



Services for Young People in Tandridge Performance Summary 2013/14

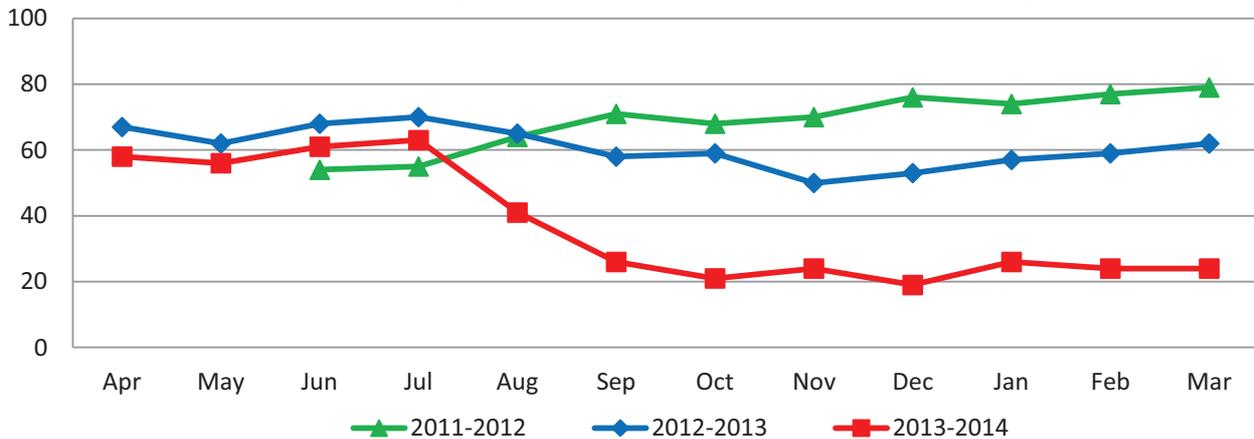
Countywide overview

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 Tandridge

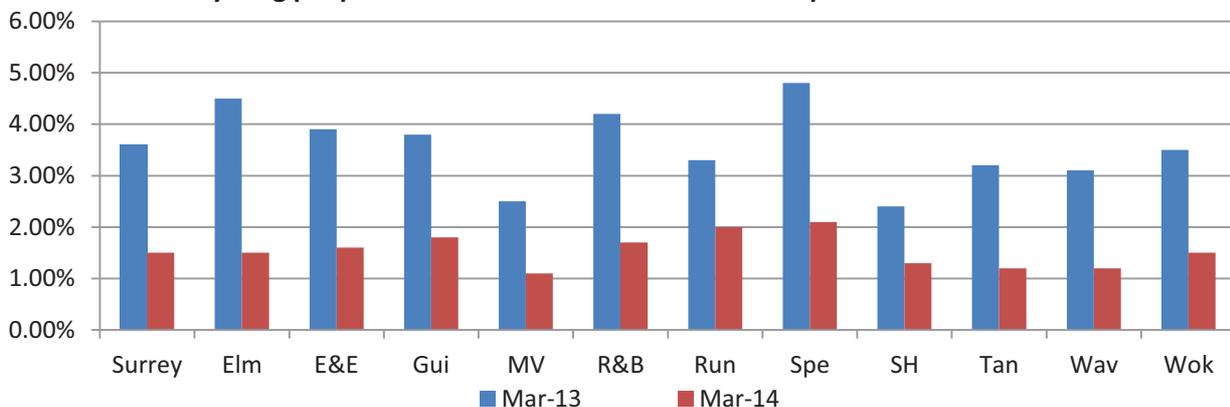
The reason for this report is to tell the local story of how Services for Young people, working with our partners, has been making a difference to young people in Tandridge.

Number of young people in AY 12 - 14 who are NEET in Tandridge



- In March 2014 only 24 young people were NEET compared to 63 in March 2013, a reduction of nearly 60% and the lowest number of young people who are NEET in the county.
- 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.

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



Youth Support Service

- 1.2% of young people in years 12-14 were NEET in March 2014 compared to 3.2% in March 2013
- Young people who were NEET had been out of education or work for an average of 183 days compared to 257 in the previous year
- 88 young people moved from NEET to PETE during the year compared 70 in the previous year
- 20.8% of young people who were NEET had been NEET before compared to 17.7% in the previous year
- 3.5% of young people were unknown in March 2014 compared to 6.6% in March 2013
- 11 first-time entrants to the youth justice system in 2013/14, fewer than 14 last year and 16 in 2011/12
- Only 9 young people sentenced to custody in Surrey during 2013/14
- 46 disposals given to young people as a result of offending in 2013/14 compared to 41 in 2012/13
- 60 Youth Restorative Interventions (YRIs) employed with young people involved in low-level offending this year, compared to 63 last year
- 15 young people at risk of homelessness supported in 2013/14
- 6 Children in Need case managed by the YSS in 2013/14

A key achievement for the YSS Team in Tandridge has been the establishment of a thriving and varied Ready 4 Work (R4W) re-engagement offer to young people who would otherwise be NEET. To ensure the programme meets the needs of young people there are 2 levels at which a young person can engage, each focussed on helping the young person to progress towards full participation.

