



Joint Youth Services in Woking Performance Summary 2013/14



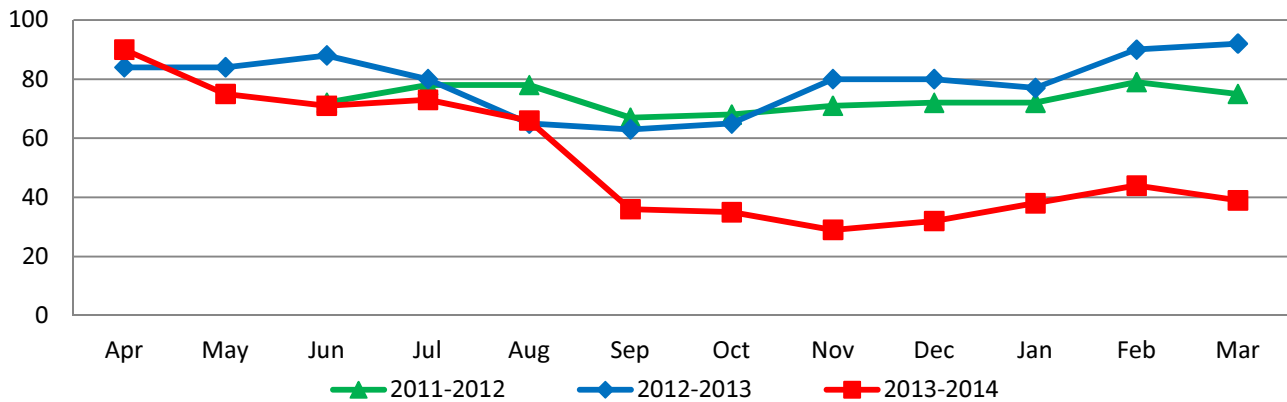
Countywide overview

Surrey County Council's Services for Young People and Woking Borough Council, working with our combined 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 Woking

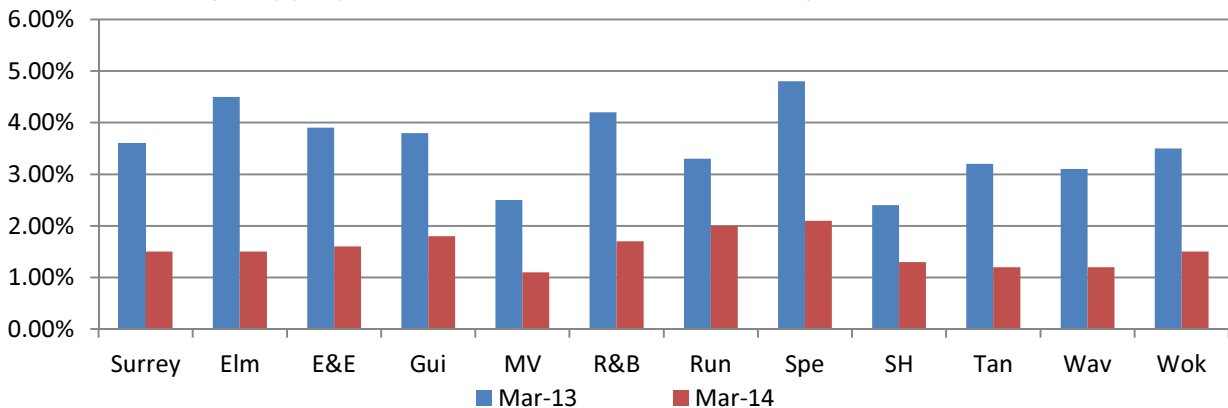
The reason for this report is to tell the local story of how Services for Young people, working with our partners, has been making a difference to young people in Woking.

