

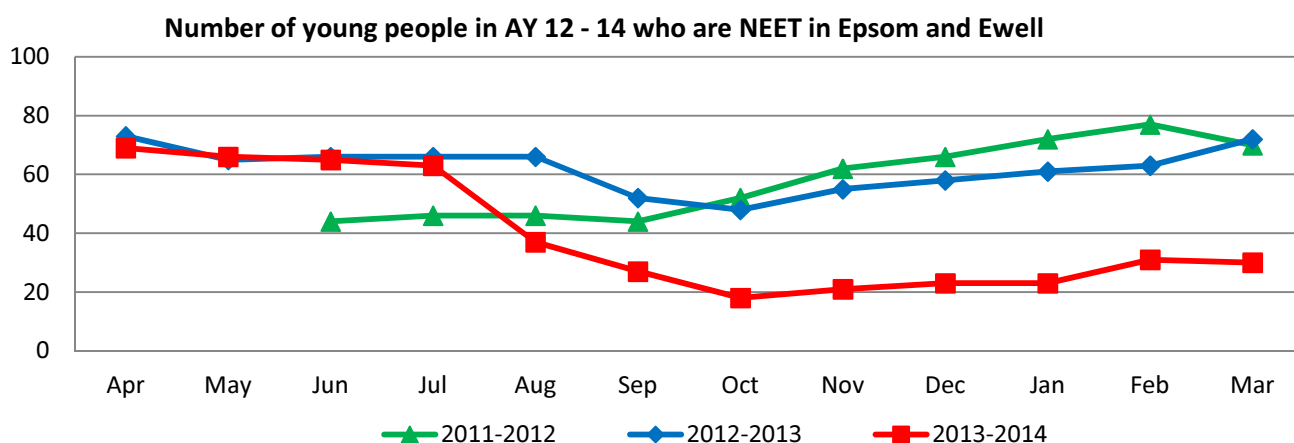
# Services for Young People in Epsom & Ewell Performance Summary 2013/14

## Countywide overview

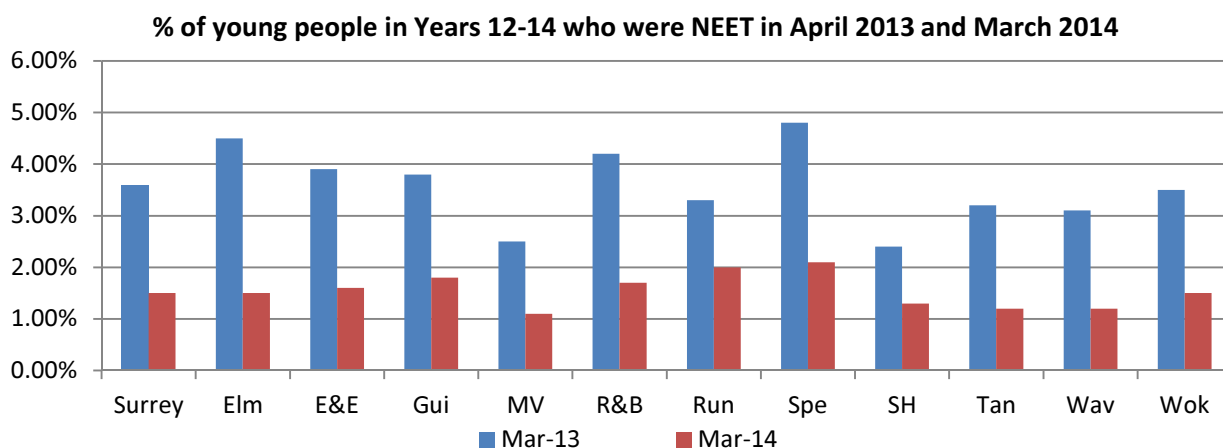
Services for Young People, working with our partners, has achieved a transformational reduction in the number of young people who are not in education, employment or training (NEET) from 978 (3.6%) in March 2013 to 429 (1.5%) in March 2014. Interim benchmarking data for the November 2013 to January 2014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

## Local performance story in Epsom & Ewell

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 Epsom & Ewell.



