

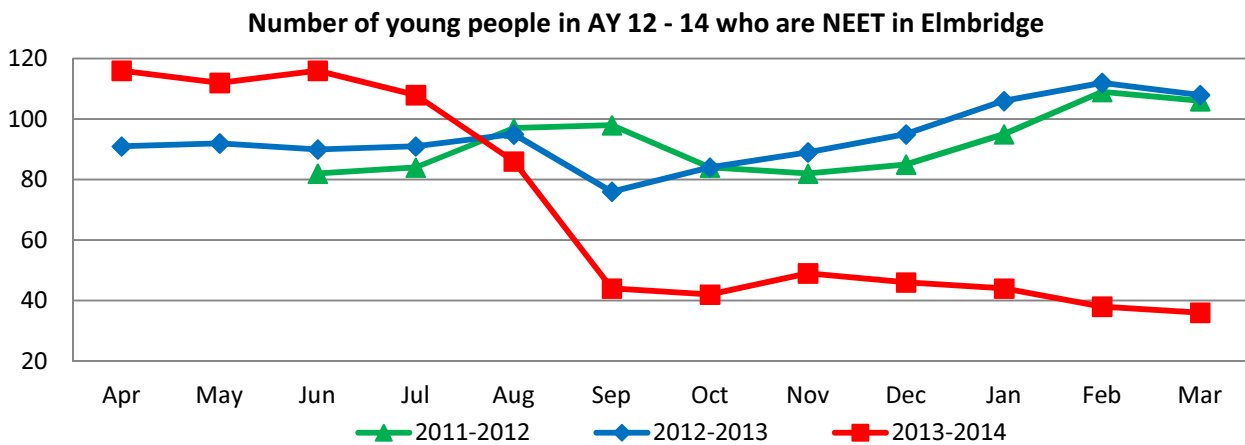
Services for Young People in Elmbridge Performance Summary 2013/14

Countywide overview

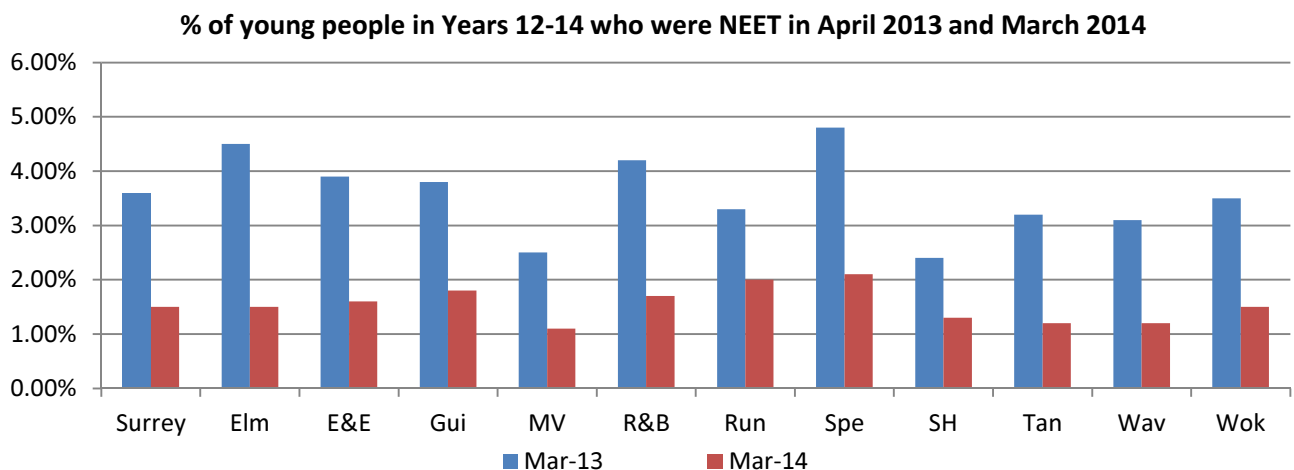
Services for Young People, working with our partners, has achieved a transformational reduction in the number of young people who are not in education, employment or training (NEET) from 978 (3.6%) in March 2013 to 429 (1.5%) in March 2014. Interim benchmarking data for the November 2013 to January 2014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

Local performance story in Elmbridge

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 Elmbridge.



