

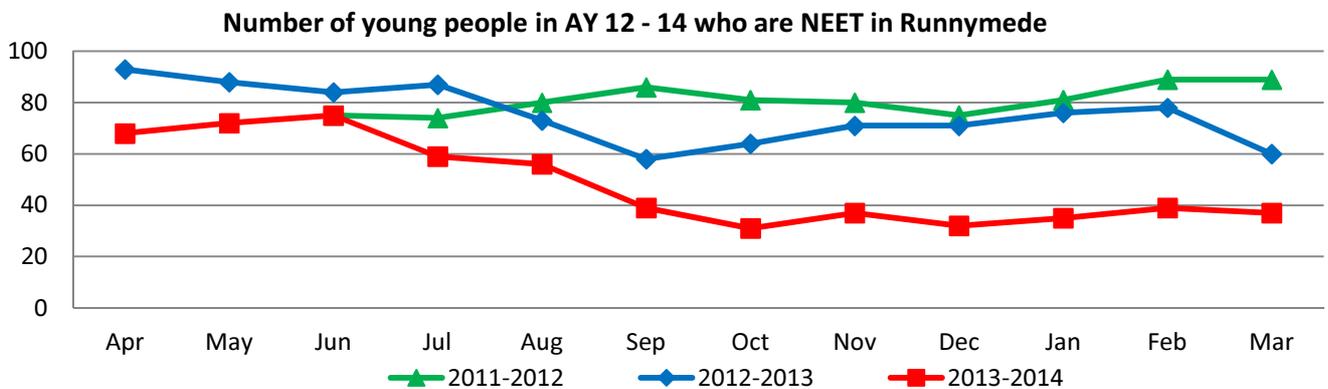
Services for Young People in Runnymede Performance Summary 2013/14

Countywide overview

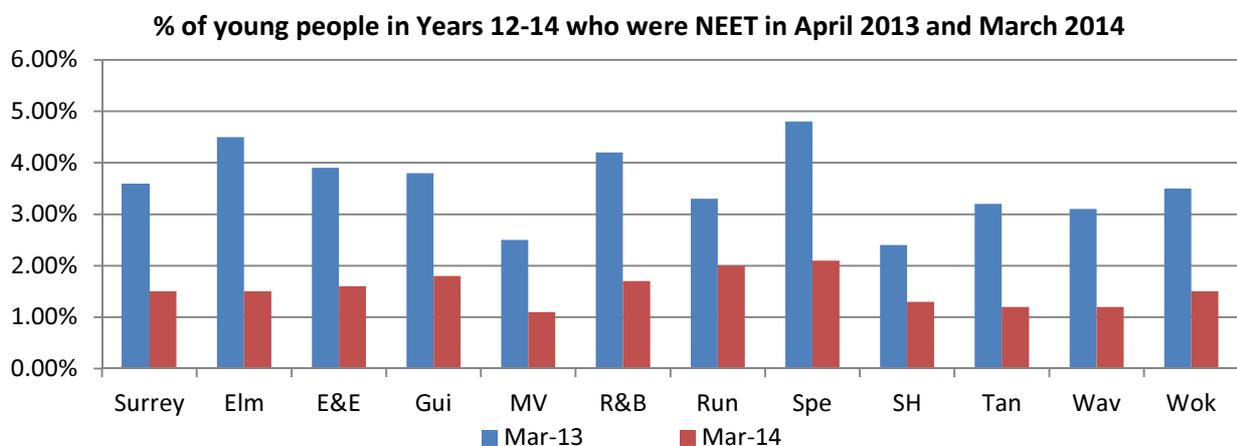
Services for Young People, working with our partners, has achieved a transformational reduction in the number of young people who are not in education, employment or training (NEET) from 978 (3.6%) in March 2013 to 429 (1.5%) in March 2014. Interim benchmarking data for the November 2013 to January 2014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

Local performance story in Runnymede

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 Runnymede.



- In March 2014 only 37 young people were NEET compared to 60 in March 2013, a reduction of nearly 40%.
- 98.0% of young people were participating in education, training, employment or re-engagement at the end of March 2014, compared to 96.7% in March 2013.



