

Services for Young People in Guildford Performance Summary 2013/14

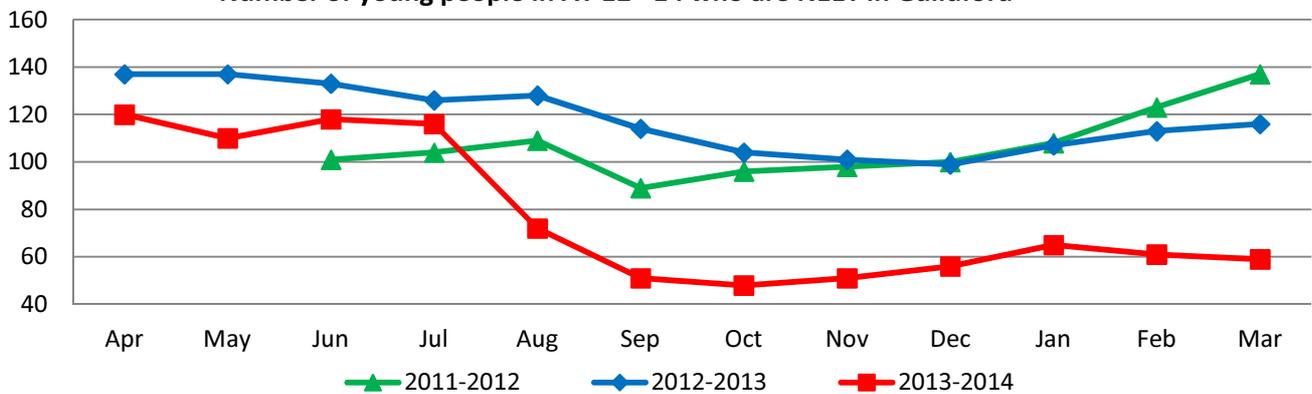
Countywide overview

Services for Young People, working with our partners, has achieved a transformational reduction in the number of young people who are not in education, employment or training (NEET) from 978 (3.6%) in March 2013 to 429 (1.5%) in March 2014. Interim benchmarking data for the November 2013 to January 2014 supports our success, showing how Surrey had the joint-lowest proportion of young people who were NEET in the country.

Local performance story in Guildford

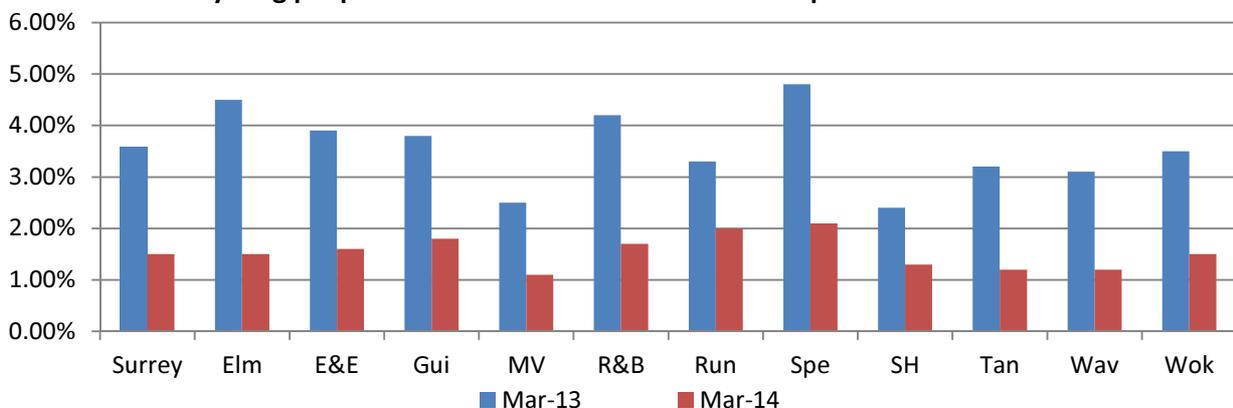
The reason for this report is to tell the local story of how Services for Young people, working with our partners, has been making a difference to young people in Guildford.

