

# Services for Young People in Mole Valley Performance Summary 2013/14

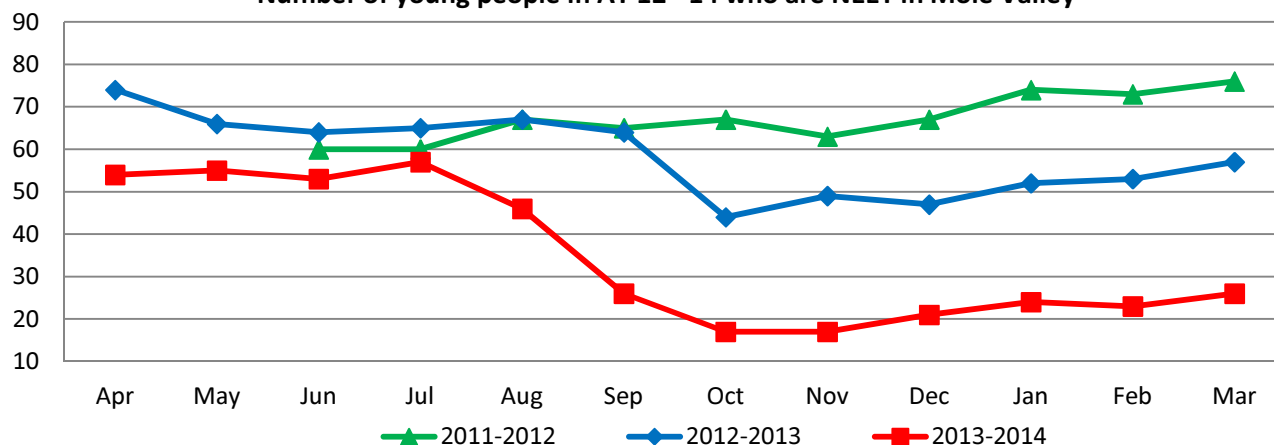
## Countywide overview

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 Mole Valley

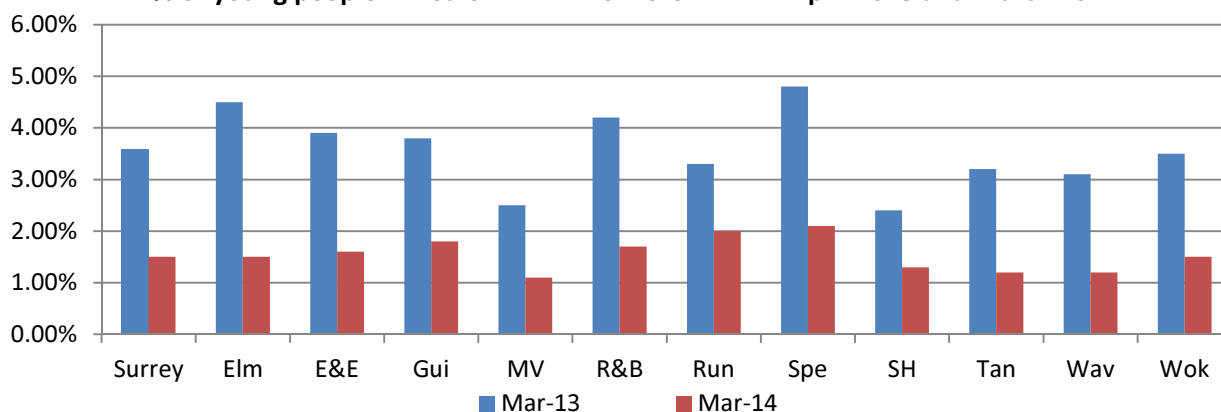
The reason for this report is to tell the local story of how Services for Young people, working with our partners, has been making a difference to young people in Mole Valley.

**Number of young people in AY 12 - 14 who are NEET in Mole Valley**



- In March 2014 only 26 young people were NEET compared to 57 in March 2013, a reduction of over 50%. This was also the lowest proportion of young people who were NEET in the county, at 1.1%.
- 98.8% of young people were participating in education, training, employment or re-engagement at the end of March 2014, compared to 97.4% in March 2013.

