



Annual Report 2010



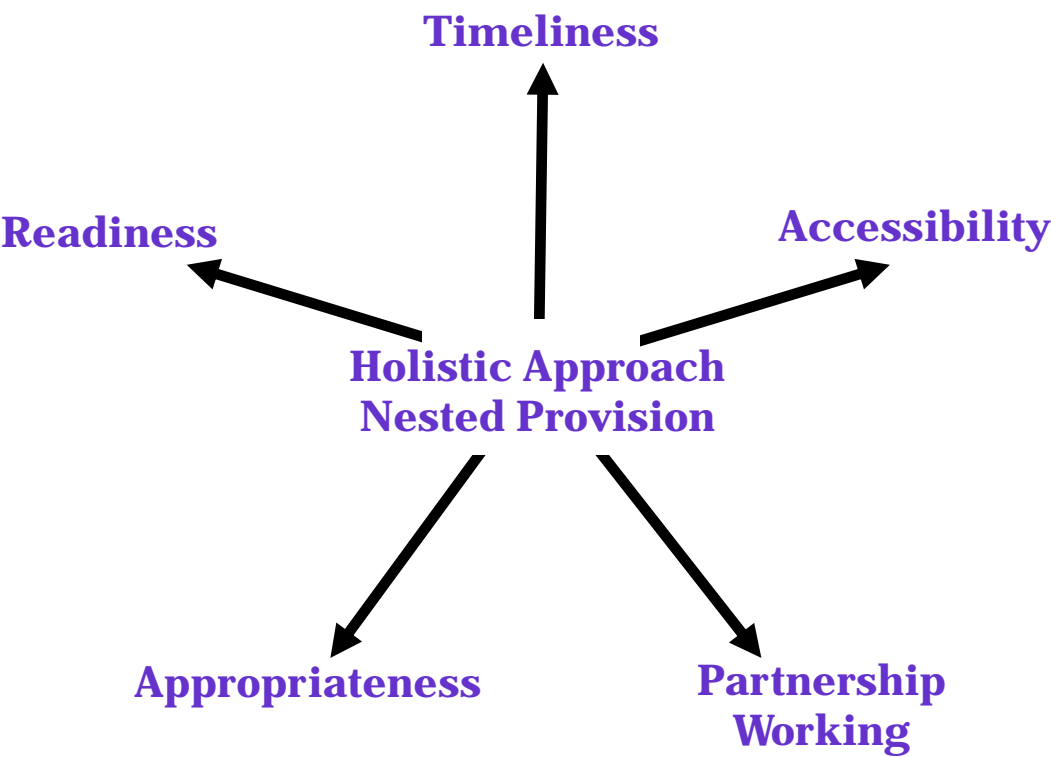
Welcome to the Junction's 2010 Annual Report



Now celebrating our 5th year, 2010 has seen the Junction building on previous years' success by developing and strengthening partnerships with a range of agencies and networks. We've also attracted new support from funders, enabling us to add to our core services with several new ventures. Our range of services now include:

- Counselling
- One-to-One Support
- Outreach
- Street outreach
- Alcohol Service
- Drop-ins: the Zone, the Chiller and the Clinical Service

All told, we are better placed than ever to be able to respond to young people's needs. The diversity of our services means that we can offer a holistic approach to young people's health and wellbeing, delivered within a nested provision. Young people don't separate out their issues into neat boxes, so the support we offer doesn't aim to do that either. Instead we believe that our work at the Junction succeeds because of a number of key interlinked fundamentals which are consistently reflected throughout our approach and provision.



This report looks in more detail at each of these principles, demonstrating how young people interact with us and how we consistently look for new ways to offer support, to evaluate our approach and to measure the impact of what we do.

Sam Anderson
Manager

Sharon MacAree Thomas
Chair, Board of Directors



“This place is great. I’ll definitely be back – I thought I’d have to stand in a johnny line but it’s not like that at all. I’ve had a chance to speak to someone on my own and ask all these questions I had buzzing around my head.”

Here at the Junction we take a holistic approach towards young people’s health and wellbeing. We understand that the various aspects of young people’s lives are interrelated, so we make sure that young people are able to access all of our services, without having to fit themselves in with defined issues or problems. We maintain a wider outlook, rather than focusing solely on the issue presented.

Within our holistic approach our services are layered, allowing

young people to engage at their appropriate level and time. We refer to this model as nested provision. Nested provision makes the more focussed services, such as one-to-one support and counselling, much more accessible because it allows young people the time to build up a relationship of trust with our approach and ethos. It also offers support and gives young people time to identify their own needs.

Young people begin their journey by accessing any of our services directly. For example, they may initially come into contact with the Junction through our drop-in service, or they may refer directly to one-to-one support or counselling.

