



## What?

**IAG:** FindItOut provides information, advice and guidance to young people.

**Signposting:** FindItOut signposts Young People to services and provision that are able to meet their expressed needs.

**Direct Referrals:** FindItOut supports with completing referrals and ensuring YP are able to access a range of services to meet their needs.

**Bitesize:** FindItOut Bitesize which will be up to 5 sessions aims to engage young people aged 11-19 (25 for care experienced and SEN) at the earliest sign of difficulties by providing tailored services which reduce vulnerability and provide positive outcomes and reduce the need for higher tier services.

We engage young people individually using a consent driven process to provide a needs led, time bound package of support against which progress is regularly reviewed.

## Why?

Young People need to be able to access inclusive, discreet services that meet their needs, independently as recognised in the Early Help redesign consultation. FIO aims to act as a point of contact to support YP accessing services from a range of partners and specialist provision to reduce the need for Childrens Social Care.

## Who?

Delivered by HSA's and FSA's with support from the hub duty manager where needed for Young people aged 11-19.

## Where?

Walk into Young People friendly Family hubs, Online, phone and level 2 bitesize one 2 one.

## When?

Online form and phone access 24hrs a day via the IFD, walk in during centre opening times.

## Evaluation and feedback

The Young people's feedback for informing the service design was taken from Young People wishes and views from the Early Help redesign consultation.

Further work to be done about how this service offer is reviewed going forward by Young People.