

Observation of the workplace

Clarewood Neath Foyer is part of the organisation Pobl. Clarewood is supportive living for young people with complex needs aged 16-25 who are homeless or threatened with homelessness, it provides 8 flats in Clarewood which helps promotes independent living, and 2 tenancy taster flats located near to Clarewood where staff provide floating support, the support for both the project and the taster flats are tailored to individual's needs with the aims to enhance young people's independence and enabling young people to manage their tenancies and continue with education, training or employment.

We support young people to learn skills that are necessary to live independently in the community for up to 2 years, with the opportunity to move on to the tenancy taster properties for young people who are ready for step down support and increasing independence, with outreach support which allows the young people access to Clarewood for support when needed.

Empowering young people to move towards better involvement within the community which promotes inclusion, aspiration and improves well-being.

(Youthworkwales.org.uk, 2020) states that youth work recognises that young people have responsibilities and requirements placed upon them. Youth work seeks to help them address those responsibilities and requirements.

Support services include:

- applying for appropriate permanent accommodation
- liaison with external partners including social services
- access to ICT, employment and volunteering opportunities
- accredited and non-accredited life skills awareness including tenancy management, money management, shopping, cooking, cleaning, preparation for employment, fitness and healthy living

Floating support is also provided from Clarewood which includes:

- Providing tenancy support to young people in their own homes
- Budgeting and managing money
- Accessing accommodation
- Employment and training
- Transporting clients to meetings and appointments

The project provides 24/7 staffing with 2 staff on shift during the day periods, with either manager, project worker and/or scheme support officers working on rota 365 days a year.

To be offered a place at Clarewood the young person must be referred from NPT Housing options gateway services, the main criteria for acceptance is complex young people 16-25 who are homeless, or potentially homeless and have support needs that fit into supporting people outcomes criteria.

The young people of Clarewood are encouraged to take charge of their personal development plans, identifying their goals and ambitions. The young people are given

the opportunity to design their flats to their tastes to make it more homely and engage with staff to design the look of the communal areas to provide relaxing living.

Support outcomes

- Feeling safe
- Managing accommodation
- Contributing to the safety and wellbeing of themselves and others
- Managing relationships
- Managing money
- Feeling part of the community
- Engaging in education and employment
- Promoting health and wellbeing

Staff role

Staff are to provide support and advice to the residents within the scheme on a 1:1 basis and as part of a group, staff are also responsible for the security of the building additionally other tasks such as health and safety in the building, fire alarms, deal with any maintenance issues and general upkeep of the property. Staff are also responsible for running group activities, maintain residents' files and update records of their progress whilst living in Clarewood. Along with being the first point of contact for all telephone calls and visitors and deal with queries effectively. Here is a brief list detailing other responsibility for staff

- Attend all meetings and training as required

- Deal with emergencies appropriately and complete correct paperwork
- Relay information to the appropriate staff
- Assist project worker with day to day running of Clarewood
- Monitor and control residents entering and exiting the scheme
- All information is confidential
- Keep up to date with policies and procedures
- Carry out duties as required by the project manager
- Ensure that the safety of staff and residents are not compromised

All staff have personal logins for the computer and other technical devices, access to client files and records and office mobile phone. Staff are to relay information from the shift by recording and reporting relevant information on the online system (Pan Connect) of how the shift went, issues, concerns, contact with individual clients and sessions that were organised. Pobl also provides training such as first aid, safeguarding, drug and alcohol awareness, professional boundaries and many more they also provide workshops for staff to further their knowledge and understanding so staff are delivering the right service to the right people at the right time.

Clarewood incorporates the five pillars of youth work in Wales, which consist of youth work that is Educative, Expressive, Participative, Inclusive and Empowering (Youth Work Wales review group, 2013) by delivering workshops and activities for the young people and inviting agencies and other professionals to deliver workshops that are relevant and discuss issues that are affecting their lives such as mental health, drug and alcohol awareness, sexual health, healthy living and much more.

In relation to this most of the learning at Clarewood can be seen as informal and non-formal, by staff delivering informative and planned sessions that enables young people to learn and engage, which provides the young people with valuable information which can be from one to one sessions, group discussion, multi-agency sessions and activities.

Reference list

Cwvys.org.uk. (2020). [online] Available at:

<https://www.cwvys.org.uk/wpcontent/uploads/2014/06/Youth-Work-in-Wales-Principles-and-Purposes-March-2014.pdf> [Accessed 1 Mar. 2020].

Youthworkwales.org.uk. (2020). *Youth Work Wales – Resources for youth workers in Wales*. [online] Available at: <http://www.youthworkwales.org.uk/> [Accessed 1 Mar. 2020].