



# Services for Young People

*Local Delivery by SCC in Surrey Heath*

*18/02/10*

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## ***Our intention is to deliver world class services for young people in Surrey.***

Early in the current administration the Leader of the county council, Dr Andrew Povey asked that all youth delivery plans be approved by Local Area Committees. Consequently, officers of the county began to draw up drafts of what these plans could look like, which included a description of all of the services for young people provided by the council, along with the timetable of local youth provision.

During November and December 2009 officers met with the Chairs of all Local Area Committees to explain the process and to take councillor colleagues through the plan. A summary of the feedback received in these meetings was sent out in January 2010. During January and February 2010 a further round of consultations was also undertaken by officers bringing the plans incorporating the Chair's feedback to informal Local Area Committee meetings to ask for further feedback, and at this stage there was some consensus with the proposed planning format. The Assistant Director for Young People will be presenting these plans and the future strategy to the formal meetings of Local Area Committees throughout February and March 2009.

The plans themselves, which are included in this paper, are not transformational; they are a description of business as usual, the operations that the services have routinely delivered over a number of years.

However the paper also describes a transformational change in the way services for young people will be delivered in the future. By becoming a commissioner of outcomes, the council will move towards it's aspiration to become a provider of world class services for young people.

This is the start of a process of change and the start of greater dialogue and local engagement. Increasing local control in the configuration and co-production of locally commissioned services is a central objective of this project, through which Local Area Committees will become a key stakeholders in influencing the way services are commissioned and delivered in your Borough

# The Services For Young People Transformation Project

**Services for young people** in the county council includes the Youth Development Service, the Inclusion Service, Youth Justice and the Connexions Services. These services predominately work with young people aged 13-19 years.

The council has decided to ‘transform’ its services and its community leadership in the entire youth sector. We are doing this by changing how we do business, moving from a service delivery model to a commissioning model of operation which will allow us to more effectively assign resources and money to need. By focusing on outcomes for young people, commissioning services will make a real difference and simultaneously make better use of public money.

We have set up the ‘Services for Young People Transformation Project’ that will manage this process of change.

Commissioning is a cycle of commissioning, de-commissioning and re-commissioning based on changing need, customer experience and performance of providers. The focus is on outcomes not services. For the council this is a fundamental transformation in the way we do business.

The project will be in three phases;

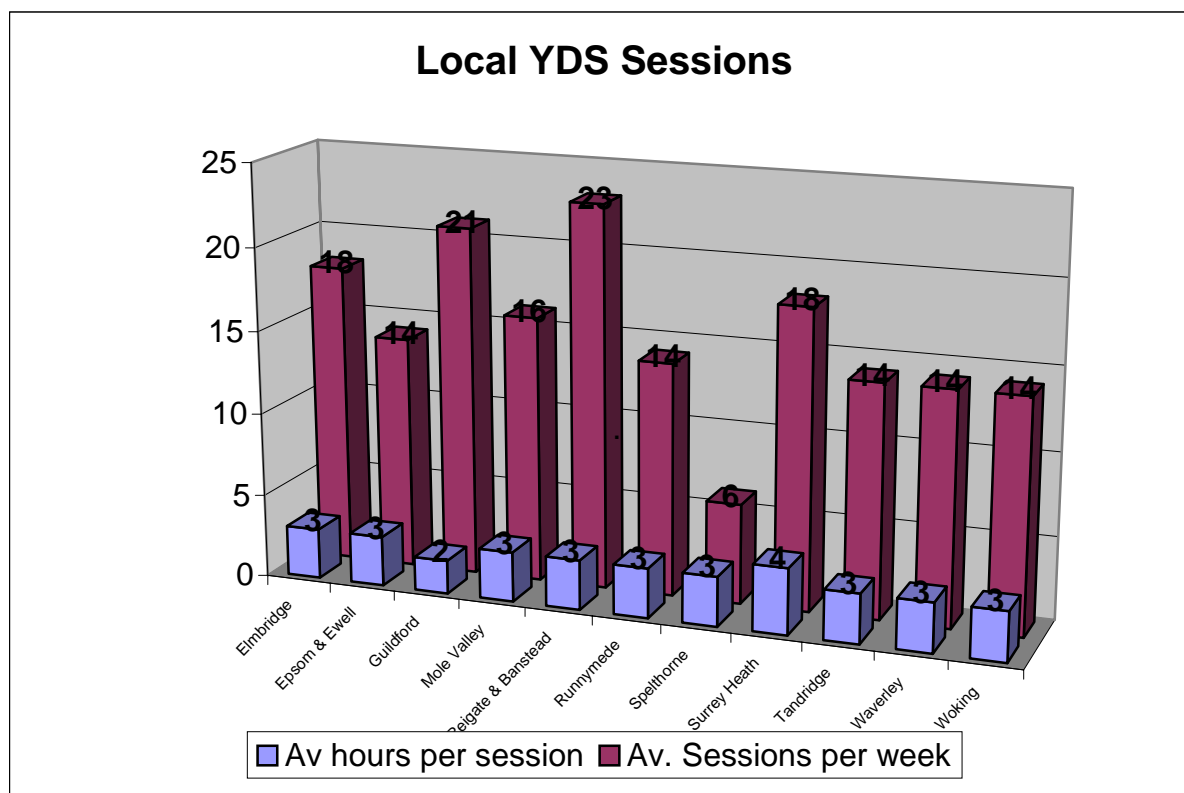
- Phase one includes the production of the needs assessment, outcomes framework and initial options appraisal.
- Phase two is about the production of the full business case, which is when the service will be redesigned.
- Phase three is when the new design will be implemented or built.