R4W 1 is the entry point to full participation and involves the young person meeting a minimum of once weekly with their allocated YSO [Youth Support Officer]. The YSO is responsible for their case management and will have completed a full assessment and action plan identifying the young person's aspirations and desired destination [college course, apprenticeship or chosen career]. The assessment process will have identified potential barriers to participation as well as the positive factors. The focus at this stage would be on unblocking the primary barriers to the young person's ability to engage at a higher level. These barriers might include: Low self-esteem or confidence; poor routine; substance misuse; pregnancy or being a young parent; mental health issues; weak literacy and numeracy; and/or an unstable housing situation. In supporting the young person to identify solutions and a clear pathway to achieve their ambitions the YSO will be able to network the young person into the appropriate progression.

While some young people may require little support at this level others may require significant input to encourage them to access these services. There is recognition that this can be a lengthy process of building on successes and challenging the young person to maintain their progress at a measurable pace. R4W 1 offers the opportunity for a tailored intervention leading to greater participation in R4W 2.

R4W2 is aimed at young people who are able to engage in group settings and offers a range of programmes and activities delivered by the YSS [Youth Support Service] in Tandridge, working in partnership and through referral to other agencies. The young person is able to select a bespoke programme based on their needs, interests and identified pathway to full participation.

I would like to take this opportunity to thank the team for their support of the Ready 4 Work programme, in particular Sam Saunders, our PETE specialist, Kelly Hamill for her commitment to providing the monthly jobs bulletin and Eve Ruddy for her hard work on the Farm Buddies project.

R4W Summary Report: January – December 2013

ANNEX 1

Between January and December 2013 there were 50 participants who were engaged positively through this initiative. In the first quarter of 2014 there have already been 41 young people engaged by the programme. Those engaged have been targeted by their NEET status [Not in Education, Employment or Training], and are identified as either R4W 1; engaging on a weekly basis with their case manager, or, as R4W 2; engaging with their case manager on a weekly basis and accessing one or more of the structured routes to full participation.

New Developments in 2014

Pregnancy and Young Mums: With the welcome addition of Edwina Chay our team is able to develop the work with this group. Ed will be heading up a new group which will run on Thursday afternoons from Harrys Youth Centre in Oxted. This work will focus on parenting skills, wellbeing, work related accreditation and will complement / support participants to access the Pamper Parlour offered by Route to Work.

Route to Work: Route to Work, run by Catch 22, are now offering a comprehensive 5 day a week timetable of activities. The current programme offers a young parents group, accredited music, first aid and food hygiene, as well as full funding and training for the CSCS card. The offer reflects and builds on Tardridges R4W offer with the added value of being full time.

Refocussing the R4W Offer: In Tandridge, we have always had a strong take-up by young people with complex support needs who struggle to access mainstream group work and training providers. This is our strength. By building on this, we will provide a unique service to young people who are not project ready, let alone work ready. Our aim is to work with this group to develop confidence and social skills so that they can be supported to access other providers who are better placed to progress their engagement levels to full participation.

Tandridge Case Study; Youth Justice Focus

The young person in this case is male, just 16 and in the process of completing year 11 and will be referred to as James.

He lives locally to Tandridge from a London Borough a year and a half ago. James still attends a Pupil Referral Unit [PRU] in London and faces a long daily commute on public transport.

The YSS first started working with James in January 2014, after he received an 11 month Referral Order [RO]; joint enterprise robbery, with the added threat of a knife.

He reported that he was socially isolated and lonely as his peer group all lived locally to the PRU. He had no sense of belonging in his new locality and did nothing with his leisure time, staying in and using his computer to try to maintain his peer group, who he rarely had contact with outside of school.

James engaged well from the start and seemed to enjoy the weekly sessions. James expressed an interest in accessing his local youth centre and so with the support of the full-time, centre-based youth worker began to access local services. James identified that he could make a positive contribution by creating a presentation on the impact of knife crime, to a peer education project.

There was an opportunity for real contribution to his local community which he was excited by. As workers we saw the opportunity for James to gain an accredited outcome for this contribution through the Duke of Edinburgh Scheme run from the youth centre.