Youth Support Service

- 2.0% of young people in years 12-14 were NEET in March 2014 compared to 3.3% in March 2013
- Young people who were NEET had been out of education or work for an average of 75 days compared to 230 in the previous year
- 133 young people moved from NEET to PETE during the year compared 122 in the previous year
- 32.4% of young people who were NEET had been NEET before compared to 36.7% in the previous year
- 5.7% of young people were unknown in March 2014 compared to 9.8% in March 2013
- 9 first-time entrants to the youth justice system in 2013/14, the same as 2012/13 and fewer than 15 in 2011/12
- Only 9 young people sentenced to custody in Surrey during 2013/14
- 29 disposals given to young people as a result of offending in 2013/14 compared to 33 in 2012/13
- 65 Youth Restorative Interventions (YRIs) employed with young people involved in low-level offending this year, compared to 82 last year
- 29 young people at risk of homelessness supported in 2013/14
- 12 Children in Need case managed by the YSS in 2013/14

Key successes in 2013/14

2013/14 has been another good year within the YSS. Despite fluctuations in staffing the service has maintained consistent levels of good practice supporting the most vulnerable and needy young people in the borough.

The year saw the YSS take over some key areas of Children in Need (CiN) work from Children's Services, supporting vulnerable 15-17 year olds, and build towards the transition at the end of March 2014 within Children's services with the move to the Early Help Model. The YSS has now additionally taken on the support for vulnerable 14 year olds as well.

The year has also seen the Runnymede YSS build on its existing and established partnerships within the borough, with some exciting partnership working growing from these this year.

We have set up a Teenage Parents Peer Outreach Worker role in partnership with the Centre Based Youth Work teenage parents group, employing one of the teenage parents who went through the group the year before and gained their peer education qualifications. This aims to get the young person work experience to help them back into work and whilst using a peer led model to engage with teenage parents who are disproportionately represented in the local NEET cohort.

The YSS, working jointly with the police and the local Youth Intervention Officer, have set up a local partnership group called the Runnymede Practitioners Meeting. The purpose is to draw together the key practitioners and front line staff in the borough (from all of SYP contracts and wider) who support vulnerable young people, to better coordinate their work. This involves discussing issues, allocating actions and identifying lead worker responsibilities to support and protect those who are the most needy. The meeting is also a forum for coordinated risk management work as a borough for those at risk of Child Sexual Exploitation or falling into the criminal justice system. The partnership meeting has led to a reduction in young people being referred on to the Community Incident Action Group (CIAG), with young people offered preventative support early on.

The YSS has embraced the Leaders Ready for Work offer locally and has been delivering a rolling work experience placement for local NEET young people to aid them moving into full time employment.

This last year has seen the YSS build on its relationship with the local Skills Centre and set up and run a partnership groupwork programme, called the RAISE programme, combining accreditation and functional skills to enable young people to progress through the scheme to become work ready and move into employment or training. The Skills Centre element has this year focussed on a local painting and decorating project, which involved re-designing and re-decorating one of the rooms at Egham Youth Centre.

Key areas for development for 2014/2015

The year ahead holds more challenges and excitement for the YSS as we embed the new Early Help model and extend our work with Children's services to include the younger cohort of 14 year olds.

Some of the key challenges and areas for development over this next year will be:

- to further build on and strengthen the local groupwork offer of the RAISE programme with a real focus on skills for employment and smooth transition to full time work or training;
- to work with local schools and the other SYP commissions to address the times of the year when NEET tend to peak, such as July and September, through a more preventative approach; and
- to build on the partnership with the Runnymede Supported Families programme to increase the numbers of families supported.

Case Study – 'No Labels' in Runnymede

Barny was a young person who was referred to Runnymede YSS in February 2014, as a result of high levels of anxiety that were keeping him from attending school, and he was struggling to consistently access support from the Child and Adolescent Mental Health Service (CAMHS). Barny was allocated to a Youth Support Officer (YSO) under the "No Labels" project that works with young people who need a mental health intervention but are not engaging with CAMHS.

Barny's Youth Support Officer (YSO) spent time building a strong working relationship with him, primarily through activities undertaken with Barny, including helping him fix his bike, walking Barny's dog, playing pool at the youth centre and working on independent travel plans for Barny. Building Barny's intervention around practical activities allowed conversations about his situation and health to develop naturally and avoided the pressure of having to discuss his anxieties in face to face meetings with his YSO. Barny's YSO shared some of his own anxieties with B (including a fear of dogs!) which opened up discussions further.