The whole process will take about two years. These are the key milestones;

Year 1 - 2010/2011				Year 2 - 2011/2012			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Project initiation	Needs assessment	Full Business Case	Project implementation				
	Outcomes framework			Procurement			

## YDS Performance

	County target 2009-2010	County Performance up to Q3		Surrey Heath performance up to Q3		County target 2010-2011
<b>Contact with 13 – 19 year old cohort</b>	25%	8%	7,240 young people (av. 658 per Borough)	16%	1,152 young people	25%
<b>Participation in YDS programmes by 13 – 19 year old cohort</b>	15%	4%	3,678 young people (av. 334 per Borough)	11%	735 young people	15%
<b>Supporting these participants in achieving a recorded outcome.</b>	60%	17%	2,457 young people (av. 223 per Borough)	53%	554 young people	60%
<b>Supporting these in registering on a nationally validated accredited outcome.</b>	30%	3%	413 young people (av. 38 per Borough)	11%	113 young people	30%



## Youth Development in Surrey Heath; 2010/2011 Plan

The **Statutory duty** of local government organisations is to provide a youth service in their region. The youth service has national targets with regard to initial contact with YP, number of relationships developed with YP & the number of accredited learning programs achieved as detailed on page 5 of this document.

Camberley, Old Dean, Heatherside, Collingwood College	Chobham, Bisley, West End, Bagshot, Lightwater, Windlesham, St Michaels, Kings International School and Wishmore Cross School	Frimley, Frimley Green, Mytchett, Deepcut, Tomlinscote School and Carwarden School
<p><b>Monday Evening Targetted Drop-In / Project Work</b> Targetted access youth provision for young people aged 13 to 19 based at the Old Dean Youth Centre. <b>7.15pm to 9.45pm</b> <b>38 sessions p.a.</b></p>	<p><b>Bisley Youth Club</b> Targetted open access youth provision for young people aged 13 to 19 based at Bisley Youth Centre <b>7.00pm to 9.30pm</b> <b>38 sessions p.a.</b></p>	<p><b>Targetted/Young People At Risk Project Frimley Green</b> (appropriate intervention project targeting identified young people in Frimley Green, Frimley, Mytchett &amp; Deepcut)</p>
<p><b>Girls Project Work</b> Targetted provision aimed at young women with low self esteem / confidence; young women needing additional support in an environment away from young men based at the Old Dean Youth Centre <b>7pm to 9.30pm</b> <b>38 sessions p.a.</b></p>	<p><b>Chobham and West End Targetted Youth Support Project &amp; Outreach Programme</b> Targetted open access youth provision for young people aged 13 to 19 based at Bisley Youth Centre <b>7.15pm to 9.45pm</b> <b>38 sessions p.a.</b></p>	<p><b>SHH Project (sexual health help)</b> Weekly sexual health drop-in project during term-time on Friday afternoons 4.30-6.30pm</p>
<p><b>Thursday Evening Targetted Drop-In</b> Targetted access youth provision for aged 13+ young people providing leisure activities in an educational framework based at The Old Dean Youth Centre <b>7.15pm - 9.45pm</b> <b>6 weekly programme</b></p>	<p><b>Targetted Youth Support Arts Award Project</b> 38 sessions p.a.</p>	<p><b>Frimley Green YC Youth Counselling Service</b> partnership project led by NHS (weekly)</p>
<p><b>Old Dean Youth Club Events Programme &amp; targeted work</b> Small group work with identified young people</p>	<p><b>Bisley, Chobham and West End Targetted Support D of E Project</b></p>	<p><b>Frimley Green Youth Club Club Shout</b> Project for young people with moderate learning disabilities aged 14-20 Tuesday evenings term time</p>

# Youth Development in Surrey Heath; 2010/2011 Plan

<p><b>Camberley, Old Dean, Heatherside, Collingwood College</b></p>	<p><b>Chobham, Bisley, West End, Bagshot, Lightwater, Windlesham, St Michaels, Kings International School and Wishmore Cross School</b></p>	<p><b>Frimley, Frimley Green, Mytchett, Deepcut, Tomlinscote School and Carwarden School</b></p>
<p><b>ODYC &amp; BISLEY Alternative Education programme 14 - 17s</b> BOYS OCN course ASDAN Cope course MOVING UP course <b>term time only</b></p>	<p><b>St Michael's Targeted Youth Support Project &amp; Outreach Programme</b></p>	<p><b>School Holiday Project</b> Easter &amp; Summer provision during school holidays for young people of Frimley Green, Frimley, Mytchett &amp; Deepcut <b>1 week Easter, 2 weeks summer</b></p>
<p><b>Heatherside Youth Project</b> 13-19s Heatherside Community Centre <b>Tuesdays 8.00-10.00 pm</b> <b>30 weeks p.a.</b></p>	<p><b>Alternative Education Programme</b> 14 - 17s Bisley &amp; Frimley Youth Clubs Girls OCN course Independent Living Skills Course</p>	<p><b>Deepcut Project</b> Meeting the needs of young people from Deepcut <b>term time</b></p>
<p><b>Camberley Youth Café</b> 13-17s Good Taste Coffee Shop, Camberley <b>Fridays 7.30-10.00pm</b> <b>term time only</b></p>	<p><b>Young Parents Group</b> Friday mornings 10-12pm 2 sessions per week 40 weeks p.a.</p>	<p><b>School Youth Work Projects</b> work supporting Tomlinscote &amp; Carwarden House School <b>term time</b></p>
<p><b>Time 4 U Sexual Health Project</b> Old Dean Youth Centre <b>Thursdays 3.00-5.00pm</b> <b>term time only</b></p>	<p><b>Alternative Education Programme</b> NEET/Functional skills and Employability Project <b>Wednesdays 9.30am - 3.00pm</b></p>	<p><b>Frimley Green Youth Club</b> Young People's Committee</p>
<p><b>Borough Wide Projects</b> Skatepark project SHIP project Anti-Social Behaviour DVD</p>	<p><b>Rural Divisionary Events Programme &amp; targeted wok</b></p>	<p><b>Frimley Green Youth Club Drop-In Project</b> Wednesday evenings term time</p>
	<p><b>Targeted / Young People At Risk</b> 1:1 work</p>	<p><b>Friday Night Project</b> Friday evenings term time</p>
		<p><b>We ain't so scary!</b> project challenging the perceptions of young people through film <b>Thursday evenings term time</b></p>

## Other Services in Surrey Heath; 2010/2011 Plan

### Youth Justice Service

The YJS represents SCC's statutory duty to have a Youth Offending Team to include a probation officer, social worker, police officer and nominees from the health authority and local authority, with the duty to coordinate the provision of youth justice services for all who need them and carry out a youth justice plan.

The key National Indicators are;

Target 2009/10	Surrey 2009/10	Target 2010/11
Reduce number of first time entrants to the YJS to 1424	984	Reduce first time entrants to the Youth Justice System by 5%
Reduce rate of proven re-offending by young offenders to 34.1% by 2010/11	31.7%	<33.9% rate of proven reoffending by young offenders over 12 months

Local Community and direct reparation projects in Surrey Heath include conservation and maintenance work around Chobham Common and the Roundabout Car Park, Frimley County Centre, Lightwater Country Park, Lightwater Subway and the Mytchett Centre.

### Connexions Surrey

The statutory services provided by Connexions are;

- Universal information, advice and guidance for all 13-19 year olds
- Support for NEET and other vulnerable young people to encourage them into EET

The key National Indicator is;

Target 2009/10	Surrey Q3 2009/10	Surrey Heath Q3 2009/10	Target 2010/11
Reduce number of young people aged 16 – 18 who are NEET to 3.6% of cohort	3.93%	5.07%	Number of young people aged 16 – 18 who are NEET; 3.2% of cohort

c.7 fte PAs deliver front line services in the borough, working in Tomlinscote, Kings International, Collingwood, Wishmore Cross, Jigsaw, Carwarden and Portesbury schools

Support is also given to students attending Guildford College, Farnham College, Merrist Wood and Brooklands targeting those who are vulnerable or more likely to need support in remaining in education

Additional targeted provision in the Borough provides support for BME/asylum seeking young people, young people entering the Care System, teenage parents, young offenders (working with the Youth Justice Service), Young People with LDD, homeless young people, and young people from the Traveller community.



## Other Services in Surrey Heath; 2010/2011 Plan

The **Inclusion Service** provides alternative education for those at risk of exclusion, Short Stay School provision for learners excluded from Surrey Schools and services supporting other young people not in mainstream education. Inclusion has a statutory duty to support children and young people of compulsory education age, 5-16.

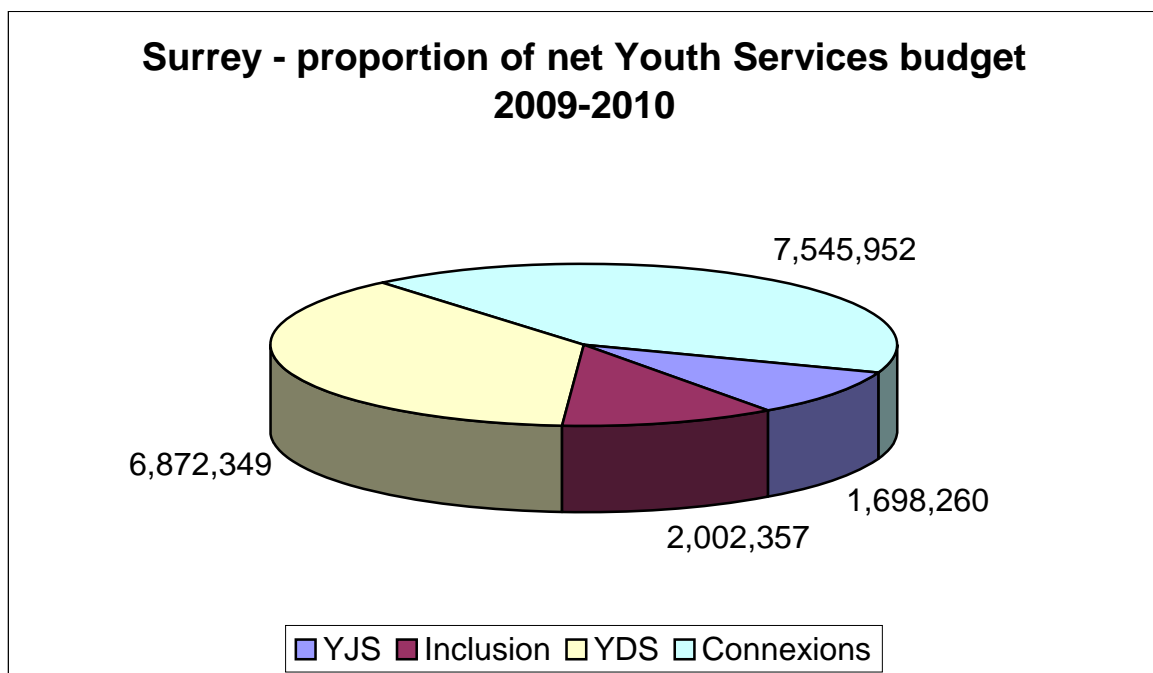
Performance indicators;

Target 2008/09	Surrey 2008/09	Surrey Heath 2008/09	Target 2010/11
Reduce permanent exclusions across Surrey to 158	<b>151</b>	<b>13%</b>	Permanent exclusions range 147-137
Reduce fixed term exclusions across Surrey from baseline of 6663	<b>5788</b>	<b>572</b>	Fixed term exclusions < 10%
Reduce persistent absence rate to 5.1%	<b>5%</b>	<b>2.01%</b>	Persistent absence < 4.9%

# The Cost Of Delivery In Surrey Heath

Net budget—SCC resource only	County net budget 2009/2010	County net budget 2010/2011
<b>Total Services For Young People</b>	<b>18,218,918</b>	<b>16,655,000</b>
<b>YJS</b>	1,698,260	The detailed service budget will not be finalised until the Cabinet approve the Medium Term Financial Plan in March
<b>Inclusion</b>	2,002,357	
<b>YDS</b>	6,872,349	
<b>Connexions</b>	7,545,952	
<b>YDS budget for Surrey Heath</b>	<b>309,106</b>	
• Staff costs £274,781		
• Other costs £22,400		
• Net costs include vacancy factor, recovery costs and charges)		
YDS county-wide Community Inclusion budget	1,929,919	
YDS county-wide Enterprise and Enhancement budget (a proportion of these figures will be spent locally)	604,919	
<b>Connexions budget for Surrey Heath</b>	<b>252,000</b>	
Employment costs for 7fte Personal Advisers (excl school provision, premises and other indirect costs)		

Youth Justice Service and Inclusion Service are administered on a county basis. Budgets, which are not subject to discretionary local spend, do not disaggregate into meaningful figures for individual Boroughs for these services



# The Wider Partnership in Surrey Heath

## The Borough Council

- A key partner in delivering local services.

## The Voluntary Sector

- Surrey Youth Focus as umbrella organisation
- Camberley & District Athletic Club
- Camberley Youth for Christ
- Windle Valley Youth Project

