

the Junction*
young people, health & wellbeing

Annual Report

2011

Welcome to the Junction's 6th Annual Report

It continues to be an absolute privilege to be able to oversee and support the evolution of our innovative community-based holistic health services. The past year has continued to see our model and approach consistently recognised as good practice, used by others to illustrate what can be achieved in the area of young people's health. Made even more vital due to the current economic climate, our partnership approach helps to ensure that we can continue to deliver quality services to young people – we share expertise and good practice, learning from and contributing to the experiences of other professionals. By collaborating in this way, young people will receive information and messages about health which are consistent, relevant and accessible to them.

Underpinning our success here at the Junction, the guiding force of our evolution continues to be local young people's health-related needs and wants. In 2011, in addition to our regular participatory evaluation methods with both service and non-service users, we conducted an emotional health and wellbeing survey (the survey report is available on our website) and introduced the Junction Youth Advisors, a group of local young people who come together regularly to discuss the evolution and promotion of the Junction and its services. This ensures that we remain relevant and hit the mark in relation to young people's needs, interests and priorities.

In 2010, our annual report focussed on describing the key interlinked fundamentals of the Junction's model: TIMELINESS, READINESS, ACCESSIBILITY, APPROPRIATENESS and PARTNERSHIP WORKING, which are consistently reflected throughout our HOLISTIC APPROACH and NESTED PROVISION.

We are keen to use this year's report as an opportunity to further explore and demonstrate how this model works in practice. This exploration is especially timely because it is now, during our sixth year of operation, that thanks to the support of a range of funders we have been able to complete our first full year of operating the whole model. Our first year experiences of the full model have demonstrated to us how it works in practice. This opportunity has highlighted for us the strengths of the model and given us experiences to reflect on, and learn from.

This report aims to demonstrate the model, its context and its application at the Junction.

Sam Anderson
Manager

Grant Hutchison
Vice Chair

At the Junction we use several internal tools and monitoring systems to evaluate the impact of our services, including ‘Voice Your Choice’ events, the Rickter Scale and the Psychlops evaluation tool. In addition, this year we were able to gain an outside perspective on our services thanks to a piece of work undertaken by Sheila Wilson, a public health researcher with NHS Lothian. This outside perspective drew on information from our systematic monitoring and evaluation, and pulled out some of our key findings to illustrate both what the Junction delivers in terms of outcomes, and how we go about achieving these.

The framework chosen by the researcher for this purpose was a logic model developed by the Community Health Exchange (CHEX), focusing on processes – with examples of typical activities – by which community health initiatives deliver their services, and the outcomes which result.

The model is particularly appropriate for the Junction because it illustrates the effectiveness of the project’s structure, and how this is underpinned by our key principles. The model also makes explicit the realistic contribution that community health initiatives can make to medium- and long-term outcomes in health improvement and community capacity, such as influencing the design of services for young people by local providers.

In the broader health context within which the Junction operates, tangible impacts are particularly significant in relation to the current policy context; in particular, the emphasis on an assets-based approach to health improvement.

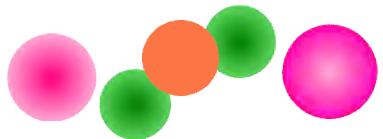
The report highlights:

- the value of the Junction’s integrated structure, designed to ensure a response which is tailored to each individual’s particular set of circumstances, so that the young person can draw on the services on offer in the combination and timescale which best suits them;
- the dynamic relationship between different strands contributing to creating a supportive environment that encourages clients in, rather than presenting as a set of discrete services through which they have to navigate their own way.

The researcher anticipates that the CHEX logic model may prove valuable as a template for other community health initiatives.

A copy of the full evaluation report can be downloaded from our website.

The Junction: An External Perspective



Our Nested Provision Model in the Junction Context

In order to work, our model needs to take place within the context of a holistic approach. At the Junction we understand that the various aspects of young people's lives are interrelated. We therefore maintain a wider outlook; rather than focusing solely on the issue presented so we try to see the whole person, and the different factors influencing his or her life. Within this holistic approach we've learnt that it's most valuable for our services to be layered, allowing young people to engage at their appropriate level and time. We refer to this model as nested provision.

Below and on the following pages we've illustrated how young people can engage with the Junction's services at different levels of the model. A young person may begin to engage at any level, at several levels simultaneously, or may engage at different levels within one service, according to their needs and wants.



A young person's initial contact with the Junction may be engaging with a volunteer during school outreach, or at their first visit to the drop-in. Here volunteers help to make sure that our services are high quality, delivered by people with an interest in and who care about young people. Behind the scenes, volunteers contribute to the Junction's promotional materials, as well as inputting to the evaluation and monitoring systems which are so important in maintaining relevant and accessible services.

Our volunteer counsellors practice different theories of counselling, such as Person-centred, Psychodynamic, Transactional Analysis. At the heart of each of these theories is the counselling relationship, established between counsellor and client. Bringing this diversity to the service, as well as their own differing life experiences, therefore greatly enhances our ability to meet young people's diverse needs.

Volunteering is a two-way opportunity; as much as the Junction benefits from volunteers' time and skills, we aim to offer them meaningful and positive experiences in return. We are therefore delighted to have achieved the Investing in Volunteers quality standard, which demonstrates our commitment in this area.

Rebecca's story



Rebecca was struggling with a difficult home life, and low self-esteem. At school one day during lunch,

Rebecca spotted the Junction's outreach stall. After speaking to the staff and learning about our services, Rebecca came to the Friday Chiller to get a free massage after a stressful week. She opened up to Lindsey, the massage therapist, about some of the problems she had been struggling with. Lindsey suggested that Rebecca might like to refer herself to the counselling or one-to-one service to have more time to explore and discuss her life with a worker. Rebecca was still unsure if she wanted extra support and didn't return to the Junction for several weeks.

... cont'd...



Activity group

Young people's group

A volunteer...
...helps a young person to search the internet for info on local football teams
they might be able to join
...makes a young person feel welcome and included at the drop-in game with a group of young people, encouraging them to discuss their perspectives and raise their understanding.

Getting out into the community means that young people can see our faces and are reminded that the Junction is open, before deciding whether they might like to engage. So whether it's a school health fair or an afternoon's street outreach in the local area, we'll meet young people on their own turf and try and get them thinking about their health and wellbeing.

Volunteers



Alcohol support service

A designated alcohol worker is staffs two of our weekly drop-ins, and engages with young people during outreach and streetwork.

At drop-ins we use structured discussions and activities to challenge young people's attitudes towards alcohol misuse. We deliver alcohol brief interventions to young people who are using alcohol harmfully, and we offer informal support for young people any situations involving alcohol.

Drop-in

Sexual health services
Ad hoc 1:1 sessions
Massage



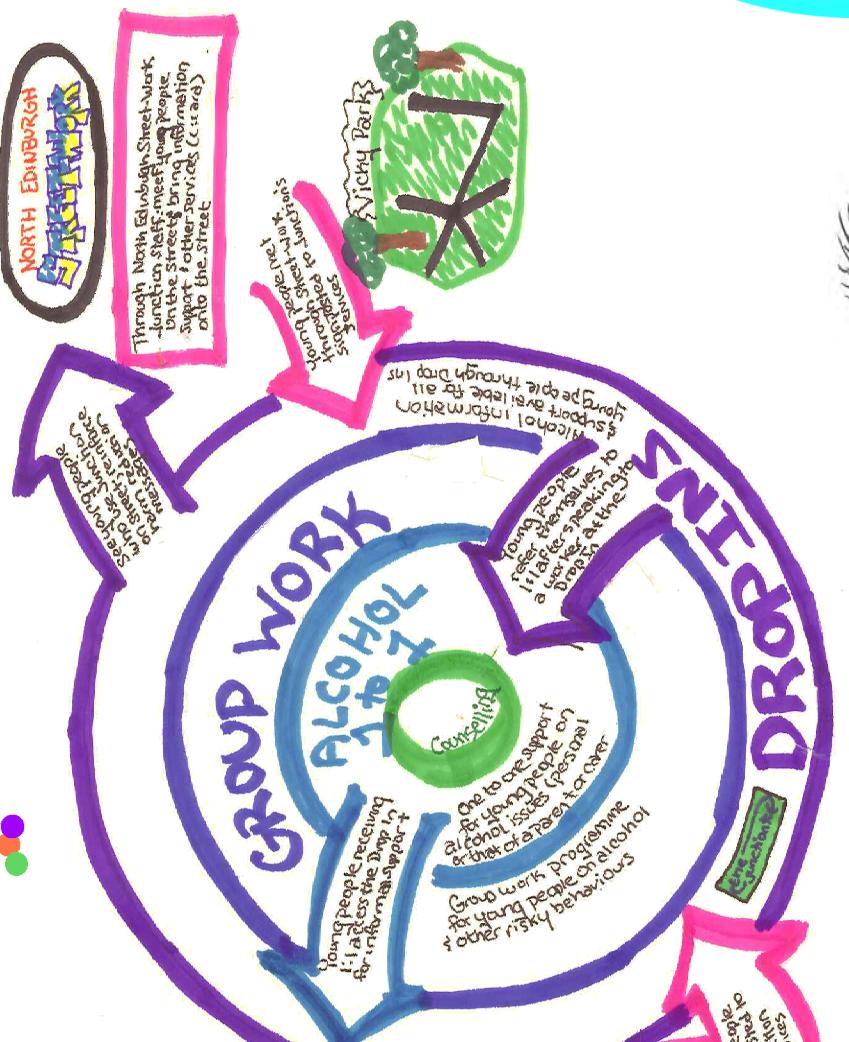
The drop-in allows young people to engage with workers at a time a pace that suits them. In 2011, Junction staff work across the model's different layers, allowing young people to build relationships before accessing the deeper level of support offered by the more focussed services.