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



- In March 2014 only 39 young people were NEET compared to 92 in March 2013, a reduction of 58%.
- 98.5% of young people were participating in education, training, employment or re-engagement at the end of March 2014, compared to 96.4% in March 2013

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



Surrey County Council -

Youth Support Service

- 1.5% of young people in years 12-14 were NEET in March 2014 compared to 3.5% in March 2013
- Young people who were NEET had been out of education or work for an average of 141 days compared to 215 in the previous year
- 127 young people moved from NEET to PETE during the year compared 96 in the previous year
- 17.9% of young people who were NEET had been NEET before compared to 19.6% in the previous year
- 3.9% of young people were unknown in March 2014 compared to 6.3% in March 2013
- 22 first-time entrants to the youth justice system in 2013/14 compared to 17 in 2012/13 and 15 in 2011/12
- Only 9 young people sentenced to custody in Surrey during 2013/14
- 66 disposals given to young people as a result of offending in 2013/14 compared to 64 in 2012/13
- 92 Youth Restorative Interventions (YRIs) employed with young people involved in low-level offending this year, compared to 102 last year
- 19 young people at risk of homelessness supported in 2013/14
- 6 Children in Need case managed by the YSS in 2013/14

Local narrative

During the year Woking Borough YSS team have made significant inroads into reducing the numbers of young people who are NEET. This has been achieved against a backdrop when the scope of our work has changed with referrals for early help received for young people aged 14+ who previously were recorded as Child in Need.

Two key reasons for the progress has been the development of "Focus", our Ready for Work Scheme, that has seen a combination of accredited courses run alongside individual sessions for young people and "Good Wood" a Youth Enterprise project that provides a carpentry workshop and business skills training opportunity, supported by Woking Borough Council and the church diocese. The numbers attending these projects has gradually increased and has supplemented the individual engagement, assessment and case management approach that saw 127 young people in Woking moving from NEET to PETE during the year up to the end of March 2014.

The team has also made the transition to its new hub at Sheerwater Youth Club and this provides a more "young person friendly" environment for group and individual sessions. We have accumulated resources and established new relationships with organisations in the Borough. In particular a stronger integrated response to working with the local Borough Council offers the potential to pool knowledge and resources for the benefit of local youth. An example of this has been the development of a range of youth centres across the Borough managed by Surrey County Council, Woking Borough Council and faith and voluntary sectors but with a common approach to provide high quality youth engagement. Other overlaps such as a recently well supported Princes Trust Group have provided positive outlets for young people in the Borough and offer further potential for a more joined up approach in the future.

Alongside positive outcomes for young people in employment, education and training we have continued to work with a reducing number of young people who have been involved in crime and anti social behaviour. The approach to anti social behaviour via CIAG (Community Incident Action Group) continues to offer multi agency robust and creative responses. The number of young people involved in anti social behaviour within their communities has reduced as a result. A more victim led and reparative strategy to tackle general crime has seen fewer young people re-offending and this has generated a lower level of young people on statutory Court Orders and only one young person from Woking being sentenced to a custodial outcome. All of this is good news to the public living in Woking as it demonstrates a reduction in local youth crime.

Case study from YSS in Woking:

An example of the work undertaken by the Woking YSS team is provided by X, the younger daughter in a family, originating from another EU state. They moved to Woking approximately 7 years ago. X attended mainstream schools in Woking up until Year 10, when she was placed in a Pupil Referral Unit due to disruptive behaviour. Diagnosed with ADHD and Oppositional Defiance, she was also bullied and the subject of complaints of anti social behaviour on the estate where she lived with her family. YSS and Reflex, a local faith based organisation, have worked hard over the past two to three years to establish a trusting and honest relationship with X and her family. This has involved a youth justice intervention, attendance at a Woking Borough Council funded Youth Club, work experience at a local retail outlet, accommodation support when she ran away from home, financial support with food and clothes for job interviews through the Individual Prevention Grant, and the offer of a volunteer mentor. Gradually we have seen X mature and develop more confidence, culminating in her “graduation” from the local Princes Trust Group. At the presentation X was able to acknowledge the progress she had made. When I asked her what she wanted to do next she said clearly and assertively “I am going to find a job”.

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

Surrey County Council -

(£25,541 and 2.88 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.

