

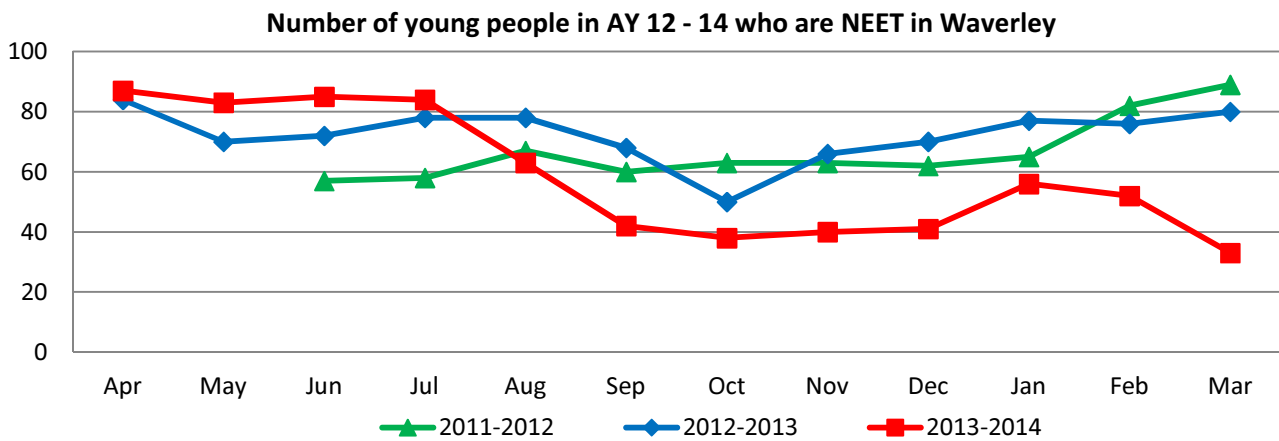
Services for Young People in Waverley Performance Summary 2013/14

Countywide overview

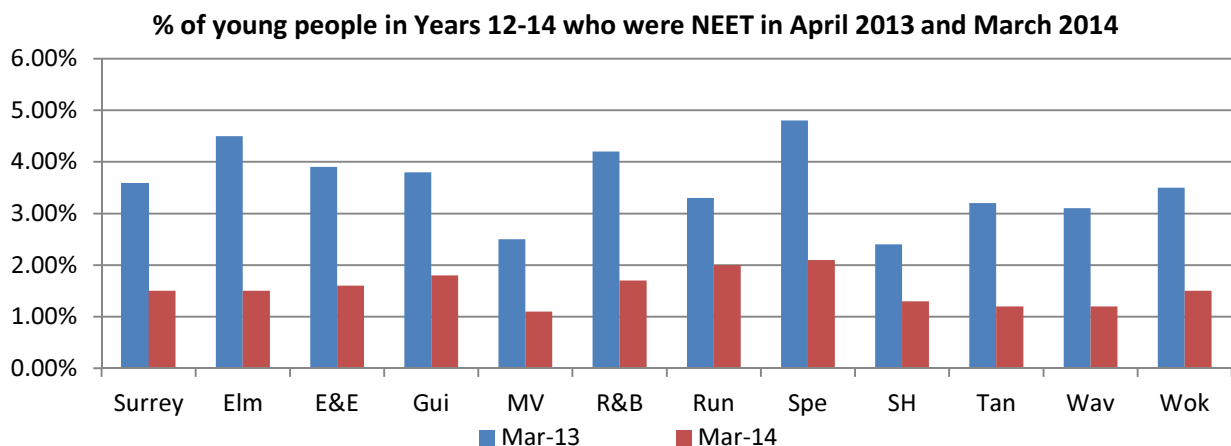
Services for Young People, working with our partners, have achieved a transformational reduction in the number of young people who are not in education, employment or training (NEET) from 978 (3.6%) in March 2013 to 429 (1.5%) in March 2014. Interim benchmarking data for the November 2013 to January 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 Waverley

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



- In March 2014 only 33 young people were NEET compared to 80 in March 2013, a reduction of nearly 60%.
- 98.8% of young people were participating in education, training, employment or re-engagement at the end of March 2014, compared to 96.8% in March 2013



