



## Services for Young People in Woking Commission Performance Summary

The rationale behind the RAG rating is as follows:

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

### Local Prevention Framework:

**Provider: The Youth Consortium**

(Contract value for period April 2012 – August 2013 = £162,917. Contract value for period September 2013 – August 2014 = £115,000)

Performance Indicator	2013/14 performance			RAG
	Agreed performance (April 2012 - August 2013)	Actual performance (April 2012 to August 2013)	Actual performance (April 2012 to August 2013)	
Number of young people engaged in one or more hours of preventative activity	150	177	118%	Green
Average sessions of engagement* per young person		5.6		Green
	Agreed performance (September 2013 – August 2014)	Actual performance (September 2013 – November 2013)	Actual performance April 2012 to August 2013	RAG
Number of young people engaged in one or more hours of preventative activity				Green

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

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

The Youth Consortium was the provider of the Local Prevention Framework (LPF) contract for the period April 2012 – August 2013. Although the delivery was slow to start, performance exceeded expectations. Feedback from young people who used the services was overwhelmingly positive and made a real difference in terms of NEET risk factors.

Eikon is the lead organisation for the Local Prevention Framework in Woking. Reflex and Surrey Care Trust are also in the partnership. All organisations have made good progress since 1 September and are on track. One of the strengths of all 3 organisations is that they already have local contacts and have been able to make a quick start.

ITEM 13

**Centre-Based Youth Work:**

(Total Contract Value for period April 2013 – March 2014 = £30,060)

**Lakers Youth Centre**

**Managing Agent: The Youth Consortium – Woking YMCA**

Performance Indicator	2013/14 performance					
	Agreed annual performance	Expected performance for period April-October 2013	Current performance for period April-October 2013	Comparative performance during April-October 2012	Direction of Travel	RAG
1.1 Hours of co-produced youth work delivered from each Centre per year.	800	467	393	145	↑	Green
1.2a Number of young people involved in one or more hours of youth work during the contract year.*	***		163	115	↑	Green
1.2b Average hours of youth work per young person			46.2			Grey
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.**	140	82	62			Yellow
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 1 achieved	Level 1 achieved	Level 1 achieved			Green

\* Please note matched provision is reported annually at the end of the contractual year.

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

\*\*\* Yet to be submitted by the Managing Agent.

Lakers Youth Centre has been one of the strongest performers in the county for the first seven months of 2013/14, in particular being one of the few centres to achieve a 4:4 (equivalent to the Ofsted grade of Outstanding) for its latest observation of practice within the Quality Mark. The Centre has continued to build on progress during the second half of last year, increasing both hours of delivery and numbers of young people engaged, whilst ensuring youth work remains of exceptional quality.

## Sheerwater Youth Centre

### Managing Agent: The Youth Consortium – Woking YMCA

Performance Indicator	2013/14 performance					
	Agreed annual performance	Expected performance for period April-October 2013	Current performance for period April-October 2013	Comparative performance during April-October 2012	Direction of Travel	RAG
1.1 Hours of co-produced youth work delivered from each Centre per Contract Year.	800	467	50	74	↓	Red
1.2a Number of young people involved in one or more hours of youth work during the contract year.*	***		29	54	↓	Yellow
1.2b Average hours of youth work per young person			15.9			Yellow
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.**	110	64	4			Red
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 1 achieved	Level 1 achieved	Level 1 not yet achieved			Red

\* Please note matched provision is reported annually at the end of the contractual year.

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

\*\*\* Yet to be submitted by the Managing Agent.

Sheerwater Youth Centre has achieved the required standard for the observed practice section of Level 1 of the National Youth Agency Quality Mark. The second section, which is evidence based, has yet to be completed. Based on this, a 3 month formal Notice to Improve was issued to The Youth Consortium on 18 October 2013, this will run until 17 January 2014. Achieving Level 1 of the Quality Mark will mean successful completion of the Notice to Improve. Other key areas for development at Sheerwater Youth Centre are to recruit a full staff team which will enable the centre to be open more hours; engage more young people from the surrounding community and to make sure that young people's learning and development is recorded to show 'distance travelled'. There is a recruitment plan in place to ensure that all vacancies in the staff team are filled and outcomes improve. This includes recruiting a full-time Youth & Community Worker following the resignation of the current worker. The amount of 'matched' youth provision has been raised as an issue and a plan is now in place which will increase the offer to young people locally. Between April and October 2013, each young person who attended Sheerwater Youth Centre has averaged nearly 16 hours of engagement. This figure is likely to increase with a full staff team and increased opening hours.

## Woking Youth Centre

**Managing Agent : The Youth Consortium – Woking YMCA (1 April 2013 – 22 September 2013) Surrey County Council (as of 23 Sept 2013)**

Performance Indicator	2013/14 performance					
	Agreed annual performance	Expected performance for period April-October 2013	Current performance for period April-October 2013	Comparative performance during April-October 2012	Direction of Travel	RAG
1.1 Hours of co-produced youth work delivered from each Centre per Contract Year.	800	467	250	26	↑	Yellow
1.2a Number of young people involved in one or more hours of youth work during the contract year.*	111	56	57	62	↓	Green
1.2b Average hours of youth work per young person	14	7	10.8			Green
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.**	61	36	14			Yellow
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 1 achieved	Level 1 achieved	Level 1 not yet achieved			Yellow

\* Please note matched provision is reported annually at the end of the contractual year

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

Surrey County Council took on the direct management of Woking Youth Centre on 23 September 2013. Since then, extensive community engagement has been taking place and wide partnership networks are being formed with statutory, voluntary, community and multi-faith organisations; both local and national. Commissioning & Development have partnered with a number of organisations to directly increase the offer to young people in the area. There has been a dramatic improvement in the number of hours that the centre is open each week since the 23 September, but it is recognised that there is further development work needed. This is currently being undertaken and will continue into the New Year and onwards.

As of the beginning of November, there are 14 sessions of evening youth work on offer per month, equating to 41 hours, this in comparison to 9 sessions per month prior to 23 September 2013 under the previous contract. This will rise in January to 30 sessions of after-school and evening youth work per month, equating to 88 hours. This means that the actual performance for hours of co-produced youth work will far exceed the agreed performance target. Recruitment for a full-time Youth & Community Worker is ongoing with interview dates in mid-December. There is a robust plan of staff recruitment, training and development in place to ensure that what is on offer to young people is of the highest standard. Levels 1 and 2 of the Quality mark will be assessed in April 2014, level 3 in June/July.