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



## Youth Support Service

- 1.1% of young people in years 12-14 were NEET in March 2014 compared to 2.5% in March 2013. This was the lowest rate in Surrey.
- Young people who were NEET had been out of education or work for an average of 143 days compared to 217 in the previous year
- 77 young people moved from NEET to PETE during the year compared 89 in the previous year
- 23.1% of young people who were NEET had been NEET before compared to 33.3% in the previous year
- 4.2% of young people were unknown in March 2014 compared to 6.0% in March 2013
- 11 first-time entrants to the youth justice system in 2013/14 compared to 8 in 2012/13 and 20 in 2011/12
- No young people sentenced to custody during 2013/14
- 19 disposals given to young people as a result of offending in 2013/14 compared to 24 in 2012/13
- 85 Youth Restorative Interventions (YRIs) employed with young people involved in low-level offending this year, compared to 77 last year
- 20 young people at risk of homelessness supported in 2013/14
- 10 Children in Need case managed by the YSS in 2013/14

In the course of 2013-14 Mole Valley YSS has developed on a numbers of key fronts, including professional development of staff, mapped against the quality assurance criteria. This has enabled us to provide a professional and effective response to the needs of our young people. A particular development that we have welcomed has been the introduction of the Individual Prevention Grants (IPGs), that have enabled us to achieve 'real' solutions for young people. It has enabled young people not only to participate in education, training or employment but to pursue their aspirations.

Quote from a Mole Valley young person in form of a text: "*I feel so privilege that you (YSO) are helping me to achieve my dreams to work in Claridges and I'm so glad I've been able to talk to you about other problems*".

In 2013-14 we have positively embedded effective partnership working. The Mole Valley Projx Committee is a good example, identifying gaps in provisions that affect not only the community but young people and where possible seek solutions.

Areas for development in 2013/14 include building on commitments from local businesses to give opportunities for our young people by offering work experience or work trials.

### YSS Case Study – Mole Valley

In February 2014 Natalie presented as homeless at the Redhill family centre. Natalie's mum would not permit her to live at home due to their relationship. Natalie could not stay with her grandmother due to lack of space and was unable to stay at her aunt's due to an occasion of Natalie and her boyfriend being abusive on the phone. Natalie referred to tensions with family member's being related to their dislike of her boyfriend. Natalie stayed with a friend temporarily before sleeping in a tent with her boyfriend (aged 20, also homeless). Natalie was enrolled at East Surrey College on a childcare course; she had sporadic attendance at the time of the referral.

From the outset of the referral an assessment was completed collaboratively with Natalie to complete the

Common Referral Form and submit application for emergency accommodation. Natalie was accompanied to Guildford YMCA and the YSO stayed with Natalie while she undertook an 'induction' process with the YMCA staff. Natalie was also supported with the purchase of food and buying essential clothing items for the short term (e.g. underwear, sleepwear). YSO then supported applying for a longer term placement closer to Natalie's home area. YSO liaised with Nan regarding essential matters, such as acquiring identification for Natalie to apply for benefits. The following day the YSO collected belongings from Natalie's nan's house and met mum in person, including updating mum and nan about Natalie's placement. Supported with attending college during this transition by providing transport, due to the change in distance to travel. YSO continued this support when Natalie moved to a more suitable placement in her home area. YSO liaised with provider staff on a frequent basis.

YSO has emotionally supported Natalie with her relationship, as Natalie has discussed concerns over her boyfriend finding the change challenging and the impact on her. This included offering to support explaining to her boyfriend the importance of behaving in a way that will not jeopardise her tenancy. YSO also supported mediating between family and boyfriend by emotionally containing families concerns. YSO highlighted positive changes to family members, such as Natalie communicating her feelings to them more. YSO has also supported boyfriend in regards to his options for housing and has encouraged him to reflect upon Natalie's well-being separately to his own. YSO has also supported with general feelings of anxiety and made referrals to a counselling service at request of Natalie. In the meantime the YSO has offered increased contact for Natalie.