The drop-in service sees many of the Junction’s first-time visits from young people. During drop-ins young people engage casually, at a time and rate which suits them. Young people access information, advice and informal support on health related topics. One-to-one workers are available at drop-ins, meaning that relationships are already established should a young person want to access further support. Sometimes young people will think about engaging in more focussed work, but decide they’re not quite ready. In this case, workers

are able to keep in contact and give the young person’s confidence and motivation a boost when needed.

A young person might also begin their journey by referring directly into either one-to-one support or counselling. We make sure that this process is as simple as possible, and that young people know the services are just for

them. Both services use the same referral process and lead to an initial

assessment appointment, where a young person is able to discuss their expectations and identify the most appropriate way forwards.

It’s important that young people can access the right service at the right time for them. We won’t push young people to access a service they’re not ready for, nor will we funnel them into a structured programme when perhaps their needs indicate that more flexible support is the best option. However, we will make sure our service users feel supported to explore their options and make decisions. When one kind of support or engagement concludes, young people can continue to use the project through other services.

Holistic Approach and Nested Provision





“You know why I like coming to the Junction? Because you learn stuff and I can get away from [my neighbourhood]. You get to learn about condoms and other stuff.”



Meeting young people’s diverse and ever-changing needs means being flexible and finding the best use of resources. At the Junction we recognise that young people want to choose a range of different services. This way, they can find something that is in the right place, open at the right time and offers the right kind of support for their social, leisure or health needs. That’s why we’re continuously building relationships with partner agencies – other youth and health services which reach out to young people in Edinburgh.

Partnership Working

Working in partnership means that the Junction is able to reach more young people; meet them on their own ground and speak to them in their own language. Sometimes young people can’t or don’t want to come to us – so we go to them. Working with the local high schools, we make sure that we’re a regular, visible and friendly presence at each school, whether we’re providing a stress management workshop or setting up an info stall during the lunch break. This gives young people the chance to check us out, see what we’re about and consider how we could support them. Our consistent and regular visits serve as an active reminder that all sorts of support are only a short walk, a text, or a phone call away.

A partnership approach to service provision also allows us to share expertise and good practice, learning from and contributing to the experiences of other professionals who care about young people. In 2010, the Junction’s Alcohol Support and Education Service developed new partnerships as part of the North Edinburgh Alcohol Initiative Collaborative. This ongoing engagement with three other youth projects ensures a range of alcohol support is available across north Edinburgh. Other partnerships have also seen Junction staff deliver sessions alongside colleagues from the Health Opportunities Team, lead a cross area Young Leithers United event and a parents’ conference on Young People and Alcohol.

“Please say thank you to [counsellor] for me. Counselling is really helping my son and I’ve noticed a change in him.”

Accessibility

Accessibility is more than just being in the right location, at the right time (although we strive to do both). Accessibility means that young people feel comfortable and safe using our services, and are able to present whatever concern or question they may have whenever it is most appropriate for them (i.e. no rules such as 'we only deal with alcohol issues on Wednesdays, please come back then').

As a holistic health and wellbeing project, we cover a comprehensive range of topics, in recognition that young people, as with people of all ages, have multiple health needs. This inclusive approach means that the young people who access our services may end up receiving more support than they initially intended or even realised that they needed. A young person may come in to the drop-in to access c:card and end up taking away information on healthy eating as it is readily available to them.

In addition to the broad scope of health and wellbeing information, young people have access to a range of services to meet each of their unique needs. Our drop-in service is informal and discreet, meaning young people can access the service at any time during our opening hours and for any



reason. Young people build relationships with workers through the drop-in, making them feel comfortable and more open to using the one-to-one, alcohol support

or counselling services if they need to. Conversely, the drop-in is open to young people between their appointments with these services, as well as after their set of sessions concludes. This means that support doesn't have to end abruptly; each young person can set their own timetable.

Uptake of our services can come through several avenues; we receive referrals from the young people themselves, other youth agencies, parents, and local schools. Staff at the Junction are available in a variety of venues outside of our main premises so that we can bring our information and support to those who chose not to use one of our core services. As well as monthly outreach sessions in the local high schools, we are a visible presence at many community and youth focussed events. During the summer when young people are out enjoying the sunshine, we bring our drop-in workers to them with twice-weekly street outreach sessions.