Number of young people in AY 12 - 14 who are NEET in Guildford



- In March 2014 only 59 young people were NEET compared to 116 in March 2013, a reduction of 49%.
- 98.2% of young people were participating in education, training, employment or re-engagement at the end of March 2014, compared to 96.1% in March 2013.

% of young people in Years 12-14 who were NEET in April 2013 and March 2014



Youth Support Service

- 1.8% of young people in years 12-14 were NEET in March 2014 compared to 3.8% in March 2013
- None of the 13 young people who are looked after by Surrey County Council were NEET in March 2014
- Young people who were NEET had been out of education or work for an average of 186 days compared to 281 in the previous year
- 168 young people moved from NEET to PETE during the year compared 113 in the previous year
- 28.8% of young people who were NEET had been NEET before compared to 19.8% in the previous year
- 3.0% of young people were unknown in March 2014 compared to 9.8% in March 2013
- 11 first-time entrants to the youth justice system in 2013/14 compared to 18 in 2012/13 and 39 in 2011/12, one of the biggest reductions in the county.
- No young people sentenced to custody during 2013/14
- 43 disposals given to young people as a result of offending in 2013/14 compared to 76 in 2012/13, a reduction of 43%
- 116 Youth Restorative Interventions (YRIs) employed with young people involved in low-level offending this year, compared to 146 last year
- 53 young people at risk of homelessness supported in 2013/14
- 23 Children in Need case managed by the YSS in 2013/14

Case study of YSS work in Guildford

Ruby (aged 16) came to the attention of the Guildford team after the police referred her to social care because she had been assaulted by an older male she was staying with. She was using drugs and drinking heavily drinking a bottle of scotch a day but with no means to pay for it! She did not know where she would be from one day to another she could not live at home any longer as there was domestic violence. She regularly went away with friends but would not say where and whilst she aspired to be a painter decorator she missed appointments to help her progress this. It took Ruby three to four months to engage with her Youth Support worker on a regular basis. She needed time to build trust. YSS assisted her to find hostel accommodation, Catch 22 worked with her as she began to reduce her substance misuse, she returned to her favourite sport and began to bring routine into her life, and took part in some Ready For Work activities (R4W). She received a Referral Order for offences against the male she had lived with. She took this seriously and worked with YSS to make amends and avoid future offending, her order was revoked early for good progress.

Ruby worked with YSS for 18 months. In her Final Review she noted her main achievements as: Rebuilding home and family life (she now lives at home), Overcoming anger issues, finding work, my sport. The changes in her life that she noted included: Better relationships with family; more qualifications; more confident and committed. Ruby is now working and a volunteer. We were happy to be a part of that transformation.

This year in Guildford we have provided a diverse number of activities and groups to help prepare young people, like Ruby, for work, as part of the Ready 4 Work programme. We have found that many young people in Guildford who have not found the work, training or the employment they are seeking have barriers to them achieving the next step. The team provide individual support to help each young person

make the next step. Often it starts with meeting their worker and then being introduced to the other young people at our weekly Drop In. Some have taken part in groups like the Art Project at Watts Gallery, Young Enterprise, SOLD (Surrey Outdoor learning), Weir Training and Opt into Boxing, whilst others have attended individual sessions at the climbing wall, preparing job applications, CV's or honing interview skills. So many young people have grown in confidence and been able to participate more as a result. In April, 40 young people were invited to collect their Duke of Edinburgh awards, Art award, and R4W achievement certificates at an evening event, which 20 attended. It was a real time of celebration with young people who have often missed out on school awards.

Real work experience and jobs are being sought to assist these young people to make the transition to paid employment. We are grateful to the employers who have come forward and look forward to more taking on young people as we can provide support to them when they recruit our young people.