- In March 2014 only 36 young people were NEET compared to 108 in March 2013, a reduction of two thirds. This is the largest percentage reduction in the county.
- 98.5% of young people were participating in education, training, employment or re-engagement at the end of March 2014, compared to 95.5% in March 2013.



Youth Support Service

- 1.5% of young people in years 12-14 were NEET in March 2014 compared to 4.5% in March 2013
- None of the 5 young people who are looked after by Surrey County Council and placed in Elmbridge were NEET in March 2014
- Young people who were NEET had been out of education or work for an average of 192 days compared to 266 in the previous year
- 140 young people moved from NEET to PETE during the year compared 87 in the previous year
- 41.7% of young people who were NEET had been NEET before compared to 26.9% in the previous year
- 4.0% of young people were unknown in March 2014 compared to 3.8% in March 2013
- 18 first-time entrants to the youth justice system in 2013/14 compared to 13 in 2012/13 and 22 in 2011/12
- Only 9 young people sentenced to custody in Surrey during 2013/14
- 40 disposals given to young people as a result of offending in 2013/14, fewer than 49 in 2012/13
- 69 Youth Restorative Interventions (YRIs) employed with young people involved in low-level offending this year, compared to 95 last year
- 30 young people at risk of homelessness supported in 2013/14
- 21 Children in Need case managed by the YSS in 2013/14

Performance narrative

Key to our success this year has been the team's developing knowledge of the individual young people, their families and the local communities within which they live. This helps us to engage with and create workable plans for each of our young people. The team is well balanced in terms of specialist knowledge and able to work together to support young people and their families in a holistic way. This translates into a service that is welcoming, warm and professional, one that will both directly address need and challenge the status quo, in order to improve the lives and well being of all who live and work in Elmbridge.

Local partnerships are key to our year on year improvement and we enjoy positive and productive relationships with Eikon, The Walton Charity, Local Police Officers, Elmbridge Borough Council and the Community Film Unit.

These relationships have enabled us to develop a strong group work programme that, despite some financial challenges, looks set to grow during 2014/2015. This has been achieved through our ongoing strategy of engaging partners that are based outside the local community but striving to deliver services within it. These include Catch 22 and British cycling. The group work programme is key to engaging our most vulnerable young people, those who need safe and nurturing environments in which to gain confidence develop existing skills and abilities and become more resilient, before tackling the wider world of further education and/or employment.

The team have a number of developments underway that aim to respond to the issues being presented locally. These include: greater engagement with small local businesses in order to improve the accessibility of meaningful employment; greater accreditation of learning that is undertaken with us so that employers and colleges are able to acknowledge the journeys that young people have undertaken; specific groups catering for particular needs around sexual exploitation and domestic violence, which will support the creation of safer more equitable relationships; and developing stronger links with the Adult education

service to promote wider community education programmes that will provide greater and more flexible local learning opportunities.

Case Study – YSS not giving up on young people in Elmbridge

TJ is 18 years old and has medicated ADHD, complex special needs and a learning ability of approximately 8 years of age. TJ lives in the Elmbridge area with his mum, dad and 6 siblings. The family have been known to a number of different agencies in the past, including Children's Services, Adult Mental Health Services, Drugs and Alcohol Services and the Police. The family have struggled with a number of issues, but the main concern for the whole family was the death of one of the siblings 6 years ago. The family have struggled to move forward in their grieving process, in particular the mother, who is a strong matriarchal figure, so the rest of the family are unable to fully grieve as they fear upsetting her. One of the younger siblings who is 17 has become a focus of negativity for the family and somewhat ostracized, generally being blamed for negative incidents e.g. if money was taken he would be blamed by all the other siblings.