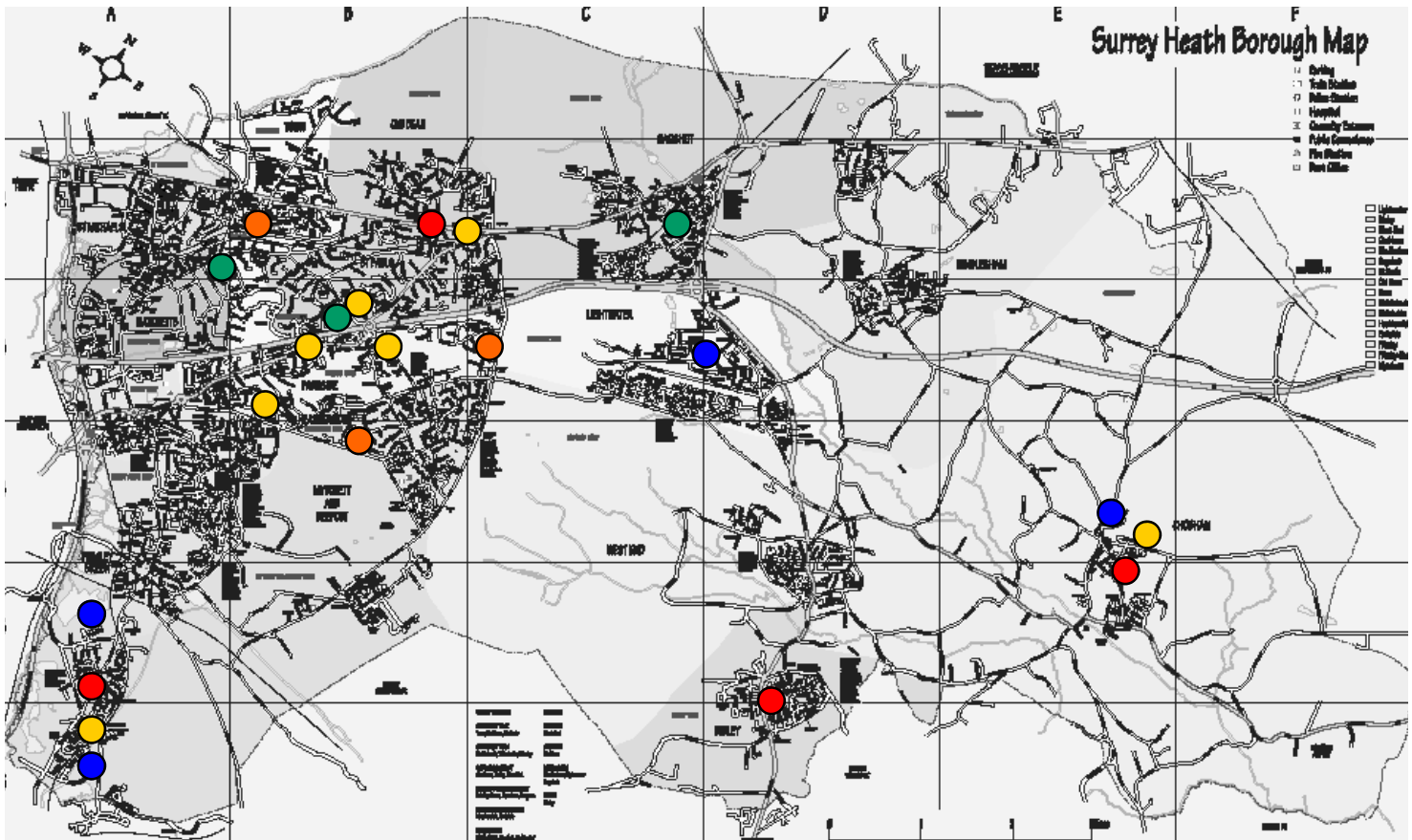
## Uniformed Groups

- Girlguiding Surrey West
- British Red Cross
- Surrey Clubs for Young People
- Surrey County Scout Council
- Surrey Federation of Young Farmers Clubs

## Schools & Colleges

- Tomlinscote
- Kings International
- Collingwood
- Wishmore Cross
- Jigsaw
- Carwarden
- Portesbury

# Overview Of Services In Surrey Heath



## Key to locations;

- Youth Clubs (details on page 7)
- Other YDS activities (details on page 7)
- Connexions Centre and schools with Connexions Personal Advisers (details on page 9)
- Youth Justice Service activity locations (details on page 8)
- Other locations delivering services for young people within the wider partnership (details on page 11)

# Appendix 1; Borough Profile 2008-2009

## Young People In Surrey Heath

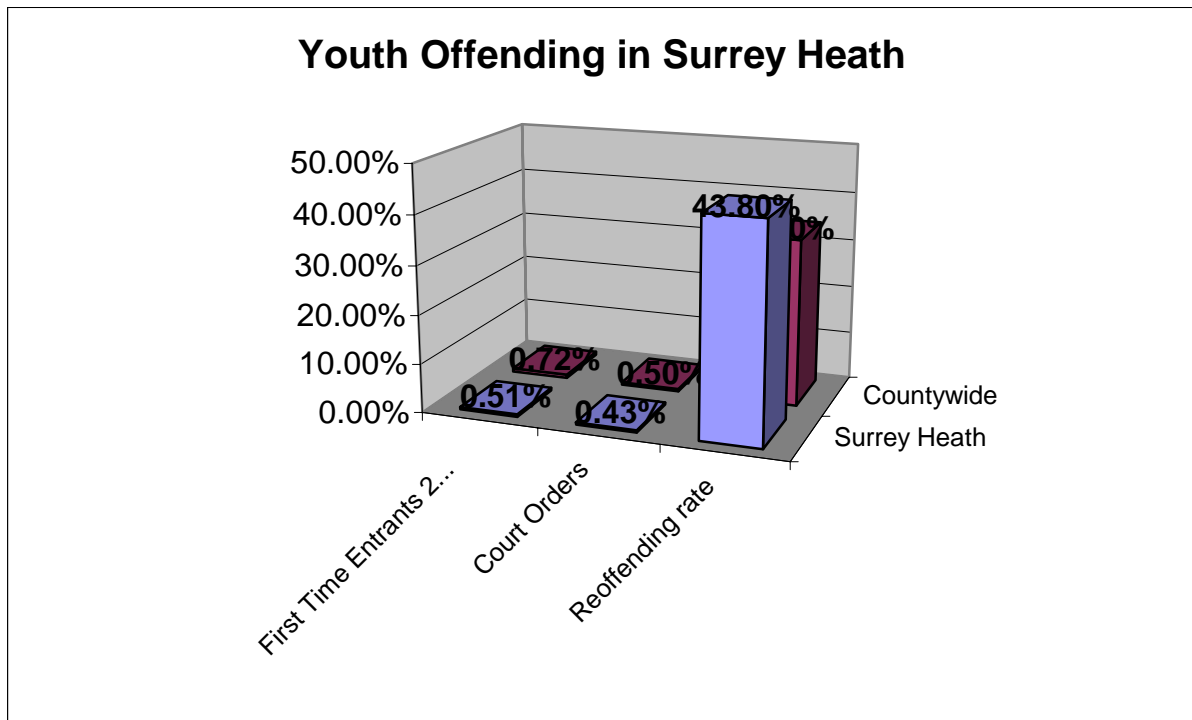
There are c.10,500 young people living in Surrey Heath aged 10-19, 7.7% of the Surrey total.