The barriers to participation that young people face in Guildford include: lack of emotional/physical or financial support; lack of aspirations or motivation; homelessness or unstable accommodation; criminal convictions; or becoming a teenage parent. These young people often have a history of disengaging from other mainstream services and may feel isolated or alienated within their own communities. The Guildford team consistently achieve high re-engagement figures due to the skill and dedication of the front line delivery team.

Successes in 2013-14 include: developing the Ready for Work programme, which is seen as one of the most robust and extensive across Surrey; high quality youth justice work and increased restorative approaches, reflected in continuing reductions in first time entrants to the youth justice system; increased referrals from Children Services for some of the most vulnerable teenagers in Surrey; and rapid action to address homelessness.

The key ambition for 2014-15 is to establish a local focal point, both for service delivery and a localised staff base. The Guildford team have delivered a high quality case work programmes whilst continuing to travel in from outside the Borough from the team base in Woking. We continue to work with property services to identify potential property solutions, but without success to date.

Commission RAG ratings explained

To summarise performance of the Centre Based Youth Work (CBYW) and Local Prevention Framework (LPF) commissions we have used a Red Amber Green (RAG) rating system to make it easier to get a sense of how a particular provider is performing. The rationale behind the RAG rating is as follows:

- Red** agreed performance not achieved and no plan in place to achieve agreed performance or mitigating factors
- Amber** agreed performance not achieved but either a robust plan in place to achieve the agreed performance, or mitigating factors as to why the performance is unlikely to be achieved
- Green** agreed performance achieved or within the tolerance zone (85% or more)

Centre Based Youth Work (£21,087 and 4.8 full-time equivalents)

Centred Based Youth Work offers open-access youth work to young people in many of the areas with the greatest need in Surrey. Management of seconded Surrey County Council staff sits with a range of local providers, who complement SCC funded delivery with matched provision in terms of funding, resources and staff and volunteer time.

Ash Youth Centre (The Youth Consortium – Guildford YMCA)

Ash Youth Centre has had a steady year with new provision opening and a stable staff team. 2012-13 saw a significant amount of staff turnover, which in 2013-14 has settled to allow the team to develop new provision alongside young people. The centre has achieved Level 2 of the National Youth Agency Quality Mark and this achievement, taken alongside the growth in attendance demonstrates good performance.

Performance indicator	2013/14 performance					
	Agreed performance 2013/14	Actual 2013/14 performance	Achievement against agreed performance	Comparative 2012/13 performance	Direction of travel	RAG
1.1 Hours of co-produced youth work delivered from the Centre in 2013/14	754	529	70.2%	348	↑	Amber
1.2a Young people engaged in one or more hours of youth work	200	258	129.0%	164	↑	Green
1.2b Average hours of engagement per young person	19.0	23.6	124.2%	18.5	↑	Green
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	85	104	122.4%	3	↑	Green
1.5 Each Centre achieves the National Youth Agency quality kite mark within the first Contract Year, and retains this mark in each subsequent contract year	Level 2	Level 2	On track		↑	Green
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	39	38	97.4%	Comparison not available due to change in RONI process		Green

*Distance travelled: clear and tangible development for a young person

Discovery Youth Centre (The Youth Consortium – Guildford YMCA)

2013-14 has been a hectic year for the Discovery Centre with potential venue change being considered. The location of our work has been a slight distraction and held back the development of new provision. However the team has done an excellent job in delivering needs led youth work to young people and achieving Level 2 of the NYA Quality Mark. The centre now has stability and will continue to develop work with young people.