TJ originally came to the Youth Support Service as a result of being NEET. He was allocated a Youth Support Officer (YSO) who supported him into the Skills for Work & Independence Pathway course at Brooklands College. Unfortunately, TJ was unable to complete the programme as he needed more support than the college could offer. As a result, he was offered a place on the Elmbridge Ready 4 Work programme, initially to prevent him becoming further involved with crime and anti-social behaviour, being easily led by others. TJ struggled to engage first, needing to be picked up for each session and then asking to be taken home after an hour, as he could only cope with short periods. Over time however, TJ began to enjoy attending the programme, was given a push bike through the bike project and eventually would cycle in independently.

In 2012, TJ received a Youth Restorative Intervention (YRI) for criminal damage during the previous year, due to DNA left at the crime scene. When he committed a second offence the DNA was matched and TJ received a further YRI, this one for theft. TJ was subsequently opened as a Child in Need (CiN) case by Children's Services due to a lack of positive parenting. The family were also referred to the Team around the Family (TaF) who supported mum with parenting, offering advice on dealing with teenagers etc. Once TJ turned 18 however, both of the agencies withdrew. Through the continued support of the YSS TJ was referred to the Surrey Employability team who have been searching for appropriate work experience that would be able to cater to TJ's special needs. TJ has tried a number of different types of work experience without success. TJ would prefer a more hands on type of work and in the next few weeks he will be working at a local recycle company with the prospect of permanent work if the work experience goes well.

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 (£26,424 and 7.55 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.

Molesey Youth Centre (The Youth Consortium - Eikon)

Molesey Youth Centre has consolidated on last year's performance and has made steady progress towards achieving level 2 of the Quality Mark. There have been some staffing issues that have resulted in the centre not being open for as many hours as last year, although the quality of the youth work on offer is of an excellent standard.

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	261	41.8%	374	↓	
1.2a Young people engaged in one or more hours of youth work	200	247	123.5%	177	↑	
1.2b Average hours of engagement per young person	30.0	23.8	79.3%	27.7	↓	
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	90	47	52.2%	14	↑	
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	6	90	6.7%	Comparison not available due to change in RONI process		

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

Walton Youth Centre (The Youth Consortium - Eikon)

Walton Youth Centre had been without a full-time Youth and Community Worker for almost a year. Following successful recruitment, there is now someone in post. Youth work at the centre is beginning to expand and there is ongoing recruitment to build a strong team of youth workers. The centre will be re-launched in the summer. There have been ongoing issues with reporting data through our electronic system, so the figures below are not representative of the work that has taken place over the last 4 months. Walton Youth Centre will be assessed for Level 1 of the Quality Mark in the autumn.

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	8	1.3%	100	↓	
1.2a Young people engaged in one or more hours of youth work	72	15	20.8%	72	↓	
1.2b Average hours of engagement per young person	16.1	3.1	19.3%	16.1	↓	
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	90	0	0.0%	0	↔	
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	No	No	On track / Development needed		↔	
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	13	1	7.7%	Comparison not available due to change in RONI process		


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

Claygate Youth Centre - Satellite (The Youth Consortium - Eikon)

Improvements in data reporting have meant that the performance summary below is more representative of the work that is on offer at Claygate Youth Centre compared to last year.








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	321	17	↑
Young people engaged in one or more hours of youth work	105	17	↑
Average hours of engagement per young person	18.2	3.1	↑
Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.	0	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	1	↑

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Each Centre achieves the National Youth Agency quality kite mark within the first Contract Year, and retains this mark in each subsequent contract year.	No	N/A	
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Hersham Youth Centre - Satellite (The Youth Consortium - Eikon)

Hersham Youth Centre successfully continues to deliver excellent youth provision for many young people. There have been ongoing issues with reporting data through our electronic system, so the figures below are not truly representative of the work. Hersham Youth Centre was given a grade of 'very good' when the youth work delivery was assessed through an observation of practice earlier in the year.

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	345	871	
Young people engaged in one or more hours of youth work	550	666	
Average hours of engagement per young person	18.3	27.8	
Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.	0	1	
Number of young people who have previously been subject to YRIs who have attended the centre	12	10	
Number of young people who have been identified as at risk of becoming NEET who have attended the centre	2	62	
Each Centre achieves the National Youth Agency quality kite mark within the first Contract Year, and retains this mark in each subsequent contract year.	No	N/A	

Weybridge Youth Centre - Satellite (The Youth Consortium - Eikon)

Weybridge Youth Centre has recently re-opened following a period of recruitment and developing the centre itself. The centre was closed throughout the whole of 2013-14.

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	0	0	
Young people engaged in one or more hours of youth work	0	0	
Average hours of engagement per young person	0	0	
Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.	0	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	0	↔
Each Centre achieves the National Youth Agency quality kite mark within the first Contract Year, and retains this mark in each subsequent contract year.	No	N/A	↑

Local Prevention Framework (£108,833 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.

Progress since September has been slow. This is due to the seasonal aspect of much of the work that the LPF provider is doing. The vast majority of the LPF delivery will be in the summer months for provision that is outside of schools; and between September – December for their after-school programmes. The feedback from young people is that they highly value and benefit from the LPF provision.

April 2012 – August 2013 (*The Youth Consortium - £164,750*)

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	160	159	99.4%	

September 2013 – March 2014 (*Eikon - £60,083*)

Performance indicator	2013/14 performance				RAG
	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	
Number of young people engaged in one or more hours of preventative activity	251	139	63	45.3%	
Number of young people engaged in 12 or more hours of preventative activity	209	116	10	8.6%	
Average hours of engagement* per young person**			6.7		

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

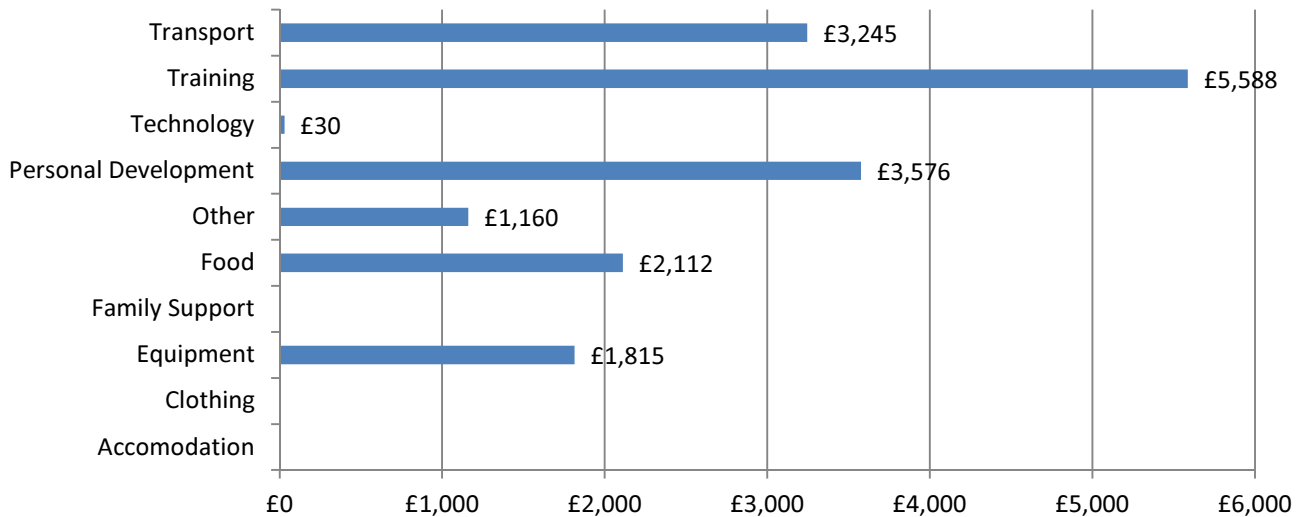
**This measure not recorded for April 2012-May 2013

This means that X young people who are at risk of becoming NEET have been engaged an average of Y times by LPF providers in Elmbridge during 2013/14.