YSO supported financial circumstances by making contact with the job centre and communicating information to Natalie and her nan regarding this. Also supported with finding alternative ETE provision when Natalie made the decision to leave her college course.

The YSO communication with family appears to have made communication between Natalie and her family more consistent; the YSOs emotional containment for all parties appears to have made a difference to the level of tension within family relationships. Although there remains some tensions the support provided by YSO will help develop relationships over time. The family members have also received support from YSO and this appears to be having a positive impact upon their responses to Natalie's behaviour.

YSOs support with her intimate partner relationship has allowed Natalie opportunity to reflect upon her relationship and she appears to have started making some independent decisions. Natalie's decision to take a 'break' from the relationship suggests she feels more comfortable to express her unhappiness with elements of the relationship, which YSO discussions about relationships may have contributed to. Natalie's thinking and behaviour remains somewhat influenced by the behaviour of others, however the YSO demonstrates challenges of such behaviour, which will contribute to Natalie developing helpful decision making over time. Natalie's ETE status became temporarily unstable when she left college, however YSO support to identify new opportunities is reintroducing constructive activity to Natalie's lifestyle. Natalie is disclosing concerns about her own alcohol use, which suggests she feels safe to admit areas of her life she thinks are problematic. Her willingness to discuss her sexual health may also lead to her seeking advice and making safer sexual decisions.

Natalie's accommodation status is now stable and reduces her vulnerability. This stability in living arrangements allows this basic need to be met, which has allowed Natalie to think about changes she wants to make in her life. This will have a positive impact on her emotional well-being. YSOs liaison with staff appears to have maintained the placement, even though there have been two occasions of Natalie being missing from the accommodation for a period of time. This communication appears to have prevented eviction processes being considered quickly as staff are aware of Natalie's needs.

Natalie currently has a placement at a supported housing provider. She is in contact with some family member's and continues to be supported with rebuilding the relationship with her mother. Natalie is due to commence a training project and volunteer work. Natalie is receiving emotional support in relation to her relationship and has been referred to a specialist counselling service for further support.

## 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 (£21,191 and 5.19 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.

#### *Ashtead Youth Centre (The Youth Consortium – Reigate and Redhill YMCA)*

The offer to young people at Ashtead Youth Centre is highly valued by both young people and the community. The team deliver a large amount of youth work including a number of residential experiences throughout the year. Ashtead Youth Centre has achieved level 2 of the Quality mark and is working towards a level 3 assessment in the new academic year.

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	850	1,032	121.4%	612	↑	Green
1.2a Young people engaged in one or more hours of youth work	248	307	123.8%	324	↑	Green
1.2b Average hours of engagement per young person	57.7	48.2	83.5%	26.5	↑	Amber
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	383	109	28.5%	1	↑	Amber
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		↑	Green
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	70	57	81.4%	Comparison not available due to change in RONI process		Amber

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

### *The Bridge (The Youth Consortium – Reigate and Redhill YMCA)*

There has been a change of personnel at The Bridge with the long-standing full-time Youth & Community Worker leaving in the Summer and a new worker coming in. This accounts for why there has been a drop in hours of youth work delivered. The quality of the work continues to be high though, and The Bridge has achieved level 2 of the Quality Mark. There has been a considerable upturn in the number of young people who have demonstrated demonstrable change.

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	1134	389	34.3%	662	↓	Yellow
1.2a Young people engaged in one or more hours of youth work	202	252	124.8%	283	↓	Green
1.2b Average hours of engagement per young person	24.9	23.2	93.2%	27.7	↓	Green
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	522	60	11.5%	6	↑	Yellow
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		↑	Green
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	182	24	13.2%	Comparison not available due to change in RONI process		Red

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

### *Malthouse (The Youth Consortium – Reigate and Redhill YMCA)*

The Malthouse has seen considerable development during the year. There have been some staffing issues which have meant that the centre has not been able to deliver to full capacity. The centre has now achieved level 1 of the Quality Mark and has very nearly completed Level 2.

