

# Wraparound Project Report

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LOTTERY FUNDED

  
**YourStory**  
Challenge, Inspire, Support

# Executive Summary

Wraparound was a National Lottery funded pilot project in the London Borough of Lambeth to investigate how intensive, young person-specific mentoring can best be used to reduce offending and reoffending in young people identified as high risk.

The project, which was run over four years, worked with 148 young people. The majority of referrals came from Lambeth Youth Offending Service, parents, youth organisations and schools. All the young people involved in the project were offenders, at high risk of offending, excluded from school with a significant risk of offending, or highly susceptible to becoming victims of offending.

Throughout the project, our mentors worked with the young people in one to one and group sessions, as well as supporting them in securing external training to improve their employment prospects.

We also worked with the families of the young people and any other supporting agencies involved in their development. This holistic approach was vital in providing support from all angles of the young person's life.



*Wraparound mentoring primarily took place in the London Borough of Lambeth*

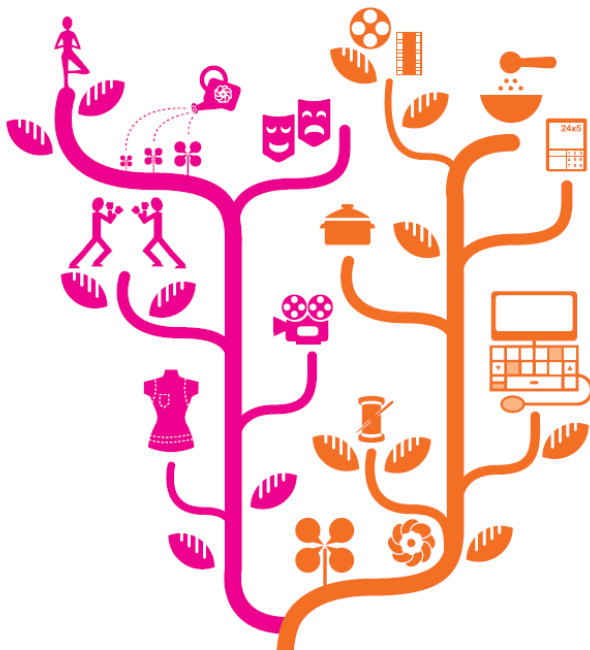
The project had four key aims:

- Reducing re-offending
- Reducing the number of breached court orders
- Improving relationships within families
- Increasing confidence and employment prospects

Each of these aims had three sub-outcomes. These were achieved to varying degrees - analysis of a representative sample of young people suggests every outcome was achieved for the majority of young people involved.

As the project was a pilot programme, we have taken many points of learning. These include:

- How we recruit and train staff and volunteer mentors
- How we manage large projects like Wraparound
- How we engage with external stakeholders such as schools and youth offending services

