly, with the flexibility of Linx workers important in enabling the team to build a rapport with her and letting her access 1-2-1 support and other services when she needed to over a long period of time
- The team were able to provide Holly with positive affirmations, as well as information and support around training and employment, supporting Holly with CVs and application forms and routes to employers
- Holly enrolled to study Health and Social Care at Middlesbrough College and was helped to access a number of jobs, to supplement her income and experience, including catering at Middlesbrough Football Club, KFC and Care Line at Middlesbrough College
- An added benefit was the positive impact on the rest of Holly's peer group, who now also access Linx services on a regular basis and have been inspired to access training and also work whilst studying

“If it wasn't for Linx, I don't know where I'd be now. If you are in danger or need help, I strongly recommend you go to them.”
Holly Fryer

Linx long-term impact goals

- Young people are empowered and have the skills and opportunities to reach their full potential
- Young people take positive action and are connected and add value to their communities
- Youth services are resourced Borough-wide, supporting young people partners and communities

Linx youth services

- Linx secured funding from the Youth Investment Fund 2017-20 to roll out an ambitious youth services programme in Middlesbrough, based on solid youth work expertise and principles
- Linx is led by an experienced Youth Work Director and supported by finance and operations staff, with delivery of activities and support through a team of four senior youth workers and up to five apprentices
- Linx established an apprenticeship scheme as part of its YIF programme, which provides training, mentoring and work experience for local young people supporting open access sessions, with accredited qualifications and pathways to employment
- Apprentices also play a key role in developing and delivering the Feel Good Boro annual youth celebration and support event
- Building on a solid base of Detached Youth Work practice in Hemlington, Linx has rolled this methodology out and developed open access sessions (youth clubs) in 8 targeted areas of Middlesbrough, identified as having a high level of need, working closely with local partners
- Linx provides one to one support for young people with additional challenges and also work with their families when appropriate, to resolve issues and empower young people to overcome problems
- Groups of young people are supported through the Key process to address issues they identify as important and progress on to undertaking community action projects in their local areas, raising funding to roll these out, with support from youth workers
- Linx provides very successful summer holiday programmes, diversionary activities during Mischief Night and targeted interventions in collaboration with local partners



YIF supports voluntary, community and social enterprise youth organisations to deliver, expand and create high quality local youth provision in targeted communities across England.

Linx is one of nine projects funded in the North East from 2017 to 2020 and YIF funding supports most of the Linx youth services in Middlesbrough.

Linx is actively involved in the YIF national evaluation framework which seeks to promote quality youth services and build an evidence base for improvement and investment.

Linx youth services are also supported by:

