Cedefop Policy Forum, May 2019
What role for Community Lifelong Learning Centres?

The potential for one stop shops for preventing youth at risk from disconnecting

KEY POLICY MESSAGES FROM PRACTITIONERS

FamiliBase, Dublin, Ireland

FamiliBase—a one stop shop approach to service delivery

FamiliBase has 3 programme strands which integrate practice within each strand and also across strands for those children, young people and families with more complex needs.

1. Early Years Supports—Early Childhood Care & Education

2. Child & Parent Supports—Child Centred Family Support and Case Management

3. Youth & Community Supports

Youth & Community Supports

FamiliBase Youth & Community Supports comprises Arts, Youth Work, Substance Misuse and Community Development Programmes and Initiatives for Young People.

Some of the defining features of the Youth Supports provision are:

1. The integrated approach to addressing the multifaceted needs of young people. Young people and their families can access a range of programmes all under the one roof supporting the 'one stop shop' concept.

2. Whilst FamiliBase provides some universal programme provision it prioritises young people in the community who are 'most at risk', including young men engaged or at risk of becoming involved in anti-social behaviour, members of the travelling community, young people at risk of developing dependency with substances, young people at risk of Early School Leaving (ESL).

3. The centre has a purpose built recording studio and black box theatre; the Arts play a significant part in our programme delivery in FamiliBase. FamiliBase recognises the transformative impact of access to and participation to the Arts and provide a range of high quality Youth Arts programmes.

Sample of annual engagement
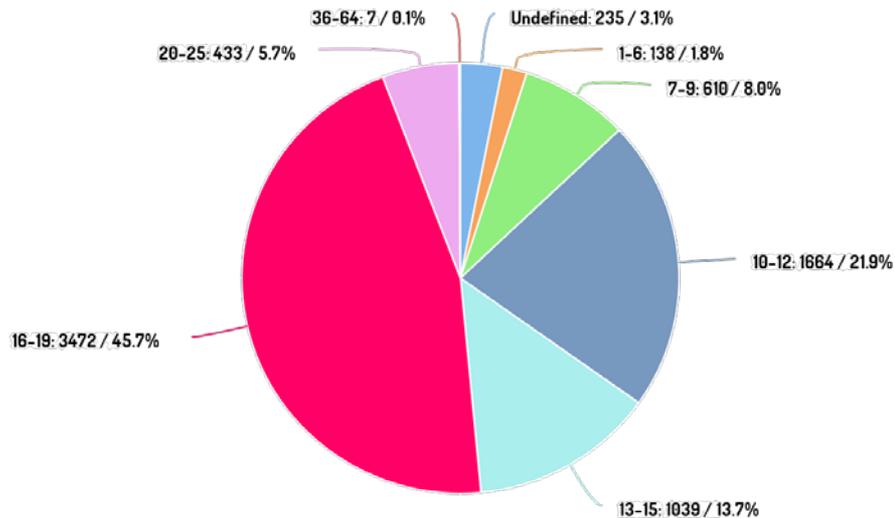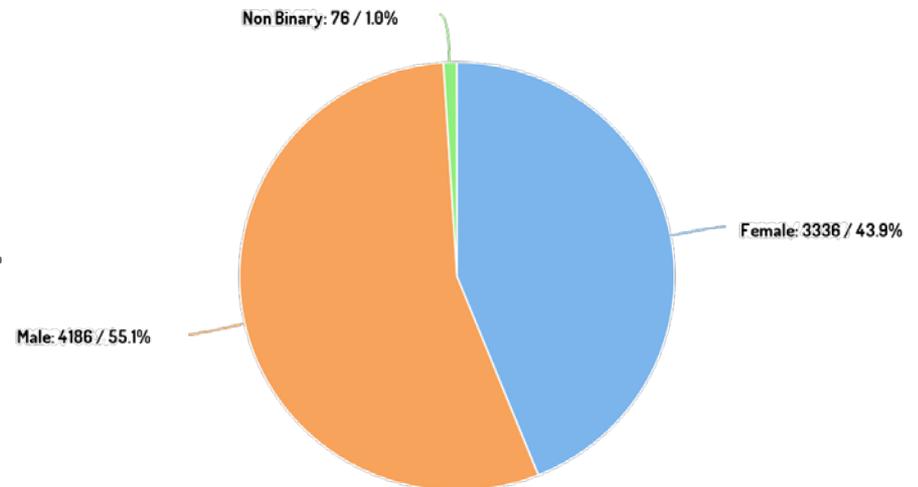
Activities