As a result of the support Barny is now engaging with CAMHS and has agreed to begin a special college placement in September, to restart his education. CAMHS have formally written to the YSS to specifically praise this piece of work.

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 (£40,080 and 7.15 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.

Addlestone Youth Centre (The Youth Consortium - Eikon)

Addlestone Youth Centre has had another busy and successful year. Members will note that the total hours of delivery in 2013-4 is lower than in 2012-13. This is as a result of the provider being advised to reduce the volume of provision required of the small workforce. SCC resources would allow for 564 hours of provision. Therefore the 709 hours of provision is good performance. Addlestone has a thriving youth Steering Group who are very active and take a great ownership of the centre. These young people have been involved in many improvements to the fabric of the centre and the provision offered. Addlestone has successfully achieved Level 2 of the NYA Quality Mark and is making progress towards the final stage.

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	907	709	78.2%	920	↓	
1.2a Young people engaged in one or more hours of youth work	350	295	84.3%	494	↓	
1.2b Average hours of engagement per young person	25.0	22.2	88.8%	22.7	↔	
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	250	204	81.6%	204	↔	
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	Yes	Yes	Level 2 Achieved		↑	
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	82	61	74.4%	Comparison not available due to change in RONI process		

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

Egham Youth Centre (The Youth Consortium - Eikon)

Egham Youth Centre has just celebrated 50 years of youth work in Egham. A successful event which highlighted the significant offer and impacts the work of the centre has had over the last 12 months. Egham has achieved Level 2 of the NYA Quality Mark and achieved one of the highest possible grades for the learning and achievement of young people. During the recent floods the centre was involved in the support effort alongside the local community. SCC has provided additional resources to provide 1-2-1 support to young people impacted by the floods.

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	737	619	84.0%	492	↑	Green
1.2a Young people engaged in one or more hours of youth work	350	398	113.7%	299	↑	Green
1.2b Average hours of engagement per young person	25.0	30.6	122.4%	23.4	↑	Green
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	165	236	143.0%	102	↑	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	Yes	Yes	Level 2 Achieved		↑	Green
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	59	50	84.7%	Comparison not available due to change in RONI process		Green

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

Englefield Green Youth Centre (The Youth Consortium - Eikon)

Englefield Green has had a steady year meeting the needs of young people in Englefield Green. The centre achieved Level One of the NYA Quality Mark and is making progress towards Level Two. Young people are becoming more involved in the centre and the total offer has increased by three sessions this year. However the centre has had to work hard with local stakeholders, parents and young people to meet behavioural challenges which have had an impact on the volume of young people accessing the centre.

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	737	344	46.7%	342	↔	Yellow
1.2a Young people engaged in one or more hours of youth work	100	198	198%	86	↑	Green

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1.2b Average hours of engagement per young person	45.0	17.0	37.8%	45.0		
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	68	87	127.9%	61		
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	Yes	Yes	Level One Achieved, further progress needed on Level Two.			
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	9	33	366.7%	Comparison not available due to change in RONI process		

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

Gogmore Park Youth Centre (The Youth Consortium – Woking YMCA)

Our youth centre in Chertsey has had a positive year with three new sessions developed for young people. This includes a partnership project to take a group of young people to Tanzania. The centre achieved Level 2 of the NYA Quality Mark and work has started on Level 3. Due to ill health the development of provision was put on hold of 5 months, however the centre has since made good progress and is on track. The centre was also significantly impacted by the recent floods, resulting in the centre being closed for several weeks. SCC supported the workforce by providing additional resources to transport young people to alternative venues.

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	800	461	57.6%	395		
1.2a Young people engaged in one or more hours of youth work	200	246	123.0%	177		
1.2b Average hours of engagement per young person	45.0	19.3	42.9%	23.2		
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	125	157	125.6%	82		
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	Yes	Yes	On track / Development needed			
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	168	33	19.6%	Comparison not available due to change in RONI process		

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

Local Prevention Framework (£90,917 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, for a Page | 6

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.

Despite a slow start the Youth Support Service made steady progress in the last 6 months of the first LPF Commission. Since 01 September 2013, Eikon has been awarded the LPF funding for Runnymede. Despite a slow start Eikon has made good progress and is now on track or ahead of profiles performance. The Youth Task Group met on the 15 May 2014 and scrutinised the work of Eikon. At the request of the Youth Task Group further data was provided to members and a survey of a sample of service users has been initiated. This survey was not able to report prior to publishing Local Committee papers. Eikon has achieved over the 90% of OVI threshold agreed by the Local Committee and will therefore be automatically funded for year two.