Funded through the Individual Prevention Grant, James is using the presentation as the community section of the award. He will be undertaking the expedition section over the summer holidays and aims to show the Referral Order Panel his presentation in September to evidence his new knowledge about the impact of knife crime. This will provide him with positive activities over the long summer school break and an alternative to socialising with his London based peer group and co offenders in the aforementioned offence reducing his risk of further offending.

When asked what he had gained so far, James said that he is less isolated and has a local friendship group, who are not engaged with offending behaviour. He aims to join the youth centre's management committee, demonstrating his want to take part, take responsibility and support other young people.

James has applied to college to undertake a Multi Media Design Technology course. We wish him well with his application.

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 (*£20,040 for management and activity, and £119,372 for 3.65 full-time equivalent youth workers*)

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.

Harry's Youth Centre (The Youth Consortium - Reigate & Redhill YMCA)

ANNEX 1

The offer to young people at Harry's Youth Centre has developed greatly over the last year. A recruitment drive has been successful and the extra staff has enabled the centre to be open more. The Managing Agent have plans with the full-time Youth & Community Worker to develop the work and offer more matched provision. Harry's has achieved Level 1 of the Quality Mark and will be assessed for Level 2 before September.

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	404	57.1%	241	↑	Yellow
1.2a Young people engaged in one or more hours of youth work	162	184	113.6%	166	↑	Green
1.2b Average hours of engagement per young person	39.5	32.1	81.3%	10.7	↑	Yellow
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	124	38	30.6%	11	↑	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	Level 1	Level 1	Development needed		↑	Green
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	28	22	78.6%	Comparison not available due to change in RONI process		Yellow

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

The Street Youth Centre (The Youth Consortium - Reigate & Redhill YMCA)

Street Youth Centre has had some staffing issues over the last year including sickness which has meant that the centre hasn't been open as much as predicted. Recruitment was successful in the latter part of the year and there is now a full staff team. The Managing Agent has run a successful programme of matched provision including sport for young people with special needs. Street has achieved Level 1 of the Quality Mark and is well on the way to achieving Level 2 by September.

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	371	43.6%	485	↓	Yellow
1.2a Young people engaged in one or more hours of youth work	94	178	189.4%	188	↓	Green
1.2b Average hours of engagement per young person	34.7	27.7	79.8%	22.2	↑	Yellow
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	577	0	0.0%	2	↓	Red
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	Level 1	Level 1	On track		↑	Green

ITEM 14
ANNEX 1

2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	98	2	2.0%	Comparison not available due to change in RONI process		
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*Distance travelled: clear and tangible development for a young person

Local Prevention Framework (£80,500 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.

April 2012 – August 2013 (YSS Tandridge - £119,000)

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	61	491	806.0%	

September 2013 – March 2014 (YSS Tandridge - £45,500)

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	150	88	239	273.1%	
Average sessions of engagement* per young person**			5.8		

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

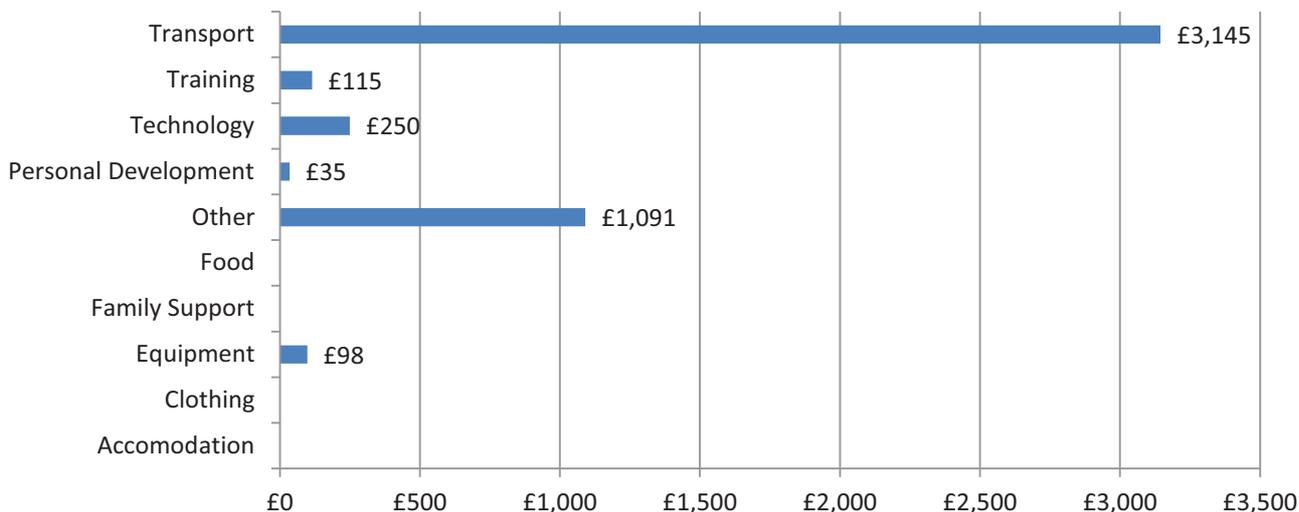
**This measure not recorded for April 2012-May 2013