Lakers Youth Centre (*The Youth Consortium - Woking YMCA*)

Lakers Youth Centre continues to go from strength to strength and has achieved Level 2 of the Quality Mark. The centre will be assessed for Level 3 in 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	800	711	88.9%	312	↑	Green
1.2a Young people engaged in one or more hours of youth work	220	219	99.5%	197	↑	Green
1.2b Average hours of engagement per young person	60	63.4	105.7%	37.7	↑	Green
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	140	99	70.7%	24	↑	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	210	1	0.5%	Comparison not available due to change in RONI process		Red

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

Sheerwater Youth Centre (*The Youth Consortium - Woking YMCA*)

Sheerwater has been without a full-time Youth & Community Worker for half of the year. There is now a Youth & Community Worker in post and a Worker in Charge as well as a range of part-time staff. Numbers of young people are beginning to build. Sheerwater will be assessed for Level 2 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	800	132	18.4%	101	↑	Yellow
1.2a Young people engaged in one or more hours of youth work	90	48	53.3%	67	↓	Green
1.2b Average hours of engagement per young person	40	18.4	46.0%	15.6	↑	Yellow
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	110	4	3.6%	0	↑	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	Yes	Yes	On track / Development needed		↑	Green
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	224	0	0.0%	Comparison not available due to change in RONI process		Red

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

Woking Youth Centre (*Surrey County Council*)

The contract with The Youth Consortium for Woking Youth Centre was terminated by mutual consent in September 2013. Since then Surrey County Council has been directly managing the centre. Performance is up and the offer for young people is now 5 nights a week. Woking Youth Centre will be assessed for Level 1 of the Quality Mark in September. There is a plan to conduct outreach and activities which will target young people who are at risk of becoming NEET.

Performance Indicator	2013/14 performance					
	Agreed performance 2013/14	Actual 2013/14 performance	Achievement against agreed performance	Comparative 2012/13 performance	Direction of Travel	RAG
1.1 Hours of co-produced youth work delivered from the Centre in 2013/14	800	681	85.1%	76	↑	Green
1.2a Young people engaged in one or more hours of youth work	111	108	97.3%	86	↑	Green
1.2b Average hours of engagement per young person	11.0	10.6	96.4%	8.8	↑	Green
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	61	67	109.8%	0	↑	Green
1.5 Each Centre achieves the National Youth Agency quality kite mark within the first Contract Year, and retains this	Yes	Yes	On track / Development needed		↑	Green

ITEM 11

mark in each subsequent contract year						
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	240	0	0.0%	Comparison not available due to change in RONI process		

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

Woking Borough Council -

Lakeview Youth Club (*Reflex Woking*)

Reflex Woking are, after ongoing discussion of issues at the Youth Club, now delivering an increasingly popular youth club session on Monday evenings (as opposed to Friday evenings) with regular weekly attendances in excess of 10 young people mainly aged 12-14 years old. The attitude and behaviour of the young people has shown marked improvement which has contributed to a more settled and enjoyable atmosphere with Reflex Woking running more targeted sessions including dance, arts and drama.

The Barnsbury Project (*Reflex Woking*)

Following the successful renovation of the youth centre (funded by WBC), Reflex Woking have expanded the services they offer on the estate to include drop in sessions on Tuesday and Thursday. Reflex Woking continue to utilise a close working relationship with the police who come along to a range of youth sessions to get to know the young people and build positive relationships with the young people. Due to the success of their engagement on the Barnsbury Estate, Reflex Woking have expanded their provision with a targeted group running earlier on the Tuesdays for 11-15yrs olds, funded by the LPF as too is their delivery of detached work on the estate. This runs when the youth centre is open and involves youth workers walking on a fixed route around the estate with the aim of engaging the most disengaged young people.

The Cabin, Knaphill (*Voluntary group*)

Run by Volunteers and supported by WBC colleagues, the Youth café based from The Vyne runs on a Monday evening from 7-9pm, and has recently extended to an extra evening (Thursday) due to demand for extra provision in the area. Attendance figures for the period January-March 2014 saw approx. 270 young people attend over 16 sessions. The Cabin has also begun a Youth Steering group which will give the young people who attend an opportunity to have a voice on many subjects, and in time link into the Woking Youth Council.