- In March 2014 only 30 young people were NEET compared to 72 in March 2013, a reduction of nearly 60%.
- 98.4% of young people were participating in education, training, employment or re-engagement at the end of March 2014, compared to 96.0% in March 2013.



## Youth Support Service

- 1.6% of young people in years 12-14 were NEET in March 2014 compared to 3.9% in March 2013
- 1 of the 9 young people who are looked after by Surrey County Council were NEET in March 2014
- Young people who were NEET had been out of education or work for an average of 202 days compared to 199 in the previous year
- 83 young people moved from NEET to PETE during the year compared 54 in the previous year
- 23.3% of young people who were NEET had been NEET before compared to 25.0% in the previous year
- 3.4% of young people were unknown in March 2014 compared to 3.5% in March 2013
- 16 first-time entrants to the youth justice system in 2013/14 compared to 14 in 2012/13 and 12 in 2011/12
- No young people sentenced to custody during 2013/14
- 52 disposals given to young people as a result of offending in 2013/14 compared to 44 in 2012/13
- 62 Youth Restorative Interventions (YRIs) employed with young people involved in low-level offending this year, compared to 56 last year
- 18 young people at risk of homelessness supported in 2013/14
- 11 Children in Need case managed by the YSS in 2013/14

The Youth Support Service in Epsom and Ewell continues to provide a robust offer despite recent short staffing and significant upheaval of the office move from Linton's Lane to the Focus Youth Centre. We have now recruited new staff and are in the process of inducting them into the team. We have expanded our work with Children in Need – now called Targeted Support, with most cases closed due to a successful outcome. We now work alongside Children's Services to jointly assess and plan interventions from the start of the engagement.

Our Youth Justice work continues to be a challenge and numbers of cases have actually risen which is the opposite of most boroughs where numbers have fallen. The team currently supports two young people on an Intensive Supervision and Surveillance package which enables us to successfully manage high risk young people who would otherwise be held in custody – an option we consider to be inherently harmful.

We continue our work with young people who are NEET and the case study below reflects how this sometimes takes a variety of interventions to achieve a successful outcome:

### **Case study – Supporting a young person who was NEET in Epsom and Ewell**

We have been working with Callum, then aged 16 - since October 2011. He had attended Westhill School as he had a Statement of Learning Needs for Mild Learning Difficulties. He enjoyed school, had good attendance, and managed to achieve 3 GCSEs at grade E. Callum's post 16 plans were to progress onto Nescot College into their Supported Learning Dept. He decided not to take up his place because he was offered an apprenticeship in Childcare with a local nursery. We began our work with Callum when this placement broke down; he became NEET and was referred to our service.

Callum initially presented as a confident young man, who was keen to look for work and unlikely to need a lot of support. We began to focus on job hunting but it soon became apparent that he would need a lot of support to access employment and be successful in holding down a job. Callum was very good at masking his learning needs. This was a strength that helped him through many different social situations but it was also a barrier, as he initially underestimated the level of support he would need.

Callum had little understanding of the world of work. He was unsure of his skills (overestimating some and underestimating others); how to present himself to employers; he often misread situations; and did not understand employer's expectations in the work place.

In order to understand Callum's context we contacted his former School for a copy of his SEN Statement. We were able to consider his learning needs in detail to gain a better understanding of how to support him. We also met with the family to understand his relationships at home and ascertain if there were any concerns that might benefit from our support. At this stage we were building up rapport with Callum while gaining knowledge and understanding of his needs. He became a regular visitor of the YSS building and was comfortable talking to and meeting with all staff in the Youth Centre.

Having established a trusting environment for Callum to meet with us, we were then able to work together on addressing his employment and training needs. Callum was not interested in going back into college but was very keen to apply for a range of apprenticeships – whilst not really understanding the level and depth of formal learning involved.

We contacted a number of employers and training providers to discuss apprenticeships and explored with Callum and his Mum the likelihood of being successful in achieving an apprenticeship. We agreed together that a better approach would be focusing on finding a job without the formal apprenticeship training.

We worked together through a range of activities to: create a CV; increase self awareness; recognise what employers are looking for in job adverts; how to search and apply for jobs; and how to prepare for interviews.