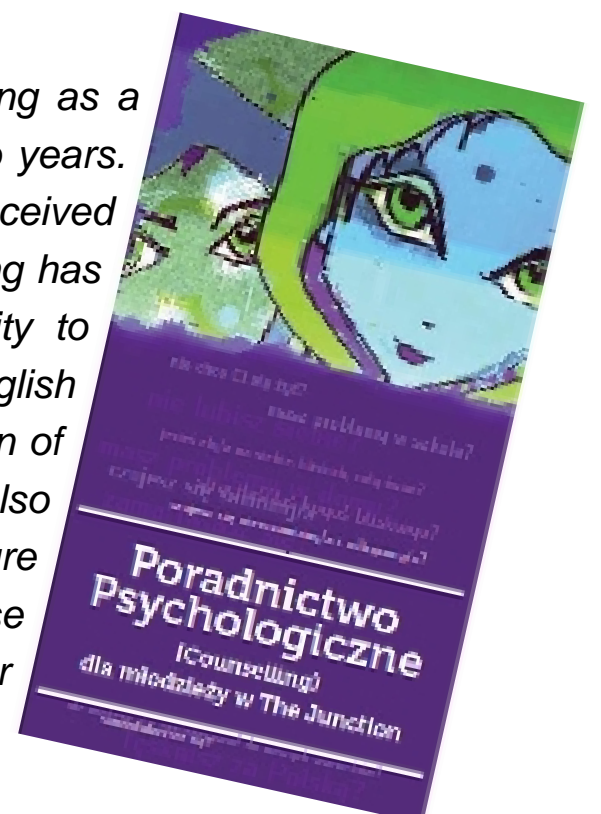
Finally, being accessible means that we respect young people, value their opinions and they can recognise that. We make sure that every young person that we work with feels welcomed and included so that they feel at ease using our services as much as they want to.



"I was really nervous coming here. I feel really relaxed now and what a good service you offer."



My name is Natalia Kolodziej. I have been working as a volunteer counsellor at the Junction for nearly two years. The very warm welcome and acceptance that I received from all staff at the Junction from the very beginning has been priceless. I have been given an opportunity to provide counselling for young people not only in English but also in Polish. Edinburgh has a large population of Polish young people. For some of them it has been an exciting but also sometimes difficult journey into adapting to the new country, its culture and language. I am very proud and grateful that the Junction gives these young Polish people an opportunity to explore these struggles in their own language.



Timeliness, Readiness

Young people deal in immediacy. When they want information they want it now, when they want to talk they want it now. Often young people will turn to their friends and peers for support and information, because those are the people most readily available. We can respond to this in three ways; we can increase the availability of information and opportunities to talk, we can ensure youth workers and other adults can respond when these opportunities arise, and we can strengthen peer support by engaging more young people in awareness raising and personal development.

Twice a year we organise a 'Voice Your Choice' event, so that young people can tell us exactly what they think of the Junction's services. If there's something that isn't working or is missing from our provision, they'll let us know. This year we consulted young people on our service provision over the summer holidays, and adjusted our opening hours in response to their feedback. The result was a record number of drop-in visits in July – our busiest month ever! Within the drop-in, activities and conversations are focussed around topics that young people raise – whatever's on their mind at the time. We're continually developing new games and resources to get young people thinking and talking, based on issues they've asked questions about or experiences they describe. Different topics become relevant at different times, so whether it's exam stress, the facts about legal highs or keeping safe in the summer sun, young people will find workers at the Junction ready to support them. This year we've produced seven Infozines, each covering one or more topics raised by our service users.



Some young people's needs go beyond information and awareness, and we help them to consider behaviour change. The timeliness and readiness of our approach make this possible; we work with young people while they are realising the need for change, considering how and why to change, and we can support them as they try to sustain strategies for change. This period of realising the need for change is a long time – we need to be there for them for them and prepared to respond when they are ready.



The Junction creates positive pathways for young people throughout their different stages of development. We create these pathways by valuing young people, hearing their voices, identifying need and responding to it. This is an experience which young people in turn can choose to take with them in their lives, in their family, community and society.

“The Junction provides a unique service, being the only project of its kind in the Edinburgh area. Young people in North Edinburgh/Leith can therefore count themselves fortunate to have such a distinct and valuable project right on their doorstep. From a Community Learning and Development perspective the Junction provides an important element in the range of youth services available in the area. The holistic approach to young people's health and wellbeing promoted by the Junction is important in generating young people's interest in health issues, whilst building capacity in this area amongst other service providers. Direct work with local schools and other youth agencies is particularly well regarded and highly valued.”



Christine Mackay

Community Learning and Development Manager North Edinburgh

When engaging with a young person, our workers are careful to be aware of where this young person is in their life, their age, their environment, their culture, and the risk-taking behaviours the young person may engage in as they learn about themselves, others and their own potential.