Surrey County Council - Local Prevention Framework (£108,750)

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.

A large proportion of provision is planned for the summer months. This means that the performance figures will rise sharply between April 2014 and September 2014 and are therefore predicted to be back on track by the end of the academic year. There have also been some reporting issues through the SCC Attendance App which have reduced the figures slightly. Surrey Care Trust and Reflex are delivering to a high level within the LPF. Eikon's delivery of the LPF will be assessed for Level 1 of the Quality Mark in September.

April 2012 – August 2013 (*The Youth Consortium £162,500*)

Performance indicator	Agreed performance April 2012-August 2013	Actual performance April 2012-August 2013	% achieved April 2012-August 2013	RAG
Number of young people engaged in one or more hours of preventative activity	150	177	118%	

September 2013 – March 2014 (*Eikon - £61,250*)

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	311	144	106	73.6%	
Number of young people engaged in 11 or more hours of preventative activity	249	119	46	38.7%	
Average hours of engagement* per young person**			15.0		

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

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

Woking Borough Council -

Invest in Your Success / Mosaic

Invest In Your Success was offered to all local students (aged 13-16) at participating schools, with activities tailored to the needs and preferences of individual schools across the 2013/ 2014 academic year.

ITEM 11

The aim of the programme was to prepare young people for the world of work and give them a better appreciation of the work place, with an emphasis on enterprise and entrepreneurship. The programme, which for the second year worked along Mosaic's national programme, included the following activities; Group mentoring, Enterprise Challenge (plus mentoring) and workplace visits. Each of these activities were supported by local business volunteers recruited, who worked with the students to develop their skills.

Apprenticeships

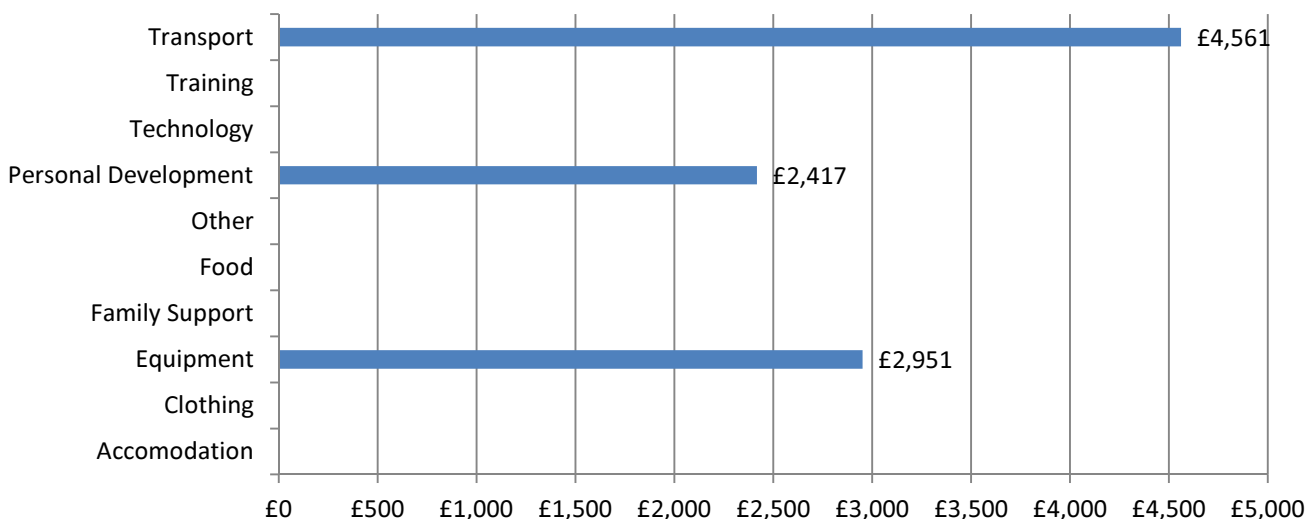
Woking Borough Council, in partnership with Surrey County Council offered local business additional grant funding of £3,000 to support them in hiring new apprentices aged 19-24 from the Borough. Business to benefit from this grant, which was additional to central government funding, included local shops, restaurants, Charities and media organisations. In total, 10 grants were available, all of which were taken by March 2014.