## Young Offenders in Surrey Heath

There were 54 first time entrants to the Youth Justice System on 2008/09

There were 45 Court Orders

There we 2 custodial sentences



## Vulnerable Young People in Surrey Heath

There were 82 young people in Surrey Heath who were Not in Education, Employment or Training (NEET)

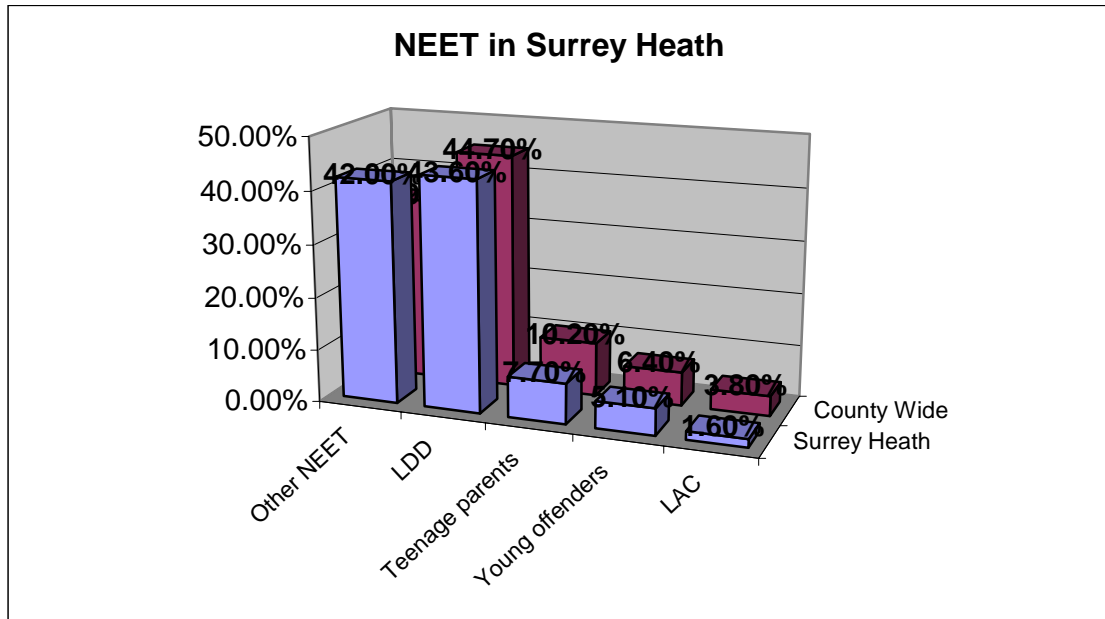
- 21 young people were sixteen, 32 young people were seventeen and 29 were eighteen years old.
- 39 (47.6%) were female and 43 (52.4%) male.
- 77 yp (93.9%) describe their ethnicity as White.

The most common circumstance/issue of NEET in this Borough is:

- Some form of LDD – 34 yp (43.6%) (Surrey average 44.7%)
- Teenage Mothers and/or Pregnant – 6 yp (7.7%) (Surrey average 10.2%)
- Young Offenders – 5 yp (6.4%) (Surrey average 5.1%)
- LAC or Care Leavers – 3 yp (3.8%) (Surrey average 1.6%)