Youth Support Service

- 1.2% of young people in years 12-14 were NEET in March 2014 compared to 3.1% in March 2013
- Young people who were NEET had been out of education or work for an average of 227 days compared to 206 in the previous year
- 131 young people moved from NEET to PETE (participating in education, training or employment) during the year compared to 98 in the previous year
- 24.2% of young people who were NEET had been NEET before, compared to 18.8% in the previous year
- 3.4% of young people were unknown in March 2014 compared to 9.2% in March 2013
- 9 first-time entrants to the youth justice system in 2013/14, the same as last year and fewer than the 11 recorded in 2011/12
- No young people sentenced to custody during 2013/14
- 23 disposals given to young people as a result of offending in 2013/14 compared to 24 in 2012/13
- 71 Youth Restorative Interventions (YRIs) employed with young people involved in low-level offending this year, compared to 73 last year
- 29 young people at risk of homelessness supported in 2013/14
- 10 Children in Need case-managed by the YSS in 2013/14

Case study - Cheryl's Journey

Cheryl is a 17 year old who was referred to the Youth Support Service as NEET. She had just completed her schooling whilst pregnant and managed to obtain a few GCSEs before unexpectedly becoming a young mum.

As a teenager Cheryl was a passionate footballer and was scouted by Chelsea Girls Football Club. Motherhood took her in a different direction; she remained living at home within a low income household, with the support of her mum. She was beginning to get frustrated at being house bound and now her son was a bit older the YSS helped her to access a short term course where she successfully obtained coaching, first aid and some functional skills qualifications.

Using the Individual Prevention Grant we have gone on to support her to achieve a recognised Football Association qualification in Coaching and Refereeing (meaning she can now earn money for refereeing matches). Cheryl's self confidence has increased significantly - she has recently secured a Traineeship with a Soccer Coaching Company and is now regularly coaching within local schools and on holiday schemes. She is employed part time and this traineeship will shortly be turning into a full apprenticeship, where she will be paid as well as receiving a higher level of qualification. If Cheryl is successful in achieving this she will be offered a full time post with this company.

Cheryl is just one example of how Youth Support Officers are building and sustaining effective, working relationships with young people and their families in Waverley to support access to education, training and employment (ETE). The great majority of young people (98%) make a successful transition from school to work and live within a supportive family and community environment – however, a small group of young people are significantly disadvantaged and face multiple barriers to participation in ETE; this will impact on their life opportunities as they approach adulthood.

In Waverley, these barriers include: a lack of access to affordable transport; living in a low income household; learning difficulties and/or disabilities; lack of formal qualifications; physical, mental or

emotional health factors; substance misuse; unsupportive family relationships and an associated lack of emotional/physical or financial support; lack of aspirations or motivation; homelessness or unstable accommodation; criminal convictions; or becoming a teenage parent. These young people often have a history of disengaging from other mainstream services and may feel isolated or alienated within their own communities.

The Waverley YSS Team consists of 9 full time staff; they come from a range of professional backgrounds in social work, youth work, youth justice, probation, careers, teaching etc. and provide assertive outreach services to all young people, irrespective of where they live in Waverley. They are a highly dedicated group of staff who provide an integrated, targeted youth support service to some of our most vulnerable teenagers and their families, to secure the best possible outcomes for those 16-19 year olds not in Education, Training or Employment.

Successes in 2013-14 include developing local partnership working, use of the IPG to remove barriers to participation (low cost – big impact), Farnham Drop In, the SOLD Programme, low levels of crime and anti-social behaviour and the individual progress made by young people in accessing ETE.

The key ambition for 2014-15 is to establish a Young Person's Resource Centre in Godalming. The YSS has a 'footprint' for delivering services in each of the four main areas of population in Waverley, but no local office. Following the relocation of Adult Social Care from Godalming Library to Waverley Borough Council Offices, the Surrey Youth Support Service is exploring the opportunity of creating a centre based in Waverley.

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 (£20,183 and 5.35 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.

Wey Youth Centre (The Youth Consortium – Guildford YMCA)

The Wey Youth Centre has had a solid year delivering youth work outcomes to young people. As the only mainstream centre in the Borough, the Wey Centre is the base for our Youth and Community Worker. However, during this year we have seen a change of worker, which has impacted on the centre's performance. The Wey Centre has achieved Level 1 of the National Youth Agency Quality Mark and is ready for assessment of Level Two.