Performance indicator	2013/14 performance					
	Agreed performance 2013/14	Actual 2013/14 performance	Achievement against agreed performance	Comparative 2012/13 performance	Direction of travel	RAG
1.1 Hours of co-produced youth work delivered from the Centre in 2013/14	624	633	101.4%	630	↑	Green
1.2a Young people engaged in one or more hours of youth work	250	240	96.0%	230	↑	Green
1.2b Average hours of engagement per young person	25.0	19.4	77.6%	24.0	↓	Yellow
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	122	172	141.0%	50	↑	Green
1.5 Each Centre achieves the National Youth Agency quality kite mark within the first Contract Year, and retains this mark in each subsequent contract year	Level 2	Level 2	On track / Development needed		↑	Green
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	20	23	115.0%	Comparison not available due to change in RONI process		Green

*Distance travelled: clear and tangible development for a young person

Bellfields - Satellite (The Youth Consortium – Guildford YMCA)

Bellfields is a small satellite provision open two sessions per week. Behaviour has been a challenge at some sessions, although this has improved. The team are working to raise the standard of youth work to the required NYA benchmark.

Performance indicator	2013/14 performance		
	Performance in period 2013/14	Performance in period 2012/13	Direction of travel
Hours of co-produced youth work delivered from the Centre in 2013/14	65	98	↓
Young people engaged in one or more hours of youth work	36	26	↑
Average hours of engagement per young person	23.6	36.1	↓
Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.	30	24	↑
Number of young people who have previously been subject to YRIs who have attended the centre	0	0	↔
Number of young people who have been identified as at risk of becoming NEET who have attended the centre	0	Comparison not available due to	

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		change in RONI process	
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Stoughton - Satellite (The Youth Consortium – Guildford YMCA)

Stoughton is our smallest satellite and only been able to open for half the year. Staff retention and recruitment has been a key focus for 2013-14. The centre now has a stable team and are keen to develop the offer to young people.

Performance indicator	2013/14 performance		
	Performance in period 2013/14	Performance in period 2012/13	Direction of travel
Hours of co-produced youth work delivered from the Centre in 2013/14	24	0	↑
Young people engaged in one or more hours of youth work	8	0	↑
Average hours of engagement per young person	11.8	0	↑
Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.	15	0	↑
Number of young people who have previously been subject to YRIs who have attended the centre	0	0	↑
Number of young people who have been identified as at risk of becoming NEET who have attended the centre	0	Comparison not available due to change in RONI process	

Local Prevention Framework (£134,666 during 2013/14)

Following a comprehensive evaluation, the Local prevention framework was re-commissioned during 2013 with a clarified focus on the outcome of increasing the resilience of young people and reducing their risk of becoming NEET and targeted by local neighbourhood. Priorities are set locally by Youth Task Groups, fora involving Members, young people partners and stakeholders. Activities commissioned often include youth work, mentoring or counselling, although a wide range of solutions have been developed across the county.

The Local Prevention Framework has been delivered by Guildford YMCA for the last two years (although as a subcontractor for The Youth Consortium for year one). The provider is well established in the Borough and this has supported the establishment of provision and success of the programme.

The performance reported in year two does not reflect the actual provision being delivered, however the provider has had a slower year than expected. Recent organisational changes have impacted on the capacity of the provider, although these have now been broadly resolved to our satisfaction. A further update will be provided at the Local Committee meeting.

April 2012 – August 2013 (The Youth Consortium - £213,916)

Performance indicator	Agreed performance April 2012-August 2013	Actual performance April 2012-August 2013	% achieved April 2012-August 2013	RAG
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Number of young people engaged in one or more hours of preventative activity	344	770	223.7%	
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September 2013 – March 2014 (*Guildford YMCA - £71,750*)

Performance indicator	2013/14 performance				
	Agreed performance (September 2013 - August 2014)	Expected performance for period September 2013 to March 2014	Actual performance September 2013 to March 2014	Achievement against expected performance	RAG
Number of young people engaged in one or more hours of preventative activity	639	361	44	12.2%	
Number of young people engaged in 10 or more hours of preventative activity	400	237	16	6.8%	
Average hours of engagement* per young person**			17.2		