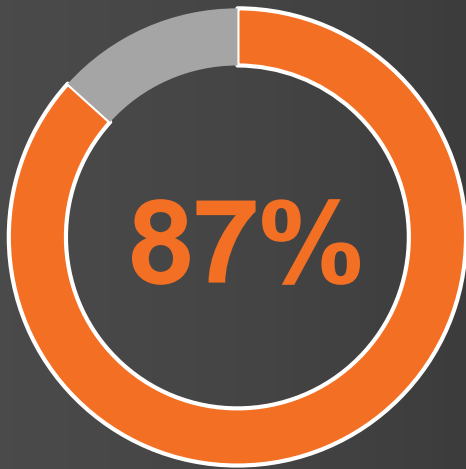


# Key Achievements

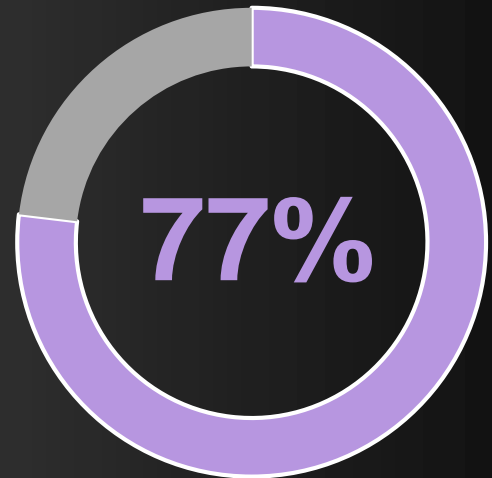


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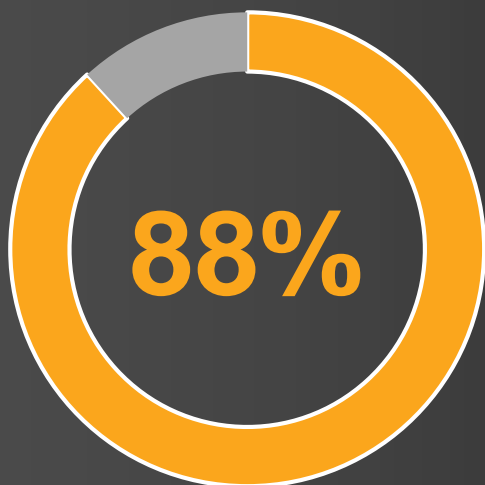
Young People Mentored



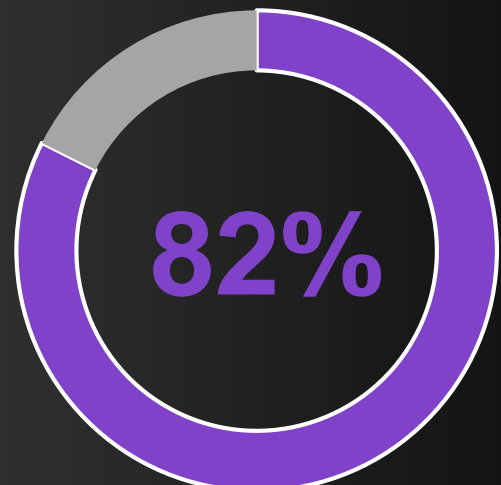
of young people surveyed **reduced re-offending** after intervention



of young people surveyed **increased attendance** to their youth justice appointments



of young people surveyed **increased resilience** to conflicting situations



of young people surveyed **increased their employment prospects**

# Introduction

## Who we are

YourStory is a London wide charity focused on helping young people to become the best they can be in life.

Founded in 2003, with a Board of Directors directing the strategic development of the organisation, YourStory works with vulnerable young people in a holistic way to address the different needs and pressures they experience on a daily basis. We help equip them with the skills and confidence needed to take control of their lives, to explore opportunities presented to them and to do their best in life to achieve their full potential.

We work with young people covering three main areas:

- Personal Development
- Education
- Employment

Interlinked within these areas are sub categories that we focus on. These include offending behaviour, drugs & alcohol, risk of gang interaction, bullying, child sexual exploitation, sexual health & relationships and radicalisation. By working on these main and sub categories, we help the young people address and overcome challenges in their life, in order to move positively forward.

We take time to get to know our young people and their families; it is important that we continuously listen to what they say, how they say it, and why they say what they say.

It is their story, so we take that extra special time to listen and understand them. We pride ourselves in being able to help families support their children, helping all those that we work with towards their potential.

*Everyone has a story to tell but the fear of connecting means that many of the most important stories are never heard. We're here to help young people connect with themselves and with others so that they can tell their story, build their confidence and create a positive future for themselves.*

**Adrian Jones, Founder and CEO**

## The need for mentoring

Many of the young people YourStory works with in Lambeth face certain challenges and may be:

- associated with gangs,
- in care or preparing to leave care,
- at risk of school exclusion.

We also work with those who have no positive male role model, are in receipt of free school meals, or come from broken homes.