Appropriateness

Our role is to walk alongside young people in their growth and development, helping them to learn ways of being that will enable them to cope with the good – and the not so good – world they live in. Along the way young people will have different needs at different times in their lives, and we help them to identify those needs. For example, our work tells us that young people's attitudes to, and use of alcohol is different at age 12-13 than it is at 15-16. Accordingly, we need to ensure that our information and approaches are differentiated by age – and also by gender, cultural background and for young people with behavioural / learning difficulties.

To engage positively and effectively it's vital that we try to see the whole person, and the different factors influencing his or her life. This way, no matter who walks through the Junction's door or whatever question or scenario they bring with them, we'll respond in a way that's appropriate.



Evaluation is a process which is all about asking the questions, and gathering and analysing the evidence, to help an organisation understand the difference it makes and how this happens. At the Junction we take pride in being an organisation which strives to ensure that the principles of evaluation are embedded in our services and that we are always learning and improving.

Evaluation for a service means a willingness to ask oneself questions, to always be learning from what one does, and then to reflect and act on those lessons, so that this influences the day-to-day culture of an organisation. At the Junction we are always asking ourselves and others, how are we doing? What could we be doing differently? Why do some things work and others don't? How do service users and the community see us? Do the things we do best contribute to working towards our outcomes?

How do we know we're doing...

... what we say we're doing?

It is important for us that we understand the impacts we have and how our approach achieves these as we work towards positive outcomes for young people. We have worked with Evaluation Support Scotland to develop a robust range of methods. They helped us design our bi-annual 'Voice Your Choice' event where young people give us feedback on both how we are doing and how they'd like to see us develop. As part of this we use qualitative data techniques including body maps, wish webs, smiley faces and our *Hurrah!* book. We collect other qualitative data for particular services using the post-service Survey Monkey online tool, the Rickter Scale, third party testimonials from adults who know the young person (parent, guidance teacher, social worker etc) and Psychlops for our counselling service. This qualitative data is complemented by quantitative data we collate on numbers of programmes offered, numbers of participants and attendances at each session (gender, age, ethnicity, postcode). In addition we collect contextual data including local health data, information on local school attendance and exclusions, and local data on anti-social behaviour and police welfare concerns.



Evaluation can also be a separate exercise in its own right. For example, someone outside a service can undertake an assessment of the difference that a service is making in a community. This is extremely useful for any organisation and in 2011 we hope to commission an independent evaluation of the Junction, which should be helpful for funders and others seeking an external assessment of how we are doing.

Examples of our evaluative work



- Evaluation of Sexual Health workshops at Leith Academy: 85% said they had learnt something new about STIs and 67% said this would influence future behaviour
- Through pre- and post-counselling intervention assessments young people have reported developing healthier coping strategies and increased self belief. Evaluations demonstrated an increased understanding of stress and management techniques
- Our twice yearly focus days 'Voice Your Choice' show that 77% of young people who use our open access services are more likely to make safer sex choices
- Group outreach session evaluations demonstrate young people's increased knowledge and understanding of specific health issues
- Infozine feedback demonstrates young people find it "interesting; lets you know about stuff you need to know; answers questions you have; very helpful; a good length; well laid out and easy to read."



The Junction have continued to provide us with invaluable support this session, not just in individual work with students but also within our PSHE and health and wellbeing programmes. The recent Mental Health workshops in S2 and Alcohol workshops in S4 were very successful and the feedback from our pupils was extremely positive and something that they would like to do again. The monthly outreach is always well attended by our pupils and a tremendous opportunity for individuals to get advice on a range of topics in an informal setting. We also use the Infozine as a resource for our PSHE lessons."

Kath Stewart

Trinity Academy, October 2010

Qualitative evidence from young people and third parties

"My clients have always found the counselling to be incredibly helpful and always utterly safe, caring, respectful and responsive to their needs"

"They make me feel welcome"

"I've learnt to work cooperatively"

"I can discuss my feelings with someone I trust"

"I've learnt coping strategies to help cope with my sadness"

"I learned the art of compromise"

"I've been helped to understand my anger and sadness and looked at healthier ways of dealing with them"

"I feel more confident in how I can help a friend who is sad"

"I like working as a team and bonding with everyone"

"I found that here I could express myself and speak about things maybe I couldn't in other places and it really helped me through a place in my life"

"My experience has been great. The Junction was so nice to me and they really helped me a lot."



