

Quarriers Ayrshire Youth Support Service (16 – 25-year-old)

Service Overview

Quarriers Youth Housing Support Service is accessible to all young people aged 16 – 25 years who may be homeless or at risk of becoming homeless. The service aims to support the Council's goal of reducing levels of repeat homelessness by providing a high-quality housing support service through our supported accommodation in Ayr and our Outreach services across South and East Ayrshire.

We have a dual intervention model to meet the needs of the young people. Firstly, in our supported accommodation service which supports seven young people living in their own individual flats next to our staff office and a satellite house where two young people share. The supported accommodation & Satellite are based within Ayr and is staffed 24/7 365 days a year. We also offer outreach services which supports young people within communities across both East & South Ayrshire. This service is operational Mon – Sun 8am – 8pm. Both models of the service have an out of hours telephone number which is available for all young people using the service.

Our key focus is rights respecting, responding to each young person's emotional and practical needs our workers are rights respecting, display positive regard, and work with empathy and genuineness. We understand that 'Stickability' is a key feature of our work. The importance of creating and maintaining trauma informed practice, and person-centred psychologically informed environments for young people is an important feature of our model.

Each young person will receive individual tailored support from a transition mentor. This will be determined by their personalised support plan that jointly identifies measures and activities, to support the achievement of their personalised outcomes which may include the areas such as:

- Housing Support
- Emotional regulation
- Health, wellbeing, and lifestyle
- Learning, work, and money management
- Relationships, community
- Suitable accommodation
- Rights and legal issues
- Digital inclusion

We understand that young people do not progress in a linear fashion, therefore our support is not time-limited, and will reflect the personal choices, likes and dislikes of each individual.

A Transition Mentor will be matched to the young person taking into consideration their preferences for support. They will provide on-going tailored support and be a positive role model for young people. The Transition mentor will support the young people to identify, plan and achieve their life goals using a range of person centred and holistic approaches to achieve identified outcomes.

The workers will support young people to access opportunities to engage positively within their communities through social diversionary activities and inclusion, promote positive social networks and encourage engagement with friends and family as appropriate. They will work directly with young people to gain their trust and to support them to engage in learning experiences that promote their educational attainment, academic qualifications, self-confidence,

independent living skills and resilience. Promoting active and responsible citizenship is another key feature of their role. Our workers are required to demonstrate elevated level of engagement skills and use creativity and innovation in direct work with young people.

Support for young people will include:

- Regular review and participation of the young person in all decision-making.
- Promoting constructive lifestyle choices and creating an awareness of building meaningful relationships with family, friends, and social networks.
- Activities to develop emotional regulation.
- Informed access to health services (physical, mental, sexual, dental, optician).
- Healthy eating choices, food preparation and cooking.
- Money management, income maximisation and benefits eligibility.
- Access to leisure, sporting, health, and wellbeing activities.
- Assessing opportunities for education, training, volunteering, and employment.
- Signposting/supporting to access any other relevant specialist services.

Specialist support within our Model

Our service model has been co-designed with people who have lived experience and as a result there will be two additional specialist roles available to the young people who are part of the service.

The roles are:

- Counsellor – we want to make sure that young people’s wellbeing is a priority. The young people will have access to specially trained Counsellor who will be able to offer professional support and advice. Having this expertise in-house can reduce pressure on local Mental Health Services. This service also allows support to be timely where and when required.
- Navigator – The navigator is in effect a life coach they will enable young people referred to them, to have enhanced support through 1:1 coaching. The navigator will work directly with young people who have previously struggled with life transitions. The Navigator will offer a flexible and responsive support to young people when required and be the constant key person on which they can rely.

Our values and person-centred holistic approach, reflects the individuality and uniqueness of each young person, and our staff will build an understanding of the young person’s individual needs by working in partnership with them to achieve their outcomes.