796

Contacts

7598

Individuals

800

AGE GROUP TOTAL
01/01/2018 - 23/10/2018

36-64: 7 / 0.1%
20-25: 433 / 5.7%
Undefined: 235 / 3.1%
1-6: 138 / 1.8%
7-9: 610 / 8.0%
10-12: 1664 / 21.9%
16-19: 3472 / 45.7%
13-15: 1039 / 13.7%

PARTICIPANT GENDER TOTAL
01/01/2018 - 23/10/2018

Non Binary: 76 / 1.0%
Female: 3336 / 43.9%
Male: 4186 / 55.1%

FamiliBase…co-creating a welcoming environment for marginalised groups…

- Working **with** the local community underpinned by community development principles and equality of outcome philosophy

- Deliver services/programmes '**with the young people**' not '**to the young people**'. They are the experts in their lives!

- Needs-led programme development—based on the young people's feedback the programme may need to be changed!!!

Features of CLLC & Multi-disciplinary team

CLLC	Multi-disciplinary team
• Community Employment Scheme. 15 places available. (Minor and Major QQI Awards) • Supported referral and navigation of what is available locally under FET. Individual, needs-led **(Gateway).** • Supported engagement then with FET • Supported referral and navigation of adult education literacy schemes **(Gateway)** • Supported engagement then with adult education literacy schemes	• Formal Education • Non Formal Education • Youth Work • Community Development • Early Childhood Care & Education • Substance Use/Misuse • Addiction Counselling • Social Care • Family Support • Therapeutic Supports (limited due to resources) **Gateway services occur throughout the work of the multi-disciplinary team both in terms of what is available under FamiliBase's roof and also in the wider Ballyfermot Community.**

Resources required for gateway services

- Resourcing vital of course but the appropriate skill-set and approach is just as, if not more important
- Relationship, trust, persistence, TIME
- Community development principles
- In FamiliBase's experience young people who have had challenging experiences with a range of statutory systems/services respond well when time is given to developing a trusting and effective relationship with a key-worker/youth worker. This is a key element of FamiliBase's gateway service for those most marginalised.
- Outreach—active engagement especially at challenging times or times of disengagement by the young person.
- Universal services—a youth café or 'walk ins' for example can give an opportunity for a young person to engage with the service. Sometimes this is enough. However sometimes once engagement has occurred and trust developed, the young person may seek out further supports for other needs.

Challenges to having a 'one stop shop'

- In the Irish context one of the most challenging aspects that FamiliBase has experienced is the funding model and the different reporting required because of the 'funding model'.

- 7 different funders involving 5 national government departments.

- Programme reporting is divided up in a way the service is not. A one stop shop is an optimum way to address complex needs. Integrated programming works for those most marginalised. Funding models need to support integrated programming both in terms of application/drawdown, reporting and measurement tools.

How can we develop a supportive policy climate at national and regional level for one stop shops and such gateway services?

- A supportive policy climate would facilitate programming and service delivery for and with a 'whole person'. It should be 'needs led' and discourage funders from dividing an individual's needs into what is perceived as 'core business' of that department, or not as the case may be. Policy and practical implementation support for **integrated models of practice.**

- Gateway services sometimes require active outreach and staff with capacity to 'lone work' and carry out on-going risk assessment. The current climate can be risk averse to this type of work and yet it is some of the most effective work that can be delivered. Insurance costs can be a challenge.

What kinds of funding strands are needed?

- Funding is required that supports the resourcing of 'one stop shops' at a staff, programme and organisational level. The appropriate & effective staff skill-sets and expertise, levels of programme budgets that facilitate engagement/relationship building and ensuring organisations can realistically support the costs of the work e.g. insurance, evaluation

- In FamiliBase's experience, what would be particularly helpful would be to look at funding strands and explore the possibilities of creating integrated funding models that support integrated models of practice.