Surrey County Council -

Individual Prevention Grants (£10,000)

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



- £9,929 of £10,000 (99.3%) of IPG funding was allocated to remove barriers to participation
- A total of 95 grants were given to young people with an average value of £105
- All IPG funding was used to address barriers in terms of 'Transport' (46%), 'Equipment' (30%) and 'Personal Development' (24%)
- 14 of 15 of the young people who were NEET during 2013/14 and received IPGs in Woking 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 Woking Local Committee for Youth Small Grants was allocated across 11 projects to support work with young people across Woking as follows:

Organisation	Project Title	Amount Allocated
1st Goldsworth Park Scout Group	Camping Tables for Scout camps sleepovers and other activities	£1,104
1st Knaphill Scout Group	Dining Shelters for Camps / Events	£ 850
1st West Byfleet Scout Group	1st West Byfleet Scout Group	£3,224
7th Woking Scout Group	Kayak replacement	£2,000
CAMHS Youth Advisers (CYA)	CYA Awards	£1,150
Horsell Tennis Club	Children's Tennis Coaching 2013	£600
iID Consortium	Moving Up	£3,925
Surrey Army Cadet Force	Tiger's Adventure	£100
The Club at old Woking	A multi-functional project which will provide varied activities for young people that reside in a pocket of deprivation within a reasonably well off area of Surrey.	£2,681
The Girls Brigade Surrey Downs District	Girls Brigade Adult Training	£166
Woking Sea Rangers	Woking sea rangers first aid training and safety equipment	£1,200
	Amount allocated	£17,000
	Amount remaining	£0

Youth Small Grants (WBC)

Youth Small Grants are available to individuals and/or organisations residing or located within the borough for the use in developing opportunities for Young People aged 11-19yrs (25yrs if special needs). Assessed by the Youth Council, applications must result in wider community benefit with at least 50% of the grant value being match funded by the individual/organisation or from other sources.

2013/14 Grant Funding – the Youth Council agreed 9 applications over the last year, with a total amount of £3,765 funded. Some of the projects which have been funded are; equipment for various youth provisions, training for young people to become peer mentors and accredited training for young people to take part in first aid training.

ITEM 11

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

7th Woking Scout Group – Kayak replacement

7th Woking were funded £2,000 toward the purchase of a new fleet of 10 single seat kayaks and one two person open canoe, together with 20 safety helmets. Total cost of project £4,500. Balance of funding from other group fundraising activities.

The group had an existing fleet of 12 kayaks that had been in regular use but were over 30 years old and which had to be condemned as no longer being safe.

The scouts have a team of 7 Adult Leaders who are British Canoe Union certified, and who are also permitted by the Scout Association to lead canoeing and kayaking activities.

The grant enabled the group to complete the purchase of a new fleet of kayaks and thereby continue to offer kayaking across all sections of the group, and to effectively deliver a challenging and rewarding programme to a wide range of young persons in the local community.



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, 40 young were in re-engagement provision in Woking

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
- 51 new employers in Woking 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 (*Surrey Care Trust - £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.

- 9 young people attended the Skills Centre in Elmbridge against a target of 14 young people
- 56% of those who attended the Skills Centre had achieved a successful and sustained progression lasting more than 3 months to further education, training or employment at the end of March 2014

Year 11/12 Transition (*Working Links - £60,000*)

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

ITEM 11

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 69 Woking young people in Year 11 who were identified, in partnership with local schools, as at risk of becoming NEET
- 88% success rate - 61 young people were in positive destinations at the end of January 2014

Pathways Team (SEND)

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

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

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

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

- 5% increase in total visitors to SOLD countywide from 30,920 in 2012/13 to 32,420 in 2013/14
- 18% increase in income generated by SOLD during 2013/14
- 164 young people engaged in SOLD sessions in the NW, referred from the YSS, meaning expenditure of £19,550 against a budget of £35,000

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