Young people in Lambeth are particularly likely to be vulnerable or disaffected when compared to the country as a whole. The Office for National Statistics' English Indices of Deprivation rank Lambeth as the 26<sup>th</sup> most deprived local authority in England in terms of crime and barriers to housing and services.

They are also, on average, more disadvantaged in socio-economic measures compared to the country as a whole: in 2018, 22% of secondary school pupils were eligible for free school meals, 10 percentage points higher than the country as a whole.<sup>1</sup>

<sup>1</sup> ONS (2019) [English Indices of Deprivation 2019](#).

## The Wraparound Concept

Many of the young people and their families referred to the programme already received support from a variety of different sources. Several had contact with social services or youth offending services, for example.

One of the key challenges that the young people and their families often faced was working with so many different agencies. This often led to communications between everyone seeming quite opaque.

Wraparound cut across all these different services to offer a complete package from all angles, using all our learning from the projects we have delivered over the last 12 years. We often acted as a hub through which communication can be channeled effectively – this ensured vital information was distributed to all relevant parties.

## National Lottery Fund

The Big Lottery Fund is a public body responsible for giving out funds raised by the National Lottery to good causes. In 2019, the Big Lottery Fund became known as The National Lottery Community Fund.

There are 12 distributors of money raised by the players of The National Lottery, which fund projects and activities that transform communities, protect our heritage, and enrich lives through arts, sports and culture.<sup>2</sup>

The work [the mentors] did with the young people they have and still working with is **phenomenal!** As we work with troubled young people, somehow [the mentors] are **extremely patient, professional and able to get through to the young person.** For example, two brothers from Colombia were able to turn away from crime. They are both earning money legitimately.

[The mentors] involvement during the LAC review meetings with the local authority made such an impact that **unprecedented decisions were made to support the brothers.** They support young people at all levels including resolving issues with their benefits especially UC.

Working with these two professionals **brings so much confidence** that you can look at a young person who one has lost hope on, in a positive light.

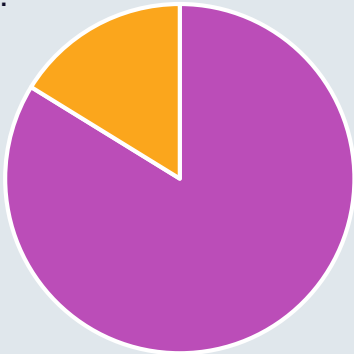
**Deputy Manager of Centrepoint**

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<sup>2</sup> TNL Community Fund (2020) [About The National Lottery Community Fund](#)

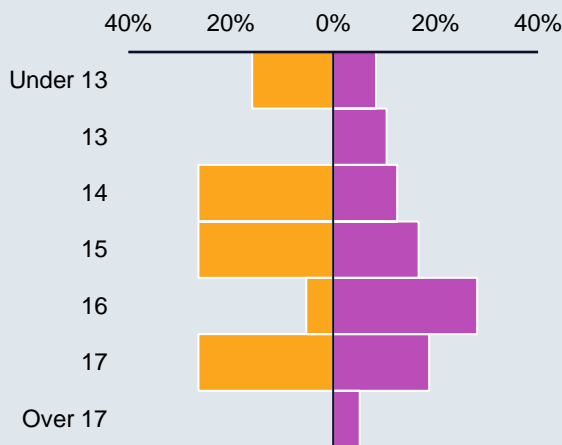
# The Mentoring Programme

The majority of young people were **male**.