Callum became confident in applying for work, going for interviews, and being offered jobs. In 2 ½ years he managed to secure a number of jobs including: Apprentice Window Cleaner; Retail assistant in News-Agents; Waiter at Sandown Park; and Engineering Assistant. At each job placement he made some progress but was struggling to sustain the jobs beyond a short initial period.

The next challenge was to try and support Callum to find a supportive employer who would understand his learning needs and working style to make a sustainable job a possibility. We contacted Epsom & Ewell Borough Council (Commercial Services) and set up a 15 week Job Pairing Placement - funded by YSS (a fore runner to the Leader's Ready for Work Programme).

The placement was very successful for Callum, achieving 100% attendance and displaying excellent timekeeping. His mentors reported that he participated in all activities and proved himself a useful member of the team. There was no job at the end of it but he was given an excellent reference.

Callum is now a confident young adult. He is willing to travel to a wide range of places to look for work. He mainly travels on his bicycle but is happy to use public transport. He has found that he is a very good verbal communicator and can interact well with adults, young people, and children. He is polite, well mannered and able to dress appropriately for the workplace. He has excellent customer services based skills and is now focusing on these skills as a foundation for his job and career plans.

The Epsom and Ewell BC placement was a really positive opportunity for him, and provided a turning point for his confidence and perception of himself. When he finished this placement he was able to contact RAC Club in Epsom to speculatively enquire about job opportunities and his CV impressed the manager. He was offered a job trial and excelled in this to the degree where he was offered a position with them on their permanent staff team.

Callum is now employed full time with the RAC Club as a Bartender / Waiter, with the employer willing to offer training and support to further his career.

## 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 (£30,600 and 2.76 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.

#### *Focus (formerly Lintons) Youth Centre (The Youth Consortium)*

Performance this year has been excellent, particularly when taking into account the move from one location to another and that the provision was closed for almost 2 months because of the move. The Focus has achieved Level 2 of the National Youth Agency Quality Mark and will be assessed for Level 3 in September. There are plans to expand the provision from the centre over the year and extend the offer to young people on the Longmead Estate.

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	671	79.3%	534	↑	Green
1.2a Young people engaged in one or more hours of youth work	157	168	107.0%	154	↑	Green
1.2b Average hours of engagement per young person	37.0	30.0	81.1%	30.3	↔	Green
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	623	139	22.3%	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	Level 2	Level 2	On track		↑	Green
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	336	27	8.0%	Comparison not available due to change in RONI process		Red

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

## *The Edge Youth Centre (The Youth Consortium)*

The Edge Youth Centre has been without a full-time Youth & Community Worker for most of the year and is currently in this position. Never the less, the centre is open for 3 nights of youth work per week and is running a successful Duke of Edinburgh Award scheme. The centre is working towards Level 1 of the National Youth Agency Quality Mark and will be assessed early in the new academic year. The Managing Agent has recently been adding extra staffing to the team and has been providing further activities in the school holidays.

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	387	54.7.8%	244	↑	Yellow
1.2a Young people engaged in one or more hours of youth work	165	106	64.2%	123	↓	Yellow
1.2b Average hours of engagement per young person	20.0	23.1	115.5%	25.6	↓	Green
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	172	2	1.2%	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	No Level	No Level	Development needed		↑	Green
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	126	2	1.6%	Comparison not available due to change in RONI process		Red

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

## *Local Prevention Framework (£79,042 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.

Performance of the LPF has been good over the year. As the provider is Epsom & Ewell BC, they have been able to make use of existing partnerships and networks to establish the work this year quickly. The LPF provision will be assessed for Level 1 of the National Youth Agency Quality Mark in September.

## *April 2012 – August 2013 (Epsom & Ewell Borough Council - £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	177	195	110.1%	Green

September 2013 – March 2014 (*Epsom & Ewell Borough Council - £44,042*)

Performance indicator	2013/14 performance				RAG
	Agreed performance (September 2013 - August 2014)	Expected performance for period September 2013 to February 2014	Actual performance September 2013 to February 2014	Achievement against expected performance	
Number of young people engaged in one or more hours of preventative activity	265	118	121	103%	
Number of young people engaged in 15 or more hours of preventative activity	150	83	78	94%	