ANNEX 1

Individual Prevention Grants (£5,000)

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



- £4,733 of £5,000 (95%) of IPG funding was allocated to remove barriers to participation
- A total of 26 grants were given to young people with an average value of £182
- The main barriers addressed were 'Transport' (66%) and 'Other' (23%)
- 80% of the young people who were NEET during 2013/14 and received IPGs in Tandridge were PETE in March 2014

Youth Small Grants (£18,000)

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 £18,000 allocated to Tandridge Local Committee for Youth Small Grants was allocated across 17 projects to support work with young people across Tandridge as follows:

Organisation	Project Title	Amount allocated
11 Caterham (URC) Scout Group	Icelandic 2 Tent	£1,045
1st Lingfield and Dormansland Scout Group	Under canvas	£1,000
CAMHS Youth Advisers (CYA)	CYA Awards	£322
Caterham cricket club	Youth Winter Cricket Coaching	£1,500
Caterham District Scout Unit	Archery	£1,975
Community Golf CIC	Street Golf	£1,200
Glow theatre Group	Southern Counties Drama Festival Youth Project	£680

ITEM 14
ANNEX 1

Holland Sports A.C.	sports hall equipment	£1,500
Lingfield Youth Club	Youth Worker for Lingfield Youth Club	£1,041
Mighty Oaks Youth Club	Volunteer Youth Club Day trip	£1,050
Mighty Oaks Youth Group	Healthy Lifestyle Project	£500
Oxted Young Persons Theatre	Theatre for the Community	£1,470
Ridge Radio	Ridge Radio Youth Broadcast Club	£1,500
SKATERHAM (CR3 YOUTH PROJECT)	RESI-BOX AT SKATERHAM	£1,750
Studio ADHD	Reflections Angling Project	£624
Surrey Army Cadet Force	Tiger's Adventure	£343
Warlingham Archery Club	Junior Archery development	£500
	Amount allocated	£18,000
	Amount remaining	£0

Case Study - Oxted Young Person Theatre – Theatre for the Community

Oxted Young Persons Theatre (OYPT) was granted £1,470 toward free and assisted places to young people in the local community. Due to receiving the Small Grant, OYPT has continued offering free and assisted places to young people in the local community. Their weekly drama workshops now have a waiting list as new organisations have referred more students from local schools, pupil referral centres and youth clubs. Due to the demand we they are now going on to offer a further 2 free places so more young people are able to access the youth theatre.

In one case a number of students have been referred from a local school for girls with autism & social problems. The girls struggled to socialise, speak out in class or take part in lessons. They were unable to stay half a day at school without running out of class. At the beginning of term a number of very shy girls arrived at sessions with a teaching assistant and would not take part in the class. However, half way through the term the girls were coming along on their own, taking part in all activities and are now very popular, confident, members of the group who love attending each week. The school has also reported back on a dramatic improvement in their confidence levels as well as a vast improvement in class.

OYPT is also joining forces with Action for Children to run workshops for young people with profound learning and physical disabilities. A number of their students attended OYPT classes and Action for children felt it would be beneficial to their students for OYPT to go into the centre and run drama workshops. 51 young people attend OYPT sessions on a weekly basis. With the grant awarded they were able to directly help 8 students per term and over a 3-term period **16 different students were awarded a free or assisted place.**

The young people attending OYPT have really benefited from receiving the grant. It has enabled all members of the community to come along to the weekly classes to learn new skills, gain confidence and share new experiences together.



ANNEX 1

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, 26 young were in re-engagement provision in Tandridge

Apprenticeships

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

- 482 grants have been given to employers who are now offering apprenticeship opportunities to Surrey young people
- 23 new employers in Tandridge 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 - £16,250*)

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.

- 14 young people attended the Skills Centre in Tandridge against a target of 10 young people
- 43% 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 - £22,182*)

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

ITEM 14 ANNEX 1

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 20 Tandridge young people in Year 11 who were identified, in partnership with local schools, as at risk of becoming NEET
- 90% success rate - 18 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

ANNEX 1

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.

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