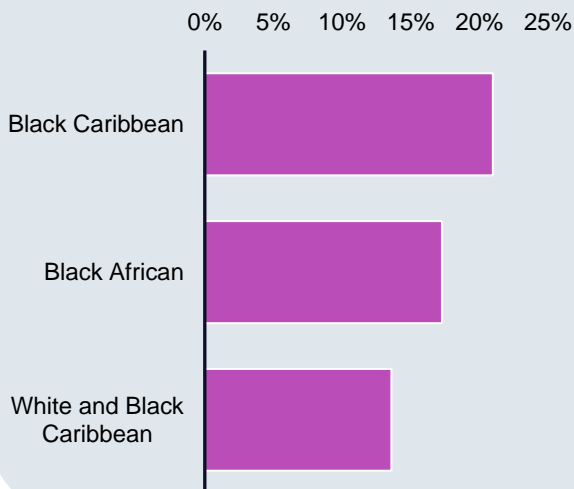


■ Male ■ Female

Most of the young people mentored were aged **14 to 17** at time of referral.



Over half of the young people mentored had **BAME backgrounds**.<sup>7</sup>



## The Young People

The young people mentored throughout the programme came from a broad range of backgrounds but all fit into one of the following:

- Offenders
- At high risk of offending
- Excluded from school with a significant risk of offending
- Highly susceptible to become victims of offending
- At risk of being groomed to offend

They were variously described as 'socially excluded', 'vulnerable' or 'disaffected'. Many had experienced family problems and most had grown up in poverty. Within the education and housing projects, many had been excluded from

## YourStory Mentors

A lot of the young people felt disaffected because they did not have a voice; they felt they were not listened to by the adults in their lives. Very often, young people felt agencies and schools no longer wanted to try and support them - they just wanted to get rid of them. Outcomes such as being excluded from school often led to a negative spiral of behaviour, often including mixing in the wrong crowds.

The programme was resourced by a mixture of experienced paid and volunteer mentors. Volunteers were sourced from online advertisements and by reaching out to local universities.

YourStory mentors try to give the young person their voice back. They listen to the young person and, crucially, try to understand the thought process behind their actions. As a result, the mentors found the young people were well engaged in the sessions as they appreciated talking to an adult they felt was taking them seriously.

## The Mentoring Sessions

Most young people referred to Wraparound had ongoing one to one sessions with mentors for at least six months. Others may have received a few session with mentors on light touch work (e.g. CV help) and did not require long term mentoring.

For some young people their relationship with their mentor created a safe space in which to tell their story and to rehearse what they would like to do with their lives. For many this helped them to develop ways of dealing with difficult situations and surviving in hostile environments.

The majority of young people referred to the programme have said Wraparound Mentors served as a listening soundboard for them. The young people and agencies have highlighted the wide range of choices our mentors encourage the young people to pursue and access. This includes mental health support, accessing GPs, college courses, apprenticeships, access into employment, and creating and renewing CVs.

Young people regularly wanted to see or talk through issues with their mentors. Often families called the mentors directly asking for specific help with their son or daughter. Mentors regularly spent two to three hours per meeting with a young person.

### SAFE Training

SAFE training was created and carried out by YourStory staff and involved six one hour sessions covering one module each week. The six modules of SAFE are:

- Bullying & Peer Pressure
- Financial Wellbeing
- Healthy Relationships
- Offending Behaviour
- Role Models
- Substance Misuse

Many young people followed these modules in groups while the content was covered in one to one sessions for others.

### CV Training

Depending on the young person's individual needs, YourStory mentors often helped them write their CV and escort them to any job interviews they secured.

### CSCS Training

The Construction Skills Certification Scheme provides the 'CSCS card' which shows evidence the individual is appropriately qualified for the job they do on a construction site.

One of our senior mentors developed a partnership with an external training provider which offered a two week course that provided them with the relevant health and safety training required to obtain the card.

### SIA Training

During the duration of the project, we referred five young people to free Security and Loss Prevention courses. This involved the young person receiving external training over five days.

The course taught young people 'how to work in a team, how your role impacts on retail outlets and give you the skills to create an eye-catching CV to help you succeed'<sup>3</sup>

### Sports and Activities

During the Wraparound programme we developed many partnerships to host young people on sports and activities such as white water rafting, go karting, art and design courses. Some of these partnerships include Olympic Water Park, the Olympic Park (BMX Riding) Black Prince Sports Hub, and Fitzroy Lodge Boxing Club for martial arts and boxing. As a result, many young people have now taken up regular engagement in sport.