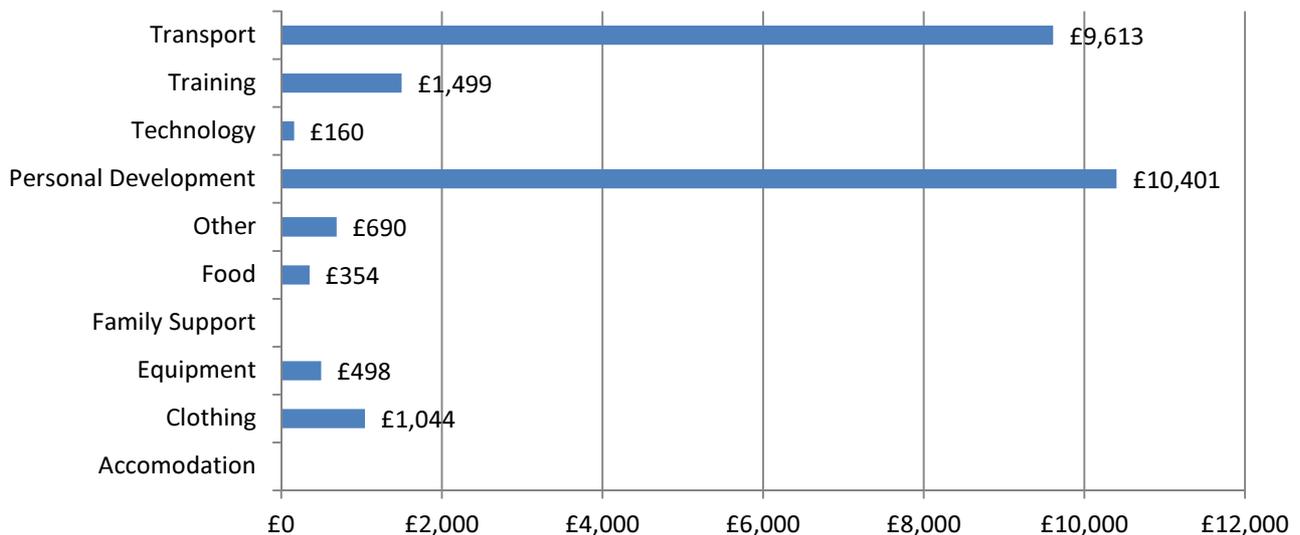
*Engagement: a meaningful conversation or activity with a young person.

**This measure not recorded for April 2012-May 2013

Individual Prevention Grants (£24,000)

Individual Prevention Grants (IPGs) were introduced in Surrey in 2013/14 to remove barriers to participation for young people who are NEET or at risk of becoming NEET. Each local YSS Team had an allocated budget, set in consultation with Local Committees, to be used flexibly to respond the changing needs of young people.

IPG expenditure by type of need



- £23,993 of £24,000 (100%) of IPG funding was allocated to remove barriers to participation
- A total of 165 grants were given to young people with an average value of £145
- The main barriers addressed were 'Personal Development' (43%) and 'Transport' (40%)
- 90% young people who were NEET during 2013/14 and received IPGs in Guildford were PETE in March 2014

Youth Small Grants (£27,000)

Youth Small Grants are available to small voluntary, community or faith sector organisations across Surrey to enable: more quality youth work to be delivered locally; more young people to participate in education, training and employment; and more young people to be kept safe from crime and anti-social behaviour. The grants were administered by Surrey Youth Focus for the first time this year.

The £27,000 allocated to Guildford Local Committee for Youth Small Grants was allocated across 19 projects to support work with young people across Guildford as follows:

Organisation	Project title	Amount allocated
1st Guildford Boys' Brigade	Kayaks	£1,981
261 (Guildford Squadron Air Training Corps)	Ceremonial Banner & Foot Drill Tea,	£386
2nd Stoughton Guides	Activities for 2nd Stoughton Guides	£460
Barn Youth Cafe	Barn Youth Cafe	£3,000
CAMHS Youth Advisors (CYA)	CYA Awards	£460
Charlotteville Rascals Cycling Club - 6 to 16 year olds cycle coaching	Charlotteville Rascals Youth Cycling 6 to 16 - safety in all weathers	£850
Dorking and District Young Farmers Club	Dorking and District Young Farmers (New Senior Club)	£371