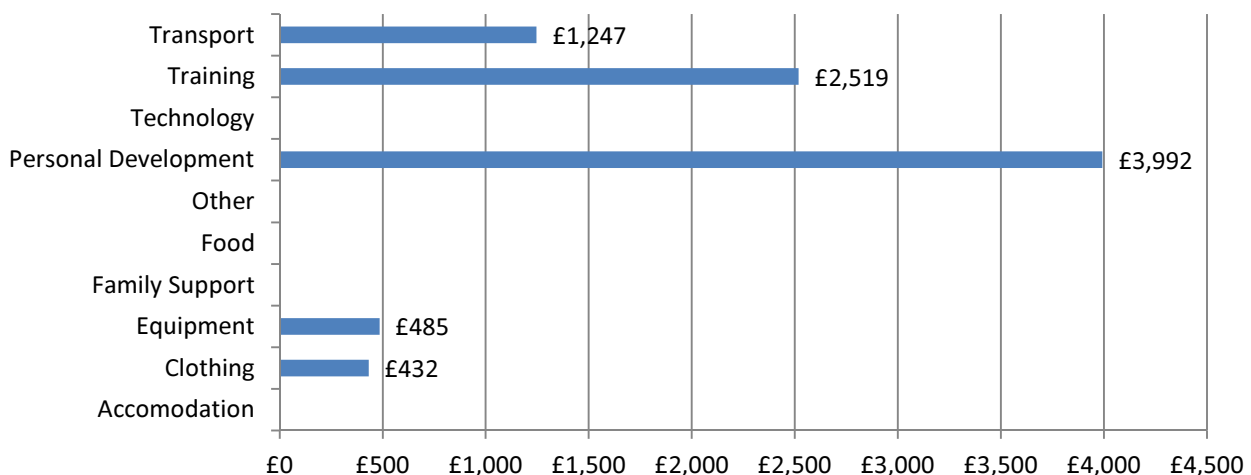
\*Engagement: a meaningful conversation or activity with a young person.

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

### Individual Prevention Grants (£8,500)

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



- £8,675 was allocated to remove barriers to participation for young people against a budget of £8,500
- A total of 29 grants were given to young people with an average value of £299
- The main barriers addressed were 'Personal Development' (46%), 'Training' (29%) and 'Transport' (14%)
- 100% young people who were NEET during 2013/14 and received IPGs in Epsom and Ewell were PETE in March 2014

### Youth Small Grants (£14,000)

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 £14,000 allocated to Epsom and Ewell Local Committee for Youth Small Grants was allocated across 11 projects to support work with young people across Epsom & Ewell as follows:

<b>Organisation</b>	<b>Project title</b>	<b>Amount allocated</b>
1st Cuddington (Warspite) Sea Scouts	Kayaking for young people	£980
2nd Cuddington (Rowe) Scout Group	Replacement of D of E expedition tents	£608
8th / 14th Epsom Air Scouts Group	Improved Training and Development for Scouts	£1,000
CAMHS Youth Advisers (CYA)	CYA Awards	£322
Epsom District Scout Council	Time Away	£5,000
Epsom PHAB	Adventure Holiday	£765
Generation Church	The Event	£750
Kingston, Merton & Mid Surrey Boys' Brigade & Girls Associations	Duke of Edinburgh's Award Training Equipment	£2,100
Kingston, Merton & Mid Surrey Boys' Brigade & Girls Associations	Battalion Band Equipment	£1,350
Stoneleigh Youth Project	Trix Cafe	£500
Studio ADHD	Reflections Angling Project	£625
	Amount allocated	£14,000
	Amount remaining	£0.00

### **1st Cuddington (Warspite) Sea Scouts**

The Scouts were granted £980 for 3 replacement kayaks.

Due to the YSG funding, the group were able to negotiate a better deal, meaning that they purchased 4 kayaks instead of 3. The group were able to also use the investment to leverage funding from elsewhere in Scouting, allowing them to purchase an open canoe at the same time which increases the activities which can be offered.

The group passed on our older boats to voluntary groups in the county at nominal cost. This means that yet more young people will benefit.

By having these boats, not only will the 100 youth members of 1st Cuddington have an improved chance to get afloat, but the group will be able to provide support to other groups in Surrey. This has included:

- A coaching update for scout canoe coaches in