<sup>3</sup> Free2learn, <https://free2learn.org.uk/security-and-loss-prevention-course/>

## Families of Young People

Mentors would identify parents who were in need of support from our family practitioners. Support was then normally provided through phone conversations.

Most of the support families needed was around navigating the various agencies involved in their child's life. This often included helping them communicate effectively and how to work in partnership with schools.

Other sentiments shared by families included a feeling of despair at not knowing what else they could do to encourage better decision making in the young person.

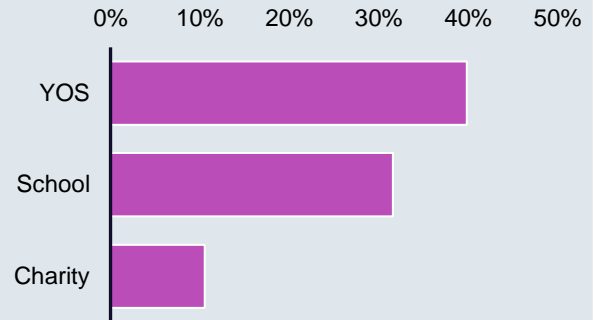
Work with families varied from one family to another as we tailored support to each family's specific needs. With some families, we had very little contact, while with others, we spoke several times a week.

The [boys mentored by YourStory] were disengaging in mainstream and they **flourished at YourStory**. This was very much to do with the mentoring of pupils where the staff listen to the pupils and **teach them skills of how to adapt to different situations**. The attendance and punctuality was very good and they were then able to sit all exams. If the boys were stressed (especially with exam weeks) the mentors sat with them and offered breakfast as a way of alleviating the stress.

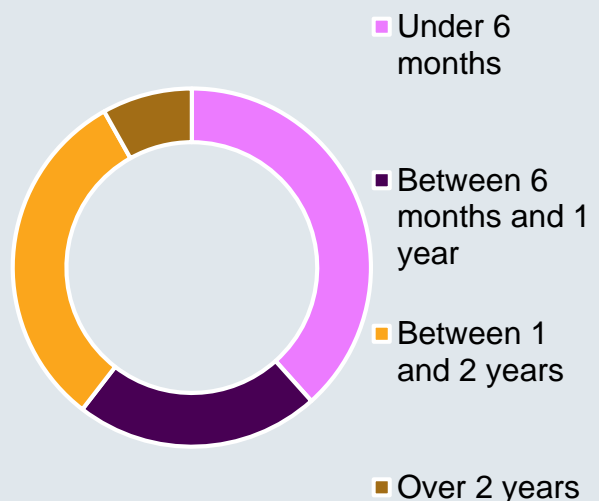
**Both boys achieved GCSE Maths and English...** they also achieved ICT Functional Skills Level 1 and undertook GCSE statistics, again passing.

**Teacher at Platanos College**

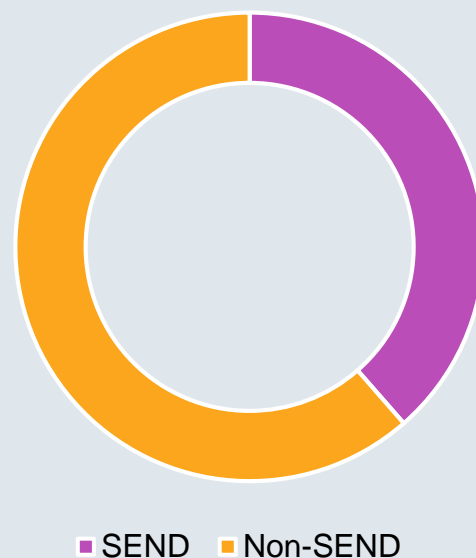
Most of the young people were referred by **Youth Offending Services** and **schools**.



