

Family hubs and YIACS/early support hubs

***Kahra Wayland-Larty – Policy & Campaigns
Manager, Youth Access***

Dan Mobbs – CEO, Mancroft Advice Project



Championing advice and counselling

About Youth Access

We represent the rights and needs of young people as they make the journey into adulthood, through:

- **Providing a collective voice for our members - over 160 independent youth services, many offering the Youth Information Advice and Counselling Services (YIACS) model**
- **Research and building the evidence for quality youth services**
- **Influencing policy and campaigning for change**
- **Supporting members to deliver better services to young people**
- **Supporting young people to shape policy and decision-making**



Championing advice and counselling

The YIACS (Youth Information Advice and Counselling Service) model



[Full set of resources developed through DHSC-funded Integrated Quality project](#)



Championing advice and counselling

Mancroft Advice Project (MAP), Norfolk

- **YIACS model**

- *Early teens to age 25*
- *Social welfare advice*
- *Support with employment, housing, drugs & alcohol, sexual health*
- *Counselling*
- *Free helpline*

- *Walk-in/'open access' & self-referral*
- *No wrong door – come with anything*
- *Voluntary engagement*
- *Family work, on the terms of the young person, eg mediation*

www.map.uk.net



Championing advice and counselling

Integrating family hubs & YIACS/youth services

- *Respect points of difference - necessary for different 'client' group*
- *Build in support for the transition to independent adulthood – might mean referring out of the family hub*
- *Build a safety net around the whole young person – keep an open line of communication*



Championing advice and counselling

In young people's words...

Through my counselling at No5...

I was recognised as an individual with my own story because even from the point of referral, they wanted to hear from me, not my parent or teacher.

I had 20 weeks of counselling which is unusual amongst mental health services...The longevity really helped me to develop the trust and relationship with my counsellor and connect with my deeper thoughts and emotions.

Being able to access a service that was separate from my school, and that I didn't have to go to my GP for meant that I felt safe and that what I was saying was truly confidential. It also meant I could access help much more quickly.

No5 not only gave me my life back, but also gave me my voice and a safe platform to use it to help other young people. “



Championing advice and counselling

From staff...

As a counsellor....

The mental health challenges that young people face are frequently closely related to their circumstances. Sitting with a young person in distress as a counsellor and finding out, for example, that they are about to become homeless and how much this is contributing to their difficulties, it is such a joy to be able to say, 'I'll just step out for a minute and put you on the list to see an adviser after we finish our session' as opposed to signposting or referring them on to somewhere else.



Championing advice and counselling