| Performance indicator | 2013/14 performance | | | | | |
|---|----------------------------|----------------------------|--|--|---------------------|-----|
| | Agreed performance 2013/14 | Actual 2013/14 performance | Achievement against agreed performance | Comparative 2012/13 performance | Direction of travel | RAG |
| 1.1 Hours of co-produced youth work delivered from the Centre in 2013/14 | 754 | 497 | 65.9% | 628 | ↓ | |
| 1.2a Young people engaged in one or more hours of youth work | 200 | 326 | 163.0% | 420 | ↓ | |
| 1.2b Average hours of engagement per young person | 24.0 | 19.7 | 82.1% | 19.2 | ↔ | |
| 1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.* | 150 | 138 | 92.0% | 57 | ↑ | |
| 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 | 20 | 25 | 125% | Comparison not available due to change in RONI process | | |

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

40 Degreez - Satellite (The Youth Consortium – Guildford YMCA)

40 Degreez has continued to grow in 2013-14. Services for Young People have moved additional staff hours from Cranleigh to 40 Degreez to meet the needs of young people more effectively. Although there has been significant staffing disruption, the centre has a good team who are developing needs led sessions for young people.

| Performance indicator | 2013/14 performance | | |
|--|-------------------------------|--|---------------------|
| | Performance in period 2013/14 | Performance in period 2012/13 | Direction of travel |
| Hours of co-produced youth work delivered from the Centre in 2013/14 | 172 | 279 | ↑ |
| Young people engaged in one or more hours of youth work | 116 | 112 | ↑ |
| Average hours of engagement per young person | 17.0 | 21.8 | ↑ |
| Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention. | 18 | 2 | ↑ |
| Number of young people who have previously been subject to YRIs who have attended the centre | 5 | 4 | ↑ |
| Number of young people who have been identified as at risk of becoming NEET who have attended the centre | 3 | 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. | No | N/A | ↑ |

Cranleigh - Satellite (The Youth Consortium – Guildford YMCA)

The performance at Cranleigh is positive and in line with 2012-13 despite the loss of 6hrs of staffing resource. The centre has had a successful Quality Mark 'observation of practice' and is the only satellite centre to be awarded a 3:3 (Good for Youth Work practice and good for Learning and Achievement). During 2013-14 Services for Young People has had significant contact with the Parish Council regarding securing ongoing access to the centre.

| 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 | 329 | ↑ |
| Young people engaged in one or more hours of youth work | 105 | 152 | ↑ |
| Average hours of engagement per young person | 18.2 | 18.4 | ↑ |
| Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention. | 0 | 44 | ↑ |
| Number of young people who have previously been subject to YRIs who have attended the centre | 0 | 3 | ↑ |
| Number of young people who have been identified as at risk of becoming NEET | 2 | Comparison not | |

ITEM 13

| | | | |
|--|----|---|---|
| who have attended the centre | | 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. | No | N/A | ↑ |

Godalming - Satellite (The Youth Consortium – Guildford YMCA)

2013-14 has seen significant change to our Godalming offer to young people. The project initially failed to achieve the required 'Observation of Practice' grades. However, following a review of provision offered and the development of new projects/areas of work to meet the needs of young people there have been significant improvements. A session delivered in Eashing (Ockford Ridge) is currently closed as there is no access to the building at a suitable time. The team is delivering detached youth work instead.

| 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 | 130 | 271 | ↑ |
| Young people engaged in one or more hours of youth work | 127 | 203 | ↑ |
| Average hours of engagement per young person | 14.2 | 13.2 | ↑ |
| Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention. | 67 | 41 | ↑ |
| Number of young people who have previously been subject to YRIs who have attended the centre | 6 | 6 | ↑ |
| Number of young people who have been identified as at risk of becoming NEET who have attended the centre | 17 | 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. | No | N/A | ↑ |

Sandy Hill - Satellite (The Youth Consortium – Guildford YMCA)

Sandy Hill has been developing ongoing provision for young people. The project transferred to Centre Based Youth Work part way through the year, which is why there is limited data. The centre is now using the Services for Young People Attendance App for the future. The project achieved a 3:3 observation of practice which is excellent and there is impressive evidence of achieving good outcomes for young people in a challenging delivery and community environment.

| 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 | N/A | N/A | ↑ |
| Young people engaged in one or more hours of youth work | 131 | N/A | ↑ |

| | | | |
|--|-----|--|---|
| Average hours of engagement per young person | N/A | N/A | ↑ |
| Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention. | N/A | N/A | ↑ |
| Number of young people who have previously been subject to YRIs who have attended the centre | N/A | N/A | ↑ |
| Number of young people who have been identified as at risk of becoming NEET who have attended the centre | N/A | 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. | No | N/A | ↑ |

Local Prevention Framework (*£104,916 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 involving Members, young people partners and stakeholders. Activities commissioned often include youth work, mentoring or counselling, although a wide range of solutions have been developed across the county.