Many mentoring relationships lasted for **more than one year**.



Over one third of young people had **special educational needs or disabilities**.





# Evaluation of Outcomes

## Project Outcomes

In the project application, we set out four outcomes to measure the success of the project against, each of these were further split into three outcomes to measure progress. These are shown below:

One primary focus of the outcomes is to improve the young person's relationship with all those in supporting roles (i.e. youth offending services, families, and any other supporting agencies). This, coupled with increased confidence of their abilities, helps the young person see there are positive, and crucially, viable alternatives available to them.

### Re-offending Reduced Following Intervention

- **Outcome 1.1:** Re-offending reduced following intervention
- **Outcome 1.2:** Improved relationships with supporting agencies
- **Outcome 1.3:** Greater respect and understanding about the role and responsibility of the youth justice system

### Reduced number of breached court orders

- **Outcome 2.1:** Increased attendance to youth justice appointments
- **Outcome 2.2:** Improved communications skills
- **Outcome 2.3:** Improved thought processes to make choices

### Improved Family Relationships

- **Outcome 3.1:** Improved relationships between parent(s) and child(ren)
- **Outcome 3.2:** Effective communication between families and their child(ren)
- **Outcome 3.3:** Increased resilience to avoid conflicting situations

### Increased Confidence and Employability

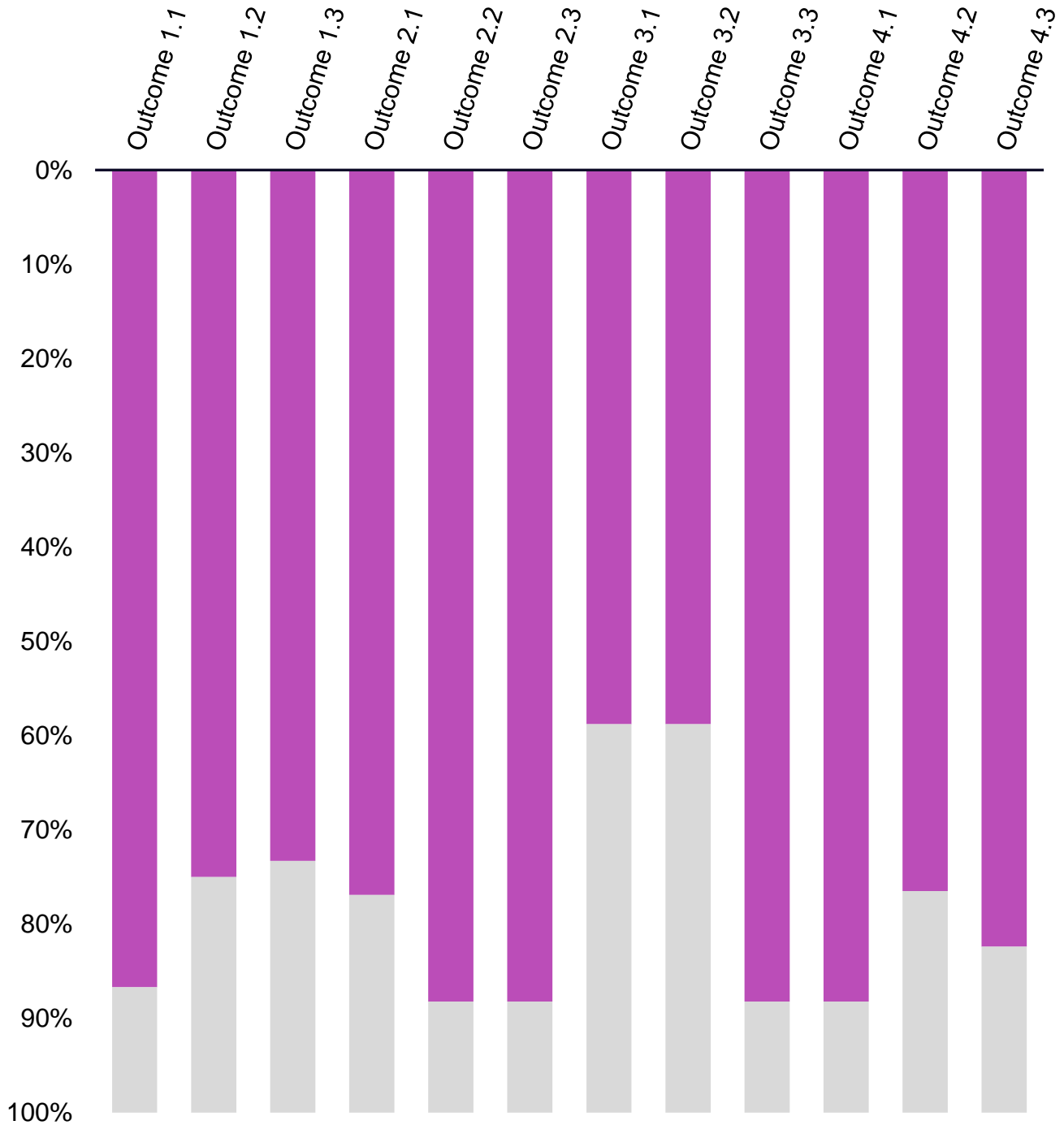
- **Outcome 4.1:** Increased confidence and self-esteem
- **Outcome 4.2:** Improved relationships with families, peers, and authority figures
- **Outcome 4.3:** Improved employability