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	708	527	74.4%	244	↑	Yellow
1.2a Young people engaged in one or more hours of youth work	168	180	107.1%	198	↓	Green
1.2b Average hours of engagement per young person	16.9	43.5	257.4%	13.5	↑	Green
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	164	29	17.7%	1	↑	Yellow
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		↑	Green

## ITEM 14

2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	98	58	59.2%	Comparison not available due to change in RONI process		
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\*Distance travelled: clear and tangible development for a young person

### *Bookham - Satellite (The Youth Consortium – Reigate and Redhill YMCA)*

The Worker-in-Charge of Bookham Youth Centre left during the year and the Youth & Community Worker at The Bridge now directly oversees the work. Recruitment is ongoing to replace the previous worker.

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	63	68	↓
Young people engaged in one or more hours of youth work	54	49	↑
Average hours of engagement per young person	20.0	16.9	↑
Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.	16	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	1	Comparison not available due to change in RONI process	
Each Centre achieves the National Youth Agency quality kite mark within the first Contract Year, and retains this mark in each subsequent contract year.	N/A	N/A	↑

### *Local Prevention Framework (£79,332 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.

Both of the providers in Mole Valley have been able to make great use of their existing contacts and provision to ensure that the LPF has well exceeded expected performance over the year.

### *April 2012 – August 2013 (The Youth Consortium - £69,416)*

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	103	120	116.0%	

### April 2012 – August 2013 (*Leatherhead Youth Project - £69,416*)

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	38	78	203.9%	

### September 2013 – March 2014 (*Reigate and Redhill YMCA - £23,485*)

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	56	32	41	128.1%	
Number of young people engaged in 12 or more hours of preventative activity	56	32	4	12.5%	
Average hours of engagement* per young person**			4.6		
Number of young people displaying a demonstrable increase in resilience and reduction in risk	#		#		

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

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

### September 2013 – March 2014 (*Leatherhead Youth Project - £15,015*)

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	149	133	44	33.1%	
Number of young people engaged in 60 or more hours of preventative activity	35	31	2	6.5%	
Average hours of engagement* per young person**			25.5		
Number of young people displaying a demonstrable increase in resilience and reduction in risk	#		#		

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

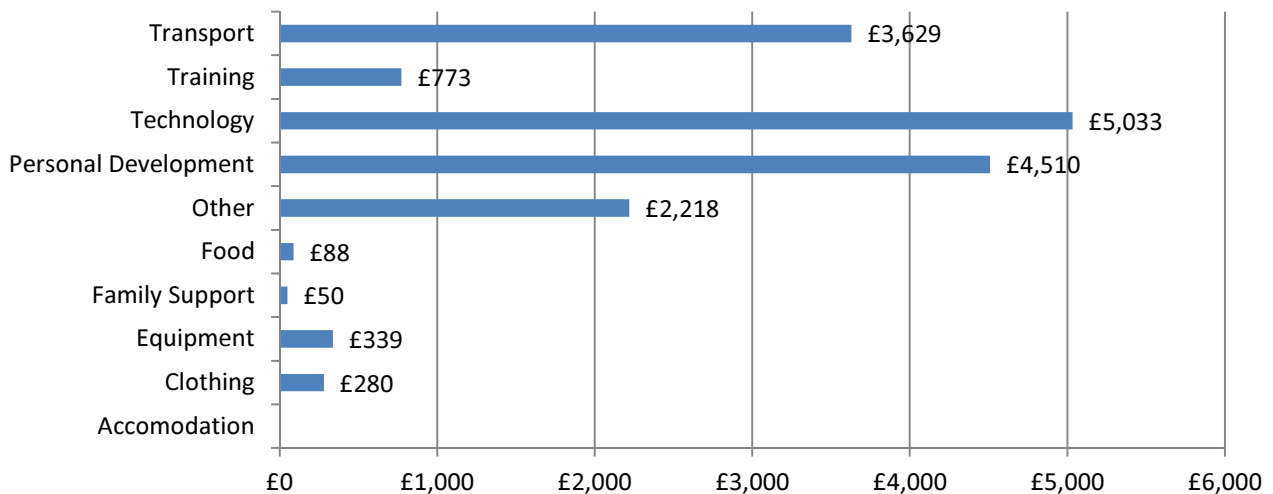
\*\*This measure not recorded for April 2012-May 2013