Across the model:

- the Alcohol Service

Alcohol Support & Education Service

at the Junction



Through North Edinburgh Street Works Junction staff meet young people on the street or bring them onto the street. Support & other services (e.g. legal)



Rebecca's story



One day
Rebecca had a massive argument with her mother. She felt like she had no-one to talk to, and started to feel hopeless. She then remembered about the Junction, and came to a drop-in to speak to a worker confidentially. During the session, Rebecca realised she felt ready for extra support, and two weeks later she had an assessment appointment with Hayden, the senior counsellor. Hayden and Rebecca

decided that counselling would be the most helpful service for Rebecca at that point in her life.

... cont'd....

An experience of the Young Women's Group and One-to-One Support Service

"I have made new friends, and obviously it's kept me fit because we went dancing nearly every week. Also I spoke to someone here [at the Junction] and now I have appointments with someone here so that's definitely gonna help me a lot, so I think that's definitely a positive thing."

Female, 14

Activity group

Youth's Group

"The one-to-one service has helped me in so many ways. My worker has been excellent and has fully understood me and my problems. She listened and helped me through experiences where I thought I would be alone. We shared some similarities which made it easier to have a conversation."

Male, 14

1:1 support

Volunteers

Drop-in

"I've seen a big difference in myself since coming to one-to-one support. So have the people around me"

Female, 14



One-to-one support

Alcohol support service

Group work

Workshops

Sexual health services
Ad hoc 1:1 sessions
Massage



Young people come to counselling from many avenues; they may refer themselves directly or through a trusted adult, or they may access it from the drop-in, from engaging during outreach, or perhaps after building up a relationship with a drop-in or alcohol worker at the Junction.

The first step in counselling is the assessment appointment, which attempts to capture a snapshot of the young person's life – a picture of the relationships they have with others, how they cope and things they might want to change. At this stage the young person may identify that another form of support might be most helpful to them, in which instance the nature of the nested provision model makes it easy for them to access other services such as the activity group, the drop-in, or one-to-one support.

The Counselling Service

Following the assessment, if they wish to continue with counselling, the young person will be offered a regular appointment. Creating a trusting relationship with their counsellor enables the young person to talk about their emotions, thoughts and behaviours. Through talking with the counsellor the young person may be able to express how they want to be in the world and the difficulties that may come with this.

Towards the end of the counselling relationship, again, other forms of support may become particularly important. Being able to quickly access services led by workers with whom they are already familiar, in an environment and with an ethos that they trust, may help the young person to build skills and confidence in areas explored during counselling and allows them to continue to engage at a pace that suits them.

Rebecca's story



After 12 counselling sessions, Rebecca felt better about her life and more able to cope with her situation. She still wanted improve her self-esteem, and decided to refer to the one-to-one support service.

Rebecca met with Kate, who she knew from the drop-in, for eight sessions and explored her self-esteem, confidence and assertiveness. Rebecca now feels much more able to take on life's challenges and visits the Junction from time to time to let the workers know how she is getting on. She knows the Junction will be there when she needs support, or even just a free massage and a chat.

Activity group

Young people's group



1:1 support



Volunteers

Counselling service



Group work



2011 at the Junction has been a busy, productive and rewarding year, both for the young people who have accessed the services and the volunteers and staff who have provided them.

The addition of a part-time Volunteer Organiser has enabled us to further develop our volunteer policies, protocols and practices, whilst building our team of volunteers and the range of activities and roles they can become involved with. Volunteers currently contribute to the Junction's work right across the model.

