**General Overview of Level Two Youth Project (2020)**

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| **Who we are -** Now in our 19th year, we have been offering high quality youth provision in direct response to local need, enabling young people to achieve positive outcomes. Increasing numbers of young people access our services. We are well respected within the local community & have recruited & retained a diverse & high quality team of staff & volunteers. Vulnerable young people with complex mental health challenges are at the heart of Level Two, directly influencing provision through consultation & feedback. For young people with significant complex mental health challenges we provide Counselling & Mentoring. This improves mental health, increases resilience & reduces high risk harmful behaviours. Young people become more connected with their peers, families & communities. Prior to the Pandemic, much provision was delivered in our Youth Hub offering a dedicated, well-equipped safe space for young people age 7-25yrs. Here we delivered our Early Intervention Programme after school & in evenings. Currently, much of our provision is delivered in schools & in deprived or rural areas through our Outreach work.  |
| **Services offered** |
| **Counselling –** Our 1-1 Counselling service is delivered by a qualified & registered Counsellor. A young person receives a minimum of 1hr face to face, once a week. Although the length of the intervention can vary according to need, it is a minimum of 12weeks. Currently our Counselling is delivered in schools, at our youth hub or remotely using Skype, Zoom or other remote platforms. The Post holder must be able to deliver Counselling using any of these ways of working.The aim of our Counselling provision is to enable clients to make sufficient progress in understanding and coping with their complex mental health challenges. They then feel resourced within a supportive network & not so reliant on the ever diminishing statutory mental health provision. As with mentoring, the client will be contacted to check that outcomes have been sustained & to explore whether a re-referral is needed. Referrals are made by GPs, health professionals, social care team & schools. Young people & families can refer themselves. We work in partnership with local NHS mental health service. We support the extremely underperforming Norfolk Suffolk Foundation Trust by filling the gaps & offering young people support before & after clinical intervention. |
| **Mentoring –** Our Mentoring programme, delivered by trained youth workers, is a mental health intervention, person centred, for vulnerable young people age 7 – 25yrs. Mentees receive a minimum of 1hour face to face once a week. The length of the intervention depends on individual need, varying from a minimum of 12 weeks to more than a year.  |
| **Hub Based Open Access Early Intervention – (Currently suspended due to the Pandemic & Government Guidelines.)** Normally these are weekly sessions at our Youth Hub, during term-time & in school holidays. Our early intervention programme looks at different topics on a wide variety of issues, highlighted to us by the young people. Staff encourage young people to engage in activities, access resources with information, advice and guidance through leaflets, books, visual aids and fun interactive activities to maximise the learning for the young people. In the current situation, some of this work is happening on Outreach & detached sessions.  |