Individual Prevention Grants (£23,000)

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



- £22,915 of £23,000 (99.6%) of IPG funding was used to remove barriers to participation
- A total of 168 grants were given to young people with an average value of £104
- The main barriers addressed were 'Training' (32%), 'Personal Development' (20%) and 'Transport' (19%)
- 84% young people who were NEET during 2013/14 and received IPGs in Elmbridge were PETE in March 2014

Youth Small Grants (£26,000)

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 £26,000 allocated to Elmbridge Local Committee for Youth Small Grants was allocated across 18 projects to support work with young people across Elmbridge as follows:

Organisation	Project title	Amount allocated
4th Thames Ditton 'Ajax' Sea Scouts	Sailing Skills Development Project	£3,175
5th East Molesey Guides	Equipment for future use of unit	£1,000
CAMHS Youth Advisers (CYA)	CYA Awards	£230
Cobham Avorians Cricket Club	Training Wickets for Junior Cricketers	£1,210

Long Ditton Youth Club	Music Workshop	£400
Mediation North Surrey	Mediation North Surrey	£3,000
Metropolitan Police Youth FC	Female Football Festival	£1,250
Molesey Juniors FC	Molesey Juniors Female	£600
Reed's School Combined Cadet Force	Exercise Falkland Adventurer	£1,000
South Surrey Athletics Network	South Surrey Athletics Network U17/U20 Athlete/Coach Diagnostic Development Day	£312
Sugden Road Sports Trust - (Suburban Hockey)	Quicksticks Hockey	£974
Surrey Army Cadet Force	Tiger's Adventure	£108
The Man In The Moon	The Man In The Moon - Walton Youth	£1,500
Two Birds	Two Birds Enrichment Programme	£801
Walton-on-Thames Cricket Club	Winter Cricket Coaching for the Junior Section (8-17 years)	£1,250
West End Esher Cricket Club - Colts Division	Winter Training for Colts Cricket	£990
Weybridge Rowing Club	Additional 'quad' racing scull	£5,000
Weybridge Rowing Club	Racing quality double sculling boat	£3,200
	Total allocated	£26,000
	Amount remaining	£0.00

Case study - Molesey Juniors FC Female Project

The club were funded £600 towards provision of drop in football sessions for girls.

Molesey Juniors FC is a not for profit community Youth Football club in East Molesey run by volunteers. The club wanted to deliver regular informal football sessions for girls between the age of 9 to 16 who like to play but maybe feel they are not good enough to get into a team or just want to play for fun.

With the funding for YSG the club added a Saturday morning drop in session for all girls up to the age of 12 at their home ground in East Molesey and a Wednesday evening session for those 13-16 years of age. These sessions ran from October 2013 and continue to run to-date.

The Saturday sessions saw three groups emerge 10 year olds, 11 year olds and 12-13 year olds. Extra coaches were used as the group grew in size - most groups had 10-15 girls regularly training on a weekly basis. The Wednesdays were a little slower with 8-10 of the older girls attending on a regular basis.

Two of the 15 year old girls attended a Young Leaders workshop run by Surrey FA and now are supporting the younger age groups as a coach. Both hope to take their L1 coaching badge after their exams in May.

The girls organised a Fundraiser for Comic Relief and raised £300 by completing a fun run during one of the football sessions, they dressed up and ran 2-5km.

All girls continue to be welcomed to come to these drop in sessions and we hope to keep growing the older age group.

The sessions will be sustained by volunteers and club funds.



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, 31 young were in re-engagement provision in Elmbridge

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
- 41 new employers in Elmbridge 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 (*Brooklands College - £17,500*)

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.

- 23 young people attended the Skills Centre in Elmbridge against a target of 15 young people
- 34.8% 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 by the end of March 2014

Year 11/12 Transition (*Working Links - £47,000*)

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 57 Elmbridge young people in Year 11 who were identified, in partnership with local schools, as at risk of becoming NEET
- 95% success rate - 54 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

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- 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
- 25 young people engaged in SOLD sessions in the NE, referred from the YSS, meaning expenditure of £4,620 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.