April 2012 – August 2013 (*YSS Runnymede - £144,500*)

Performance indicator	Agreed performance April 2012-August 2013	Actual performance April 2012-August 2013	% achieved April 2012-August 2013	RAG
Number of young people engaged in one or more hours of preventative activity	247	224	90.9%	

September 2013 – March 2014 (*Eikon - £48,417*)

Performance Indicator	2013/14 performance				RAG
	Agreed performance (September 2013 - August 2014)	Expected performance for period September 2013 to April 2014	Actual performance September 2013 to April 2014	Achievement against expected performance	
Number of young people engaged in one or more hours of preventative activity	240	126	181	143.7%	

Individual Prevention Grants (£15,000)

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



- £14,842 of £15,000 (98.9%) of IPG funding was allocated to remove barriers to participation
- A total of 107 grants were given to young people with an average value of £139
- The main barriers addressed were 'Equipment' (31%), 'Training' (28%) and 'Transport' (21%)
- 11 of the 12 young people who were NEET during 2013/14 and received IPGs in Runnymede were PETE in March 2014

Youth Small Grants (£15,000)

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 £15,000 allocated to Runnymede Local Committee for Youth Small Grants was allocated across 8 projects to support work with young people across Runnymede as follows:

Organisation	Project Title	Amount Allocated
2nd New Haw Scout Group and New Haw Guides	Its a small World	£ 1,750
Addlestone Youth Committee		£ 3,775
AFC Brooklands	AFC Brooklands Futsal Project	£ 3,455
BIZ Runnymede (Boxing Inclusion Zone)	BIZ Box Fit Equipment	£ 1,000
Runnymede Duke of Edinburgh's Award Forum	Replacement Tangia	£ 600
Staines Boat Club	Junior Rowing Development	£ 4,000
Surrey Army Cadet Force	Tiger's Adventure	£254
The Girls Brigade Surrey Downs District	Girls Brigade Adult Training	£166

	Amount allocated	£15,000
	Amount remaining	£0

Case study example about one particularly successful Youth Small grant for the year

Addlestone Youth Committee -Year 7 Project

Addlestone Youth Committee (AYC) was granted £3,775 toward a project supporting young people moving into school year 7.

Project 7 was set up on September 2013 for young people who had just moved into year 7 with the aim to support them through the challenging and scary time of their life.

AK (Senior young person) worked with youth workers to promote the project in the local schools, designed the programme, completed plans and evaluations and volunteers every week to help deliver the project.

AYC were able to offer 7 young people the chance to complete a level 2 Award in working with young people. This was promoted in the local area and young people joined from a variety of backgrounds. This included a young man who was delivering youth work at a local church but had no qualifications in youth work, a young man who helps run a cub scout group, and two young women who volunteer at their youth centre.

The training not only gives young people the opportunity to gain a qualification but teaches them the skills and knowledge to take back to their own community.

By setting up these new projects AYC have increased the number of young people accessing the youth centre and also attracting new young people that have not been involved before. When the projects come to an end they are looking at integrating the young people into other sessions within the programme as they are keen to continue and have ideas of projects they would like to develop.

27 young people have taken part so far and an open day in June is planned to attract approx. 50. Project 7 will continue to run with a new intake of young people over the summer holidays and AYC will continue to look for further funding if there continues to be a need.



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, 34 young were in re-engagement provision in Runnymede

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
- 23 new employers in Runnymede 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 (*£22,500*)

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.

- 25 young people attended the Skills Centre in Runnymede against a target of 15 young people
- 33% of those who attended the Skills Centre had achieved a successful and sustained progression lasting more than 3 months to further education, training or employment at the end of March 2014

Year 11/12 Transition (*Working Links / U-Explore - £45,000*)

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.

- Supported 63 Elmbridge young people in Year 11 who were identified, in partnership with local schools, as at risk of becoming NEET
- 89% success rate - 56 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
- 164 young people engaged in SOLD sessions in the NW, referred from the YSS, meaning expenditure of £19,550 against a budget of £35,000

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

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

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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.