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Glive Young Producers	Careers Day	£650
Guildford City Boys & Girls FC	Guildford City Boys & Girls FC 2013/14 Replacement Kit	£948
Guildford City Youth Project	Visually Impaired Cricket Project	£4,306
Guildford Orienteering Club	"Come and Try It" , orienteering training events for young people	£1,194
Shalford Youth Football Club	Shalford Youth Football Club U18s	£2,000
Skillway	Sponsorship of students at Skillway	£2,000
Stoughton Explorer Scouts	Expedition Equipment	£800
Surrey Army Cadet Force	Tiger's Adventure	£677
Surrey Federation of Young Farmer's Clubs	Surrey Young Farmers - core supportive activities and development project 2012	£333
South Surrey Athletics Network	South Surrey Athletics Network U17/U20 Athlete/Coach Diagnostic Development Day	£312
The Dance Movement	Conduct It	£1,272
Wey Kayak Club	Go Canoeing- A great sport	£5,000
	Amount allocated	£27,000
	Amount remaining	£0

The Dance Movement - Conduct-It

The Dance movement were granted £1,272 towards an 8 week dance project aimed primarily at boys.

The Dance Movement worked with 10 young people aged 14 – 16 living in the area of Stoughton on a dance and music project with dancer Jo Read and composer Anna Tabbush. The premise of the work was to broaden the young people’s experience of dance making in relation to music.

The young people learned new skills in terms of approaching dance making and choreography.

As part of the project the young people had the opportunity to travel to London and perform their dance at Trintiy Laban, which gave the group a terrific sense of pride.

The young people were also invited to the professional version of their project *Interpretari* at G Live on 7th May 2014.

“Thank you so much for this grant it made a real difference to the young people who engaged within the project.”



Leader’s Ready for Work Programme (£867,000 countywide)

During 2013/14 SYP established the Leader’s Ready for Work programme countywide, endorsed and part-funded by David Hodge (Leader of SCC). Building on the Transformation of SYP, the programme aimed to equip us to generate more individually tailored education, training and employment opportunities for young people that develop their employability. Achieving this has involved developing and embedding a range of new approaches, with three main examples below.

Re-engagement

Surrey’s re-engagement programme (Ready 4 Work) is delivered in-house by the YSS and offers a bespoke local range of activities to young people who would otherwise be NEET, equipping them with the skills, attitudes and behaviours they need to ‘re-engage’ in education, training or employment. Whilst the local offer in each area is different, the activity is underpinned by a shared employability curriculum.

- During 2013/14 this programme has engaged 1,330 young people across the county

- At the end of March 2014, 63 young were in re-engagement provision in Guildford

Apprenticeships

The programme has focussed on increasing the number of Apprenticeships available to young people. As well as a number of employer engagement events and increasing apprentice recruitment by SCC and our partners, the programme has offered grants to support new employers to take on apprentices.

- 482 grants have been given to employers who are now offering apprenticeship opportunities to Surrey young people
- 63 new employers in Guildford have taken on apprentices as a result

Employment Development Officers (EDOs)

EDOs have recently been recruited to support the YSS to develop meaningful employment and work experience opportunities for young people who would otherwise be NEET. In the SE of the County Catch 22 have developed a similar offer and fulfil the role of EDOs in these areas. Despite starting up between December 2013 and February 2014, EDOs had already secured 43 placements by the end of March.

Skills Centres (*Waverley Training - £29,000*)

Skills Centres provide foundation learning opportunities, delivered locally from some of our youth centres, to young people who would otherwise be NEET. Contracts have been awarded for three years, with projects pump primed with funding provided by Surrey County Council for the first year of delivery. This report covers the period September 2012 to March 2014, where all programmes delivered were eligible for Surrey County Council funding. Providers were monitored not only on participation but also on learner progressions, with funding being awarded partly on a payment by results basis. Across the County the programme exceeded its engagement target of 170, supporting 174 young people.