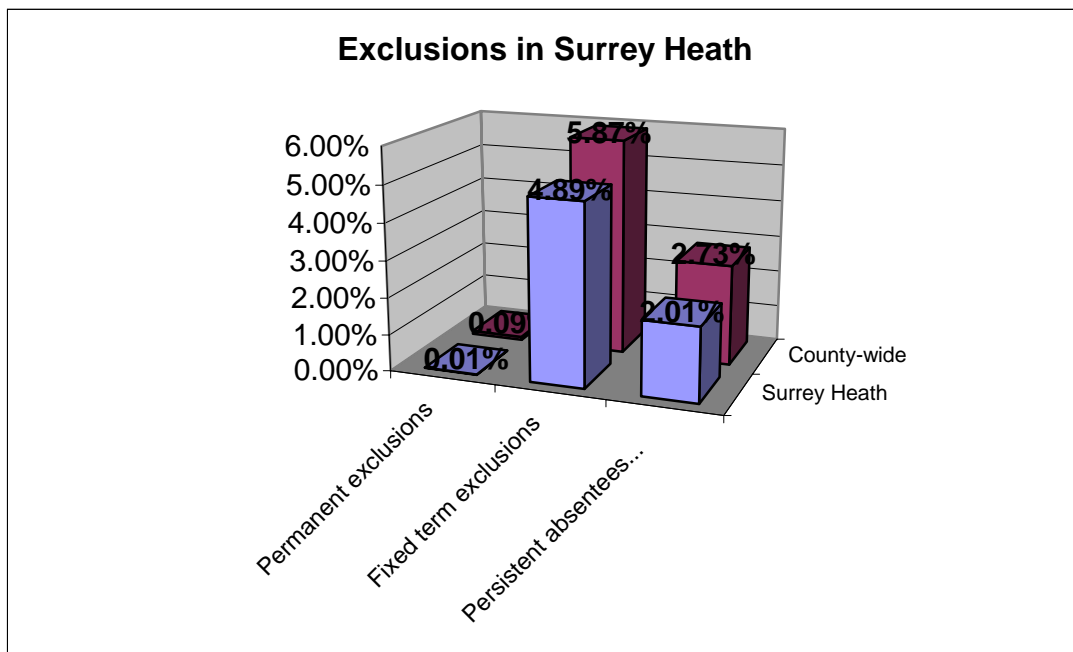
25 young people have been NEET for greater than six months (Surrey total 293).

## Appendix 1; Borough Profile 2008-2009



63 young people (76.58%) are available for Employment, Education & Training and a further 15 (18.3%) would be available additional support. (Those who fall into the category of available with Additional Support are Teenage Parents or Pregnant, Young Carers, Those Not Yet Ready for Work/Learning)

6 NEET young people (7.3%) have 5 or more GCSE's grade C and above or GNVQ Intermediate whilst 13 (15.9%) have less than 5 GCSE's/NVQ level 1.



## Appendix 2; What This Means For Young People

### Case Study; A young person living in Surrey Heath

Submitted by a Connexions Personal Adviser, July 2009

When this young person moved into the area in 2008 she attended a local secondary school for just one day before refusing to go again as she didn't know anyone and had very low self-esteem. Her **Connexions Personal Adviser** interviewed the young person and discovered that she had struggled at her previous school and had a history of misbehaviour and exclusion, a result of her refusal to admit that she didn't understand her lessons and couldn't cope with the workload. She felt her last school failed her as she had a statement but she didn't feel that she received the right support to do her work. She was very disillusioned with education and poorly motivated to do anything.

With the support of the **Youth Development Service** this young person joined the STEPS programme, run through the voluntary organisation **Surrey Care Trust**.

Although at the beginning of the programme she was very quiet and kept to herself, it was apparent that she had a lot of potential although she lacked confidence and did not believe in her own qualities. Over the months, she slowly built a good relationship with staff members at STEPS.

With the one-to-one support of her Connexions PA she gained sufficient self-confidence to go on the STEPS end of term residential – a huge achievement for her. She took part in all activities and proved she could be a very good team leader when needed.

By the time she left the programme she was a dependable and reliable young person who would go out of her way to help others on the STEPS programme. She completed 2 OCN's, her first aid certificate and her ASDAN CoPE Qualification (equivalent to 1 GCSE at grade D) and succeeded in getting a college place on a painting and decorating course.

Her Connexions PA continued to liaise with the **college** to ensure they offered her the support she needs to succeed. In the first year of college she had an authorised attendance of 83%, a great achievement for any young person!