Service statistics 2010 *

- * Delivered 435 c:card consultations, of which 106 were first-time users
- * Received 82 referrals for the counselling and alcohol support services, and 18 for one-to-one support
- * Offered 661 counselling sessions
- * Piloted a street outreach programme, reaching 130 young people over 9 sessions
- * Received 1327 visits to drop-ins, including the busiest ever month with 170 visits in July 2010
- * Delivered 31 workshops to 620 young people on alcohol awareness, stress, mental health, sexual health
- * Published 7 Infozines
- * Provided 176 individual complementary therapies

* All figures cover the 12 month period 1st Dec 2009 – 30th Nov 2010 inclusive

5th December 2005 **The Junction opens its doors with the very first drop-in!**

2006 **Counselling service**
Friday Chiller
The Zone – drop-in
Action Research on Alcohol and Violence

2007 Counselling service
Friday Chiller
The Zone – drop-in

2008 **First volunteer counsellor starts**
Counselling service
Friday Chiller
The Zone – drop-in

**What a difference
5 years makes!**

2009 **GSK Impact Award!**
Alcohol Support service
Sexual Health drop-in
One-to-one service
Counselling service
Friday Chiller
The Zone – drop-in

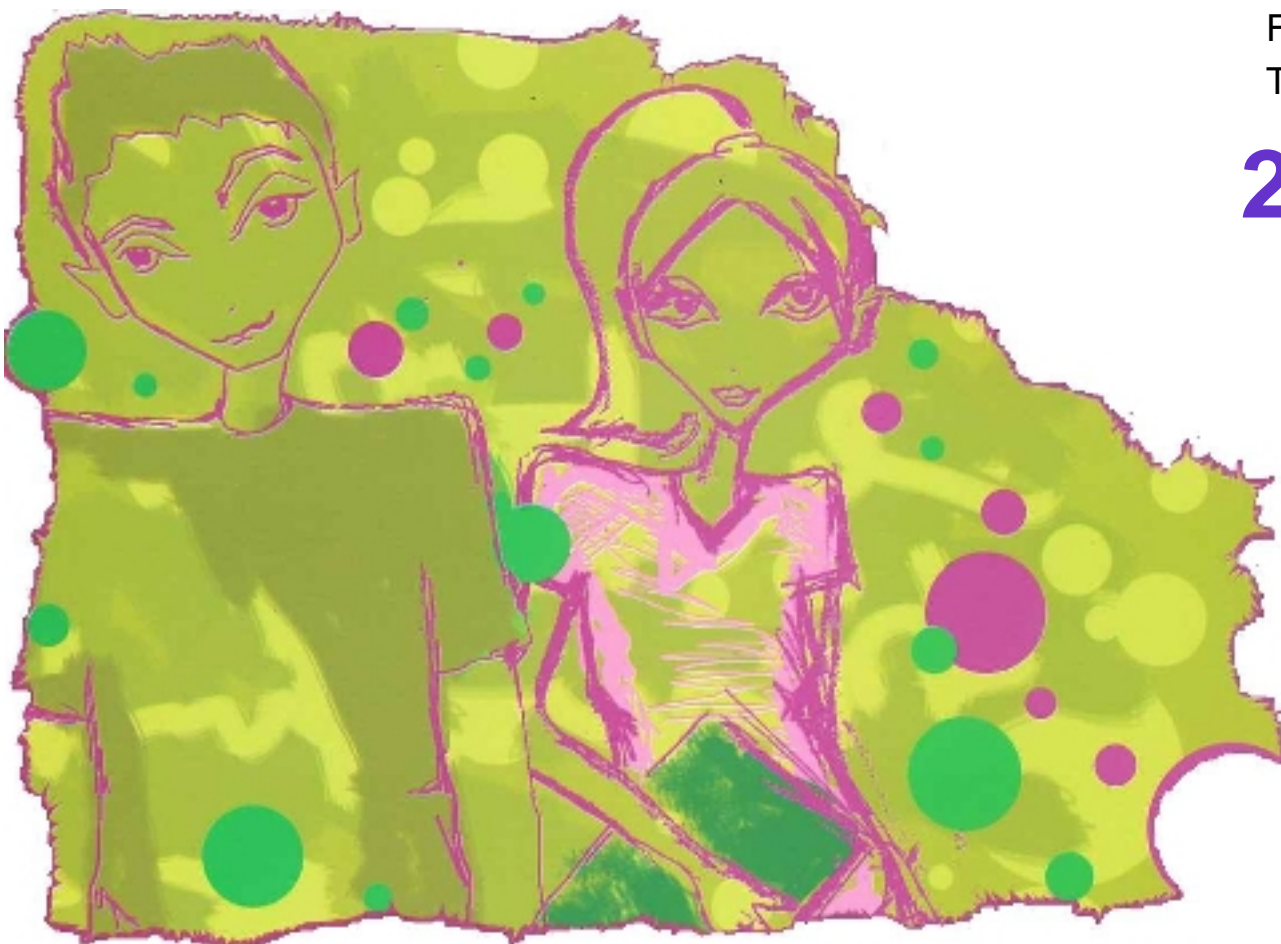
2010 **Street outreach**
Alcohol Support service
Sexual Health drop-in
One-to-one service
Counselling service
Friday Chiller
The Zone – drop-in