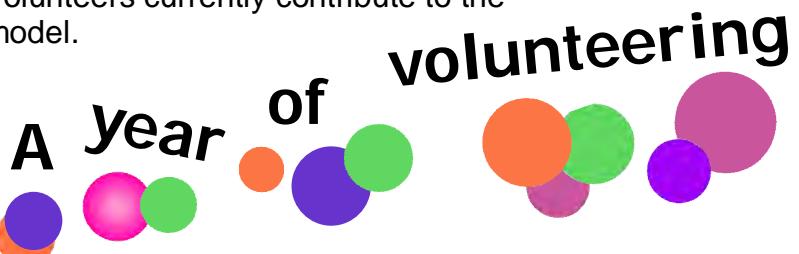
This year has seen the involvement of 12 new Junction volunteers, including volunteer counsellors, drop-in volunteers and an administration volunteer.

Each volunteer has brought a wide range of life experience, skill and talent, in addition to their unique perspective and contribution.



During the course of the year we've worked hard to foster good experiences for volunteers, allowing them to best contribute their time and skills. We are delighted therefore to have achieved the UK quality standard for volunteering – Investing in Volunteers. Having received the full participation cost from the Investing in Volunteers Edinburgh Subsidy Scheme (saving us £1000), we undertook a thorough assessment of all our volunteer processes, policies and practices, including interviews with volunteers, staff and management committee.

A year of volunteering



"I think working with young people and in the community is a great opportunity both for volunteers and for the young people. In both cases the learning is invaluable."
Former drop-in volunteer



Income and Expenditure Accounts 2011

	Income	£
HSBC Charity of the Year donations	7,192	
Sportsman donations for Youth Apprenticeship Programme	7,059	
Other donations	2,592	
Fairer Scotland Fund	99,686	
City of Edinburgh Council	35,647	
Youth Scotland	478	
NHS Lothian	40,500	
Rank Foundation	25,000	
BBC Children in Need	23,668	
Comic Relief	5,000	
Henry Duncan Awards	5,500	
Scottish Community Foundation	3,785	
Austin and Hope Pilkington Trust	1,000	
Fees and other income	2,340	

	Resources Expended	£
Staff costs	206,422	
Direct project costs	6,683	
Rent and property costs	22,110	
Governance costs	6,926	
Office running costs	6,423	
Other indirect project costs	3,546	

The charity's free reserves are represented by the general fund, which at year end stands at £83,399. The aim of the charity is 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.

Management Committee

Sharon McAree Thomas
 Grant Hutchison
 Mags Easton
 Fiona MacDonald
 Sheila Ralston
 Mark Muir
 Laura McGravie
 Eric Carlin

Sam Anderson
 Hayden Kilpatrick
 Val Caird
 Lara Buros
 Ian Higgenbotham
 Melanie Altar
 Kate Hill
 April-Wendy Hayes
 Jo Elder
 Mark Fitzgerald
 Poonam Ladwa

Lindsey Chalmers
 Fiona Stenhouse
 Natalia Kolodziej
 Kate Fletcher
 Erica Burberry
 Sam Johnson
 Fiona Baker
 Dale Turner
 Nicola Collins
 Ann Charles

Amandine Piolat
 Donna Aldridge
 Vicky Forrester
 Claire Jeffcoat
 Sabrina Leydon
 Joanna Kozyra
 Isla Mcleod
 Suzanne Boylan
 Clare Gibson

Staff and Volunteer Team



The Junction would like to thank the following supporters and partners:

Lloyds TSB Foundation for Scotland

Austin and Hope Pilkington Trust, Barcapel Foundation, BBC Children in Need, C:card, CEC Children and Families Dept, Citadel Youth Centre, Comas, Craigentinny and Duddingston Neighbourhood Partnership, Edinburgh Alcohol and Drugs Partnership, Health Opportunities Team, John Williamson Fishmonger, Leith Benevolent Association, Evaluation Support Scotland, Forresters Arms, Healthy Respect, The Ripple Project, Porto News, Muirhouse Youth Development Group, Leith Neighbourhood Partnership, Port of Leith Housing Association, RBS Technology Services, Scottish Community Foundation, Edinburgh Leisure, Findlay's of Portobello, Granton Youth Centre, The Rank Foundation, Volunteer Centre Edinburgh, NHS Lothian, Standard Life, La Cerise

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160-162 Great Junction Street
Leith, Edinburgh, EH6 5LJ

www.the-junction.org

Charity number SC036721
Company number 278505