



ENGAGE YOUTH & FAMILIES SERVICE

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ONE TO ONE  
&  
GROUP WORK  
SUPPORT

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*Information for schools,  
Parents/Carers & agencies*



## Welcome

Thank you for taking the time to read our information booklet.

For over 5 years, Engage has been working with young people and their families across Melton Mowbray, Rutland and North West Leicestershire.

Funded by The National Lottery in partnership with Melton Learning Hub, Engage has successfully developed a comprehensive package of support for young people aged 11 - 18 years and their families, using a developmental and long term approach to our service.

Our packages of support are tailored individually to the needs of young people and their families in collaboration with young people, parents and external services such as schools, community organisations and alternate learning environments.

We strive to reconnect young people and their families back in to positive and healthy societal activities and networks.

The purpose of this booklet is to highlight two particular strands to our work, both are vital in reducing recurring problems and challenges and support in building strength, confidence and resilience across the families we work with.

Here we provide a guide about our 121 intervention support that focuses on individual young people and their families as well as our preventative group work sessions that supports young people who are struggling with the challenges at school, home and broader social groups.

We are open to collaborate with other agencies, community groups , schools and alternate learning provisions to build a package of support that suits the service user and further enhances their lives.

For more information about our service, please visit

[www.meltonlearninghub.org/engage/](http://www.meltonlearninghub.org/engage/)



# Vision and Mission

## Our Vision

Engage envisions a society in which the most vulnerable young people will have the power to lift themselves out of unsafe circumstances and to create positive, healthy life choices for themselves, their families and their communities, now and for the future.

Our vision is to cultivate growth, resilience, and empowerment in young people and their families by providing accessible and comprehensive services.

## Our Mission

ENGAGE's mission is to empower young people (11-18 years) and their families by providing practical advice, support and resources that build family strength, resilience and independence.

# Our Core Principles

## To advocate for young people and their families to give them a stronger voice.

- To support young people and their families in speaking up for themselves.
- To empower young people and their families to have a say in the decisions that affect their lives.
- To amplify the voices of young people and their families so that they are heard by decision-makers.
- To ensure that young people and their families have access to the resources and support they need to thrive.

## Keeping young people and their families connected and informed to other services in their lives.

- Connecting families to the information and resources they need to make informed decisions, and helping them understand the impact of those decisions..
- Providing a safety net when families and young people disengage from other services and help them to re-establish those important support networks.
- Acting as a central hub for gathering and disseminating information to help families understand.

## Sustained supportive service.

- We are committed to providing long-term, sustainable support to young people and their families, so that they can thrive.
- We believe that all young people deserve the opportunity to reach their full potential, and we are committed to providing them with the support they need to succeed for as long as it takes.

## 121 YOUTH SUPPORT

Engage's 121 youth work sessions offer tailored support to young people facing specific challenges. Our approach is centred on providing long-term intervention, addressing the root causes of these issues and facilitating lasting positive change.

Our dedicated youth workers engage in ongoing one-on-one sessions with young people, fostering a strong rapport and creating a safe space for open communication. Through collaborative discussions and personalised guidance, we help young individuals navigate their struggles and develop coping mechanisms.

Our intervention extends beyond the individual, encompassing family involvement as a key factor in long-term success. We engage with families, providing education, support, and strategies to strengthen family dynamics, foster healthy communication, and promote overall resilience.

Engage's 121 youth work sessions are not just about addressing immediate concerns; they aim to empower young people and their families to build a foundation of strength and stability, enabling them to overcome challenges and thrive in the face of adversity.

Some of the common topics that may be addressed in 121 youth work sessions include:

- Mental and physical health
- Substance abuse
- Family conflict and overcoming adversity
- School challenges, successes and goals
- Criminal and antisocial behaviours
- Developing positive and supportive friendship groups
- Building confidence and self esteem

Sessions take place weekly for a maximum of 2 hours per session.

We advocate on behalf of our service users in order to:

- Further support education, SEN and EHCP processes.
- Build long term positive family relationships
- Connecting services to the family and supporting families to understand everyone's role

## 121 YOUTH SUPPORT

James was referred to ENGAGE due to his reluctance to go to school, severe behaviour and language towards staff and pupils. He refused any support from school and wouldn't do his online learning. Parents felt the school had let him down and also refused help.

Engage worked with James for a year during year 11. He knew that he wanted to either become a butcher like his Grandfather or work on farms.

For a year, Engage worked with James during his final year of secondary school, building his confidence and helping him to restart his online learning with dedicated tutors. Engage also worked closely with James and his parents to understand his interests, which were centred around becoming a butcher like his grandfather or working on farms. This led to the development of a unique plan that supported James's special educational needs and provided him with further support to pursue an apprenticeship at his grandfather's butchers.