2011 Street outreach
Alcohol Support service

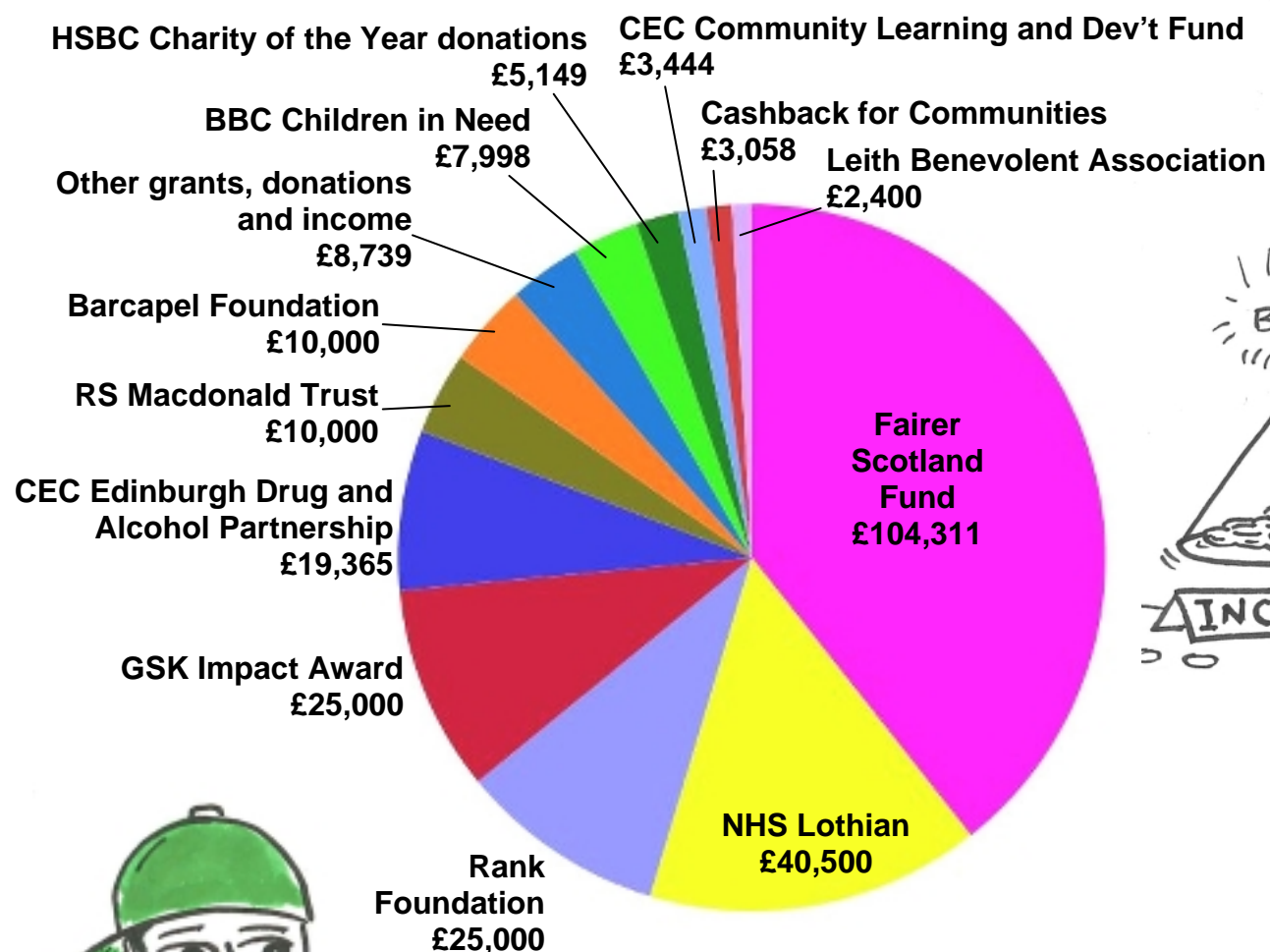
2012 Sexual Health drop-in
One-to-one service