The LPF in Waverley switched providers in September 2013. The 2012-13 period was a challenging window for the delivery of the service. Our provider worked hard to engage with local networks and develop programmes for young people, but this was not as successful as Services for Young People would have liked. Support was provided and towards the latter stages of the commission we saw improved performance. Access to schools was a key challenge, for a variety of reasons.

In September 2013 two new providers was appointed by the Local Committee. Surrey Care Trust's mentoring programme has been very successful with the provider recruiting and training more mentors that proposed and following a lull (expected) whilst these were trained, we are now seeing good performance.

Guildford YMCA (now YMCA Downs Link Group) has had a slower start to the commission. The provider has had to develop new connections and projects. Performance continues to be monitored and guidance is being provided. The YMCA has recently been through a merger and has replaced the manager leading on the Local Prevention Framework and we are now seeing improvement.

April 2012 – August 2013 (*Catch 22 £164,333*)

| 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 | 229 | 107 | 46.7% | |

ITEM 13

September 2013 – March 2014 (*Guildford YMCA - £39,608*)

| Performance indicator | 2013/14 performance | | | | |
|---|---|--|---|--|-----|
| | Agreed performance (September 2013 - August 2014) | Expected performance for period September 2013 to March 2014 | Actual performance September 2013 to March 2014 | Achievement against expected performance | RAG |
| Number of young people engaged in one or more hours of preventative activity | 498 | 280 | 47 | 16.8% | |
| Number of young people engaged in 5.3 or more hours of preventative activity | 279 | 158 | 42 | 26.6% | |
| Average hours of engagement* per young person** | | | 10.4 | | |
| 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 (*Surrey Care Trust - £16,975*)

| Performance indicator | 2013/14 performance | | | | |
|---|---|--|---|--|-----|
| | Agreed performance (September 2013 - August 2014) | Expected performance for period September 2013 to March 2014 | Actual performance September 2013 to March 2014 | Achievement against expected performance | RAG |
| Number of young people engaged in one or more hours of preventative activity | 60 | 35 | 26 | 74.3% | |
| Number of young people engaged in 6 or more hours of preventative activity | 60 | 35 | 3 | 8.6% | |
| Average hours of engagement* per young person** | | | 2.8 | | |
| Number of young people displaying a demonstrable increase in resilience and reduction in risk | # | | # | | |

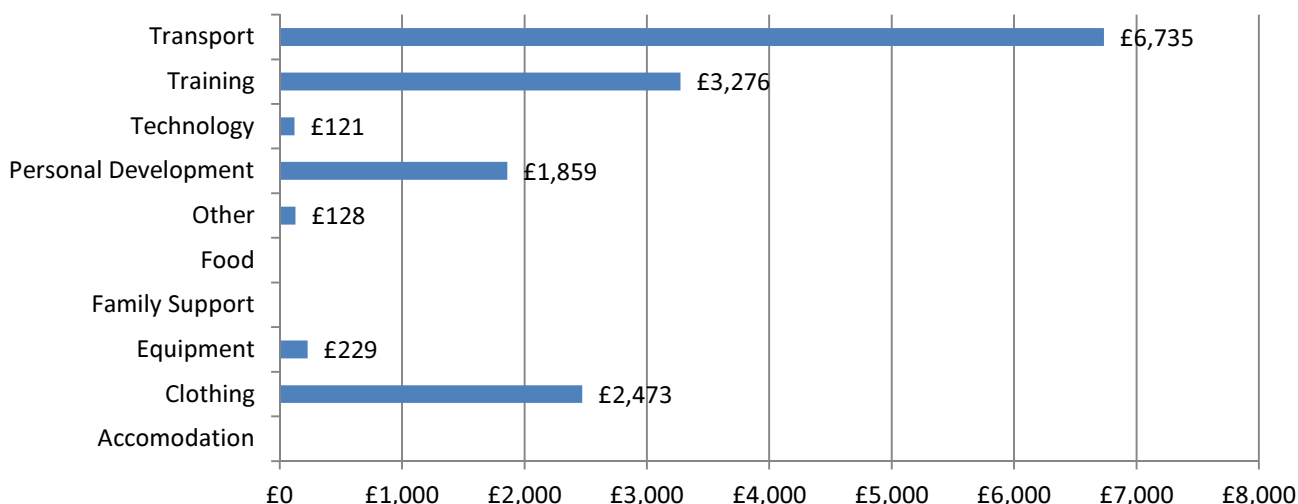
*Engagement: a meaningful conversation or activity with a young person.