Through this process, Engage built a positive and trusting relationship with James's parents that encouraged regular sessions and provided a supportive environment for James to flourish. Engage also worked with James to understand the impact and consequences of his behaviours towards others, which led to him having more respect for himself and those around him.

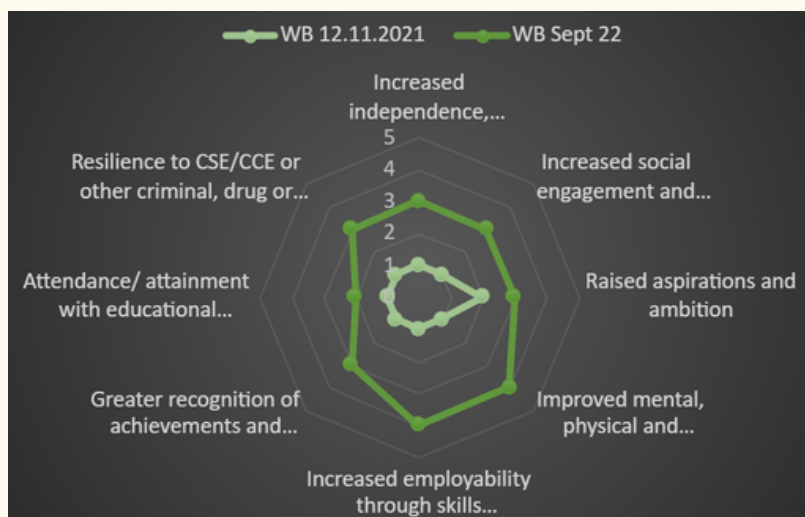
One of the key milestones in James's journey was completing a Food Hygiene Course while working at his grandfather's butchers. This not only gave him practical skills and knowledge but also helped to build his confidence and set him on a clear path towards his career goals.

Throughout this journey, Engage provided ongoing support to James and his family, ensuring that they felt heard and understood at every stage. This included working with James to develop strategies for managing his behaviour and communicating with his family to provide regular updates and feedback.

As a result of this support, James is now in a position to pursue his passion for food, butchery, and farming with renewed confidence and enthusiasm. Engage helped James apply to a college that will provide him with the support he needs to continue his education and pursue his career goals in this field.

Prior to closing the case, James had started a relationship that had given him more confidence to succeed. James's journey with Engage was not only focused on his academic and career goals but also encompassed other aspects of his life, including education, advice, and guidance on sexual health. Engage recognised the importance of providing James with comprehensive support, which included issuing him with a C-Card.

By providing James with advice and guidance on sexual health, Engage helped him to develop a better understanding of the risks associated with sexual activity and how to protect himself and his partner. This, in turn, helped to build James's confidence and self-esteem, which has contributed to his overall success.





## YEAR 7 GROUP WORK

Engage's group work offers a proactive approach to youth support, focusing on prevention and early intervention. Our group sessions are designed for young people who are not yet experiencing significant challenges, but who may be at risk of developing problems down the road.

Through tailored group activities and interactive discussions, we equip young people with the skills and knowledge they need to make positive choices and navigate life's challenges effectively. We address topics such as:

- Building resilience and self-confidence
- Effective communication and conflict resolution
- Decision-making skills
- Mental health awareness and coping strategies
- Social skills and peer support

Our group work sessions provide a safe and supportive environment where young people can connect with peers, share experiences, and learn from each other. We emphasize peer support and group accountability, creating a sense of belonging and fostering a positive peer culture.

By addressing potential challenges early on, Engage's group work helps young people develop the resilience and skills necessary to thrive in their personal and social lives. We believe in empowering young people to make healthy choices and navigate life's challenges with confidence, preventing problems from developing and promoting overall well-being.

We focus on preventative strategies that enable young people to:

- make healthy choices
- develop coping skills
- build resilience
- stay safe
- reach their potential
- live happy and fulfilling lives
- explore and develop the skills and behaviours to become confident learners

Group sizes are typically 4 young people per session. This enables us to focus on each person during the sessions and provides them with enough space to thrive.

Our sessions take us away from school site to give young people some breathing space and the opportunity to explore their local community.

A lot of our work is based in woodlands, countrysides or any open spaces. This gives young people the freedom to explore, have a voice and to be challenged without feeling enclosed or restricted.

Our main goal is to see a lasting impact in each young person by seeing an increase in positive behaviour, attendance and attainment both in school and at home.

## WHAT DO YOUNG PEOPLE THINK ABOUT ENGAGE?

"I WAS SO SCARED OF GOING TO THE THEATRE, I GET REALLY ANXIOUS WHEN THERE IS LOTS OF PEOPLE, BUT I WENT AND I HAD SUCH A GOOD TIME."