2013 Counselling service
Friday Chiller

... The Zone – drop-in



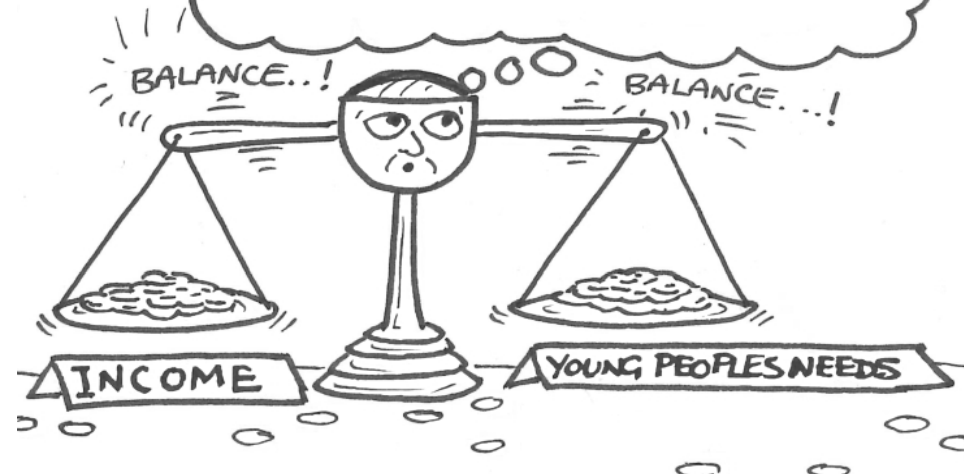
Income



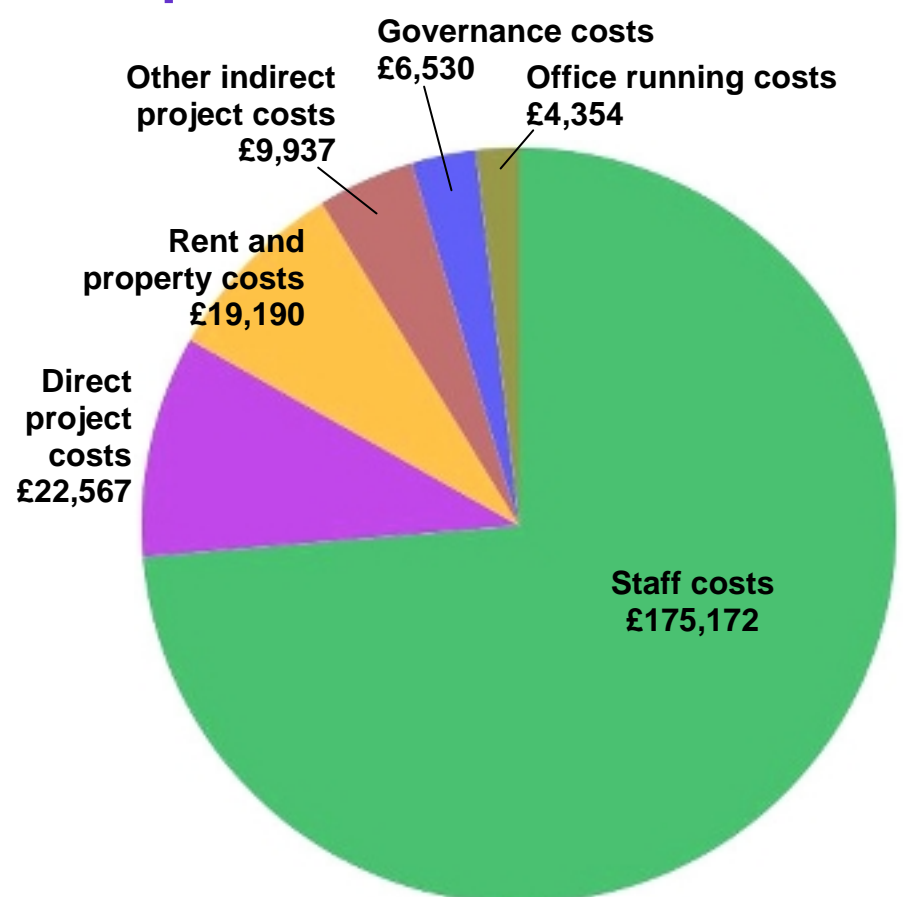
The charity's free reserves are represented by the general fund, which at year end stands at £71,423. The charity aims to maintain these reserves at an amount equivalent to 3 months' expenditure, which is considered a reasonable level to ensure short-term continuity in the event of a break in funding. The year end free reserves are equivalent to just over 3 months' expenditure at current levels.

The above represents a summary of the year accounts. To request a copy of the full accounts, please email info@the-junction.org or phone 0131 553 0570.