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 Mole Valley during 2013/14.

## Individual Prevention Grants (£17,000)

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



- £16,921 of £17,000 (99.5%) of IPG funding was allocated to remove barriers to participation
- A total of 70 grants were given to young people with an average value of £242
- The main barriers addressed were 'Technology' (30%), 'Personal Development' (27%) and 'Transport' (21%)
- 6 of the 10 young people who were NEET during 2013/14 and received IPGs in Mole Valley were PETE in March 2014

## Youth Small Grants (£17,000)

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 £17,000 allocated to Mole Valley Local Committee for Youth Small Grants was allocated across 8 projects to support work with young people across Mole Valley as follows:

Organisation	Project Title	Amount allocated
Ashcombe Volleyball Club	Junior volleyball coaching and junior player development	£3,500
Brockham Badgers Football Club		£5,000
CAMHS Youth Advisors (CYA)	CYA Awards	£321
Liquid Connection	North Leatherhead UNITED	£4,000
Studio ADHD	Reflections Angling Project	£2,032
Surrey Army Cadet Force	Tiger's Adventure	£338



Surrey Federation of Young Farmers' Clubs	Surrey Young Farmers - core supportive activities and development project 2012	£999
Dorking and District Young Farmers Club	Dorking and District Young Farmers ( New Senior Club )	£810
	Amount allocated	£17,000
	Amount remaining	£0

### Case study - Liquid Connection - United Football Programme North Leatherhead

Liquid Connection was granted £4,000 toward a youth engagement project in North Leatherhead based around football.

The grant has been used to continue the running of the successful UNITED football programme in North Leatherhead. The programme engages young people aged 11-18 in weekly football activities, helping them to be healthy, enjoy sport in a safe environment, and get to know local youth workers in the community. This includes a weekly Friday night football league, a Sunday football team for local under 18's boys, a Wednesday coaching session open to two age groups, and regular girls training sessions.

The grant was spent on funding the salary of a youth worker and qualified football coach, who leads all sessions and helps introduce young people to youth work provision elsewhere in the community. In addition, the group purchased sports equipment, subsidised fees for the North Leatherhead United under 18's football team pitch hire and referee costs, and completed training courses relating to football and first aid.

The small grant allowed the group to continue and expand the football programme; now working with 85 young people every week. The grant allowed them to continue weekly girls football sessions in the area, which whilst having mixed levels of attendance has been a very positive activity for local young women.

In addition Liquid Connection have been able to increase the opportunities we can give to young volunteers, who have been helping to run the project every week throughout the year. 10 young people have completed young leaders training and CVs have been created for these young people as a result of the process.

Sport has been a hugely helpful tool in engaging local young people and is particularly necessary in North Leatherhead, which is an area of deprivation with some young people lacking positive role models.



## 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, 14 young were in re-engagement provision in Mole Valley

### **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
- 28 new employers in Mole Valley 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 (*East Surrey College - £20,000*)

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.

- 12 young people attended the Skills Centre in Mole Valley against a target of 12 young people
- 55% 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 (*East Surrey College - £35,889*)

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 38 Mole Valley young people in Year 11 who were identified, in partnership with local schools, as at risk of becoming NEET
- 95% success rate - 36 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
- 169 young people engaged in SOLD sessions in the SE, referred from the YSS, meaning expenditure of £9,370 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.