

# Successes and challenges of mentoring Kickstart Young People at the Bexley Local Offer and Bexley IAS Services



# Kickstart Programme: Bexley Local Offer & Bexley IASS 2022

## Local Offer Young Person Engagement Officer

1. Supporting communications, engagement and working collaboratively with our local authority partners ( Youth Groups, voluntary sector & community groups)
2. Research and develop new ways that the service can engage with 14-25 year olds. (PfA)
3. To widely promote and publicise Bexley Local Offer and contribute to expanding the accessibility of the service to SEND young people in the borough.
4. Working with the Local Offer officer, taking SEND YP's views & development ideas from concept through to production.
5. To ensure the SEND YP voice was heard.
6. Accessibility

## IASS Young Person Engagement Officer

1. Supporting communications, engagement and working collaboratively with our local authority partners (NHS bodies, voluntary sector & community groups)
2. Research and develop new ways that the service can engage with 14-25 year olds.
3. To widely promote and publicise Bexley IASS and contribute to expanding the accessibility of the service to SEND young people in the borough.
4. Working with the website development officer, taking SEND YP's views & development ideas from concept through to production.

## IASS Website Development Officer

1. Develop the team's online presence and responsibility for all website maintenance.
2. Working with the IASS team, taking website development ideas from concept through to production.
3. Working with the YP Engagement Officer creating content for the Young People's sections on the website, building brand awareness and attracting traffic to our site.

# The Challenges and Successes

## CHALLENGES

- Disclosure
- Reasonable Adjustments
- Access to work – New ruling?
- Settling in period
- Capacity
- Hand holding
- Induction: mandatory
- Identified organisational barriers

## SUCCESSSES

- Recruitment process (LO)
- A different perspective
- Social media / ICT savvy
- Challenged our thinking
- Took Local Offer & IASS services accessibility to the next level
- Addressed organisational barriers
- A YP to support SEND YP

# The Outputs

- Local Offer review of the Preparing for Adulthood Website Section
- Local Offer: Development of the SEN Signpost Newsletter
- Local Offer: Improved engagement & co production with YP groups & local partners
  
- IASS: Development of the IASS YP website covering advice & Information for:  
**10-16 year olds.**  
**16-25 year olds**
- IASS website redesign: Complete redesign of entire site, new colours, new logo.
- IASS: X Forum
  
- Both Local Offer & SEND IASS: Accessibility checked for disabled users: Cabinet Office Guidelines **WCAG 2.1 AA accessibility standard**

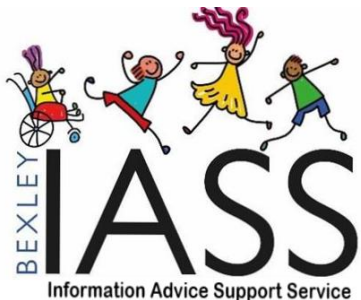
# What we have learnt

- To view the recruitment & induction process through a Social Model lens, amend it accordingly to meet the needs
- To implement reasonable adjustments early
- Allow additional time for check ins, 121's and supervision
- Be flexible and expect slippage
- Youth mentoring: Managing expectations as it may be a 1<sup>st</sup> job
- Relatability: SEND YP are able to engage better with other SEND YP
- SEND YP in the community had a voice.
- Apply to ATW early (& discuss requirements with HR)

**\* Invaluable having SEND YP working on the service\***

**Thank you for your time**

**Any questions?**



# Co-produced by Bexley Information, Advice & Support Service (IASS) and the Bexley Local Offer



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