"IF I DIDN'T HAVE ENGAGE, I WOULDN'T GO TO SCHOOL"

"I AM ABLE TO TALK ABOUT THINGS WHICH I COULDN'T TALK ABOUT AT HOME."

"IT IS SO GOOD DOING THINGS TOGETHER IN A GROUP, WE HELP ONE ANOTHER WHEN WE GET ANXIOUS."

"I LOVE PLAYING IN THE WOODS AND MAKING FIRES"

"TALKING IN A GROUP AND LISTENING TO OTHERS DEFINITELY HELPS ME WITH MY SELF-WORTH."

"I WOULD HAVE BEEN IN A VERY STICKY SITUATION IF I DIDN'T HAVE AN ENGAGE WORKER TO TALK TOO, WHO GOT ME THE HELP I NEEDED."

"IT'S REASSURING THAT I'M NOT THE ONLY ONE WITH THOSE THOUGHTS."

"GIVES ME A BREAK FROM THE STRESSES I HAVE AT SCHOOL"

"I COME AWAY FROM GIRLS GROUP FEELING I CAN DO ANYTHING IN LIFE."

"I CAN TALK ABOUT MY PROBLEMS WITHOUT FEELING JUDGED"

"KNOWING THERE ARE PEOPLE WHO CARE ABOUT US."

## What do we/you need prior to sessions commencing.

Prior to working with young people, we will provide the following to your organisation/school:

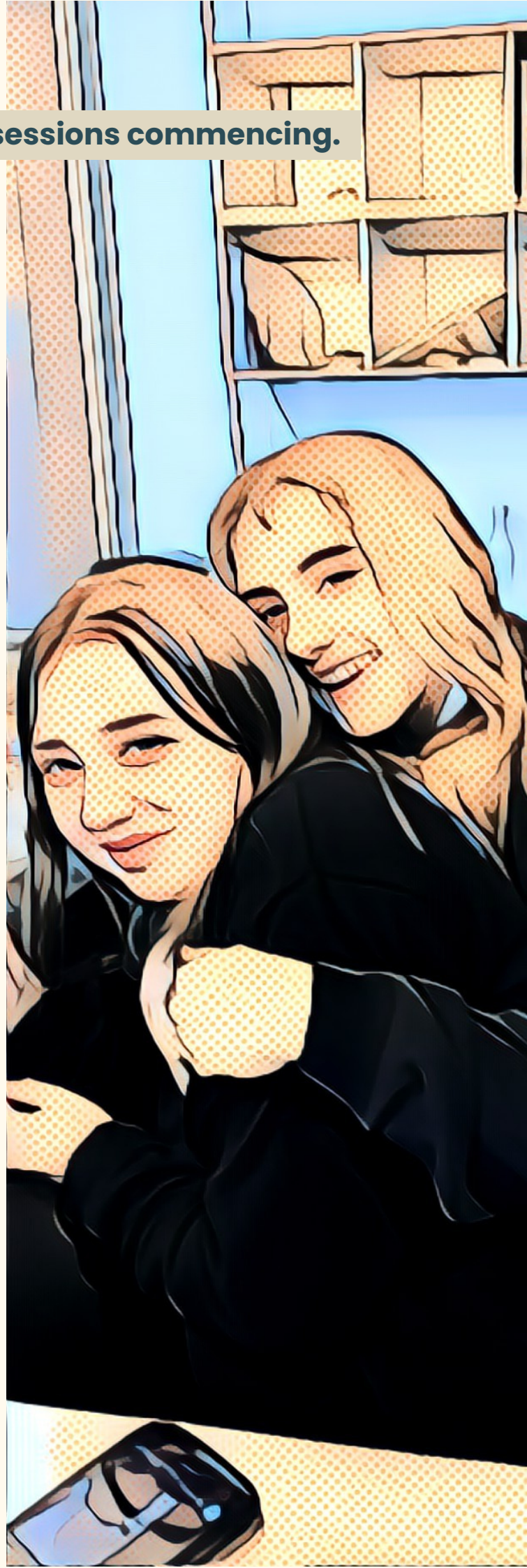
- DBS numbers provided.
- Dynamic Risk Assessments available.
- Public indemnity and insurance details provided.
- Any policies you require.

Before we can work with young people, we will require the following information:

- Referral forms for each young person to be submitted to us.
- A key contact number of a staff member in your organisation/school that we can contact during our sessions.
- Parental consent Forms for each young person to be completed prior to work commencing.

For group work, please consider:

- Our group sizes are a maximum of 4 young people.
- If there is only 1 young person available for the session, it is no longer a group and the session will be cancelled. This may incur a charge for late cancellations.
- The school/organisation is responsible for contacting Engage staff prior to sessions so that we are aware of any concerns or changes.







Contact us for more information



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