## Measuring Success

To record progress against each of these outcomes, we created questionnaires to record the progress they thought the young person had made. They scored the young person on each of the twelve outcomes on a scale of zero to six, where one represented a significant setback and six represented a significant improvement.

These questionnaires were completed by mentors through quantitative data and conversations with the young person, their family, and their referrer.

The proportion of young people with an improvement is show in the chart below.



# Working Externally

## Home Office Study

In 2019, our mentoring work with young offenders was recognised by the office of Dame Carol Black. Dame Carol was commissioned by the Home Office to produce a Drugs Review of the link between 'County (Country) Lines', drug supply and prison rates.

Dame Carol, her office and another community organisation met with two of our young people and mentors for a morning open discussion. They investigated histories, challenges and reasons why young people became involved in drug dealing. They also explored the difficulties in moving away from offending peer groups and lifestyles, replacing these with positive activities and sustainable future pathways.

We received the following feedback from the Home Office:

'I would like to reiterate the message and thank you ... for welcoming us to hear the stories from the mentors about the great work they do, the challenges they face and the experiences of young people supported by them.

Dame Carol was grateful for the opportunity to meet people face to face to discuss these issues.'

## Local Recognition

Florence Elashomi MP (the MP for Lambeth) has supported our work for several years. She was instrumental in support for our application for a young people and community development centre and in our work at reducing offending behaviour. She has repeatedly offered her time for a round table discussion with community organisations, agencies and funders to tackle the issue of violent youth crime.

## External Events

### Agency Forum

On 21 March 2018, we held an agency forum with local organisations working around young people and families' welfare.

The primary goal was to bring to light the underlying conversations between the agencies to understand the relationships that exist with young people and their families and how to make these even more effective.

The attendees thought the opportunity to network with other local agencies and to share ideas, views, and experiences were the most helpful aspect of the forum.

The attendees gave their thoughts on other topics they thought it would be useful to discuss as a group in other forums. These include: knife crime, learning support, and working with parents.

### Family Forum

On 14 March 2018 we held a similar forum for families of young people we mentored.

During the forum there was an interactive roundtable event, concentrating on developing strategies that address the many barriers and challenges that prevent effective engagement between young people, their families/guardians, multi-agencies, and statutory services. It allowed participants the opportunity to freely talk with each other about perceptions, fears, attitudes and ideas for current and future working practices, and how we can positively develop relationships with disengaged young people and their families/guardians.