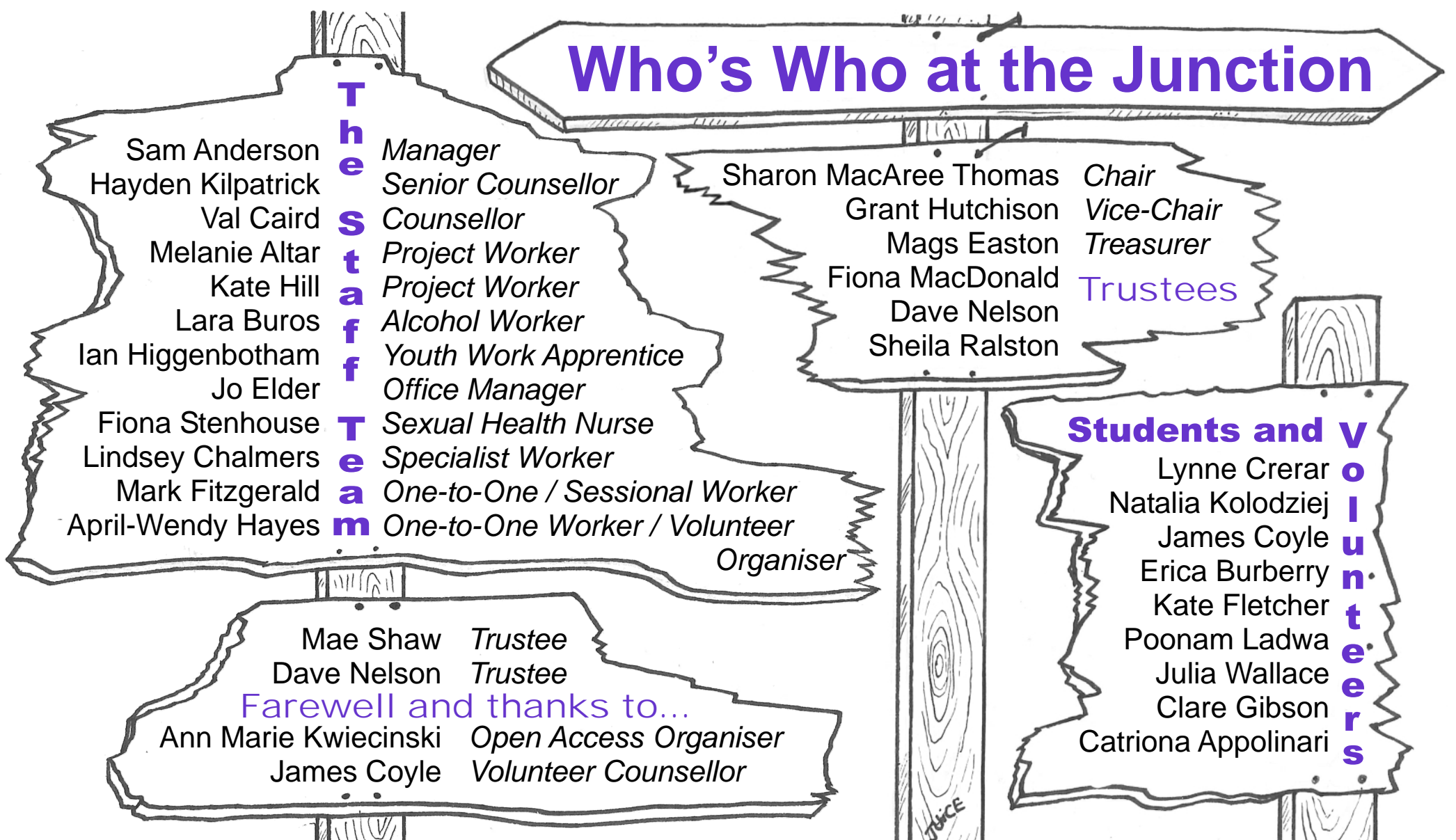
Income and Expenditure Accounts 2010



Expenditure



Who's Who at the Junction



The Junction would like to thank these supporters and partners:

BBC Children in Need
C:card
Cashback for Communities
CEC Children and Families Dept
Comas
Craigentinny and Duddingston Neighbourhood Partnership
Edinburgh Alcohol and Drugs Partnership
Edinburgh Leisure
Findlay's of Portobello
Forresters Arms, Portobello
Healthy Respect
HSBC Securities Services Edinburgh Charities Committee
John Williamson Fishmonger, Portobello
Leith Benevolent Association
Leith Neighbourhood Partnership
Lloyds TSB Foundation for Scotland
NHS Lothian
Pilotlight
Portobello and Craigmillar Neighbourhood Partnership
Porto News, Portobello
The Rank Foundation
RBS Technology Services Charities Committee
Standard Life
The RS Macdonald Charitable Trust
Tesco Express, Great Junction Street



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Company number: 278505

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