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

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



- £14,821 of £15,000 (98.8%) of IPG funding was allocated to remove barriers to participation
- A total of 88 grants were given to young people with an average value of £168
- The main barriers addressed were 'Transport' (45%), 'Training' (22%) and 'Clothing' (17%)
- All of the 20 young people who were NEET during 2013/14 and received IPGs in Waverley were PETE in March 2014

Youth Small Grants (£27,000)

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

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

| Organisation | Project Title | Amount allocated |
|---|---|------------------|
| 1st Hindhead Scout Group | 1st Hindhead Scout Group Bushcraft Skills | £2,500 |
| Blackheath Cricket Club | Water remover to dry out cricket pitches for junior cricket | £743 |
| CAMHS Youth Advisers (CYA) | CYA Awards | £460 |
| Cranleigh Basketball | Basketball for young adults | £665 |
| Elstead Badminton Club | Junior Badminton | £500 |
| Footlight C.I.C | Chance4Dance | £1,154 |
| The Girls Brigade Surrey Downs District | Girls Brigade Adult Training | £166 |

ITEM 13

| | | |
|--|---|---------|
| Guildford Orienteering Club | "Come and Try It" , orienteering training events for young people | £1,194 |
| Haslemere Hockey Club | School's hockey programme | £2,500 |
| Over the Top Theatre Company | Waverley Youth Arts Festival (WYAF) | £2,500 |
| Sayers Croft | Get Active | £1,438 |
| Skillway | Sponsorship of students at Skillway | £3,000 |
| Summit Scout Network | Camping equipment for Scout Network | £761 |
| Surrey Army Cadet Force | Tiger's Adventure | £420 |
| South Surrey Athletics Network | South Surrey Athletics Network U17/U20 Athlete/Coach Diagnostic Development Day | £312 |
| The 40 Degreez | Breakdance Workshop | £3,040 |
| The 40 Degreez Centre | Get Cooking | £1,147 |
| The 40 Degreez Centre for Young People | Hangout Plus Youth Club | £3,000 |
| The Academy of Hard Knocks | The Academy of Hard Knocks | £1,500 |
| Amount allocated | | £27,000 |
| Amount remaining | | £0 |

Case Study - 40 Degreez – Hangout Plus (Our Space) Youth Club

40 Degreez were funded £3,000 to set up a new youth club for young people aged 14-16 years. The grant has allowed 40 Degreez Youth Workers to open and develop a new youth club designed for 14-16 year olds. By separating the 11-13 and 14-16 year olds age groups youth work can be more focused and age appropriate.

This has had a positive impact on the way in which the younger club runs as well as the development of the new club. 'Our Space'- the name chosen for the new club by the young people - can now be used as a medium for communicating awareness of more adult issues that 14-16 year olds may be facing and offer help and guidance to any young people experiencing them. This was difficult to achieve when working with a broader age range of club members.

The aim of this more focused youth work primarily relates to the development of the young people's self-esteem and the expansion of their skills and interests.

The grant has allowed our youth leaders the opportunity to establish trusting relationships with these young people and through that trust, build self-esteem and a skills base with them. Projects undertaken have included life skills such as healthy eating, writing a C.V. and interview skills. Partner organisations have run specific workshops in substance abuse, bullying and staying away from crime. Around 50 young people participate in Our Space.



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, 44 young were in re-engagement provision in Waverley

Apprenticeships

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

- 482 grants have been given to employers who are now offering apprenticeship opportunities to Surrey young people
- 63 new employers in Waverley 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, including 9 in Waverley.

Skills Centres (*Waverley Training Services - £23,665*)

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.

- 17 young people from Waverley attended the Ash Skills Centre against a target of 12 young people
- 15% of those from Waverley who attended the Ash 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 - £40,000*)

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 59 Waverley young people in Year 11 who were identified, in partnership with local schools, as at risk of becoming NEET
- 93% success rate - 55 young people were in positive destinations at the end of January 2014

Pathways Team (SEND)

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

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

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

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

- 5% increase in total visitors to SOLD countywide from 30,920 in 2012/13 to 32,420 in 2013/14
- 18% increase in income generated by SOLD during 2013/14

- 139 young people engaged in SOLD sessions in the SW, referred from the YSS, meaning expenditure of £17,670 against a budget of £35,000

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

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

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

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

This page is intentionally left blank