- 8 young people from Guildford attended the Ash Skills Centre in against a target of 22 young people
- 12.5% of those from Guildford who attended the Ash Skills Centre had achieved a successful and sustained progression lasting more than 3 months to further education, training or employment by the end of March 2014

Year 11/12 Transition (*Working Links - £57,000*)

The Year 11/12 Transition commission focuses on providing intensive support to young people in year 11 who have been identified as being at risk of becoming NEET through Surrey's partnership owned Risk of NEET Indicator (RONI). This approach identifies young people who exhibit NEET risk factors. Examples include being a looked-after child, having previously offended, participating in alternative learning programmes, having school attendance of less than 80% and being permanently excluded from school.

Young people are allocated a key worker from the January of year 11 and provided with mentoring to help them to identify a progression route following their compulsory schooling and then supported for the first term of year 12. National research indicates that young people are most vulnerable to dropping out of further education during the period leading up to Christmas, as they may struggle to keep up with the work or decide that they have chosen the wrong courses. This support takes a variety of forms and adopts a holistic approach to addressing the multiple barriers to participation for the young people, including homelessness, substance misuse, mental health issues and family breakdown.

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- Supported 89 Guildford young people in Year 11 who were identified, in partnership with local schools, as at risk of becoming NEET
- 100% success rate - 89 young people were in positive destinations at the end of January 2014

Pathways Team (SEND)

SEND Pathways Team work with all young people who have or previously had Statements of Special Education Needs aged 14-25, fulfilling a key statutory duty of the council to support their transition to education, training and other options. In practice this means: completing statutory Learning Difficulty Assessments (LDAs), in partnership with young people their families and other professionals, which sets out the young person's needs and the support required from an educational provider so that the young person can continue to access learning; providing information, advice and guidance to young people and their families; attending and contributing to school and college reviews; and liaising with social and educational establishments to ensure young people receive a support package that meets their needs.

- Across the county the Pathways team supported more than 2,000 young people with SEND during 2013/14
- 542 of these made the transition from year 11 to year 12 in September 2013, with 87% remaining in a positive destination at the end of January 2014.

Surrey Outdoor Learning and Development (SOLD) (£339,000 countywide)

SOLD offer outdoor learning opportunities to young people across Surrey and neighbouring areas. Many of their services are traded with other external organisations and they generated income of almost £1,050,000 in 2013/14. As well as these wider services, SOLD has been commissioned to offer local opportunities to young people who are NEET or at risk of becoming NEET in each of Surrey's districts and boroughs, relying on the YSS to engage young people.

- 5% increase in total visitors to SOLD countywide from 30,920 in 2012/13 to 32,420 in 2013/14
- 18% increase in income generated by SOLD during 2013/14
- 139 young people engaged in SOLD sessions in the SW, referred from the YSS, meaning expenditure of £17,670 against a budget of £35,000

Youth Engagement Contract (*Working Links - £360,000 countywide*)

The Youth Engagement Contract is a countywide service, largely delivered online and is designed to ensure young people are able to access the information, advice and guidance (IAG) that they need to make good decisions at key points in their lives. The offer comprises two main elements. The first is U-Explore, an online careers and education IAG service, whilst the second is 'wearesurge.co.uk', a co-produced online platform to engage young people and provide young people information in a way that is right for them.

- 53,059 young people accessed IAG on Surge
- 16,398 young people accessed careers and education IAG on U-Explore
- 2,872 social media comments and 'likes' related to IAG content

Following user testing in 2013 Surge and U-Explore undertook a series of improvements including the addition of live volunteering and apprenticeship opportunities and over 1,000 things to do and places to go for young people in Surrey. A supplier relationship management project was completed in March 2013 with Working Links exiting the contract and Surrey signing new contracts with U-Explore and The Eleven directly. At the same time the Surge website was completely rebuilt to significantly improve the service to young people. In total the SRM project saved the council £250,000 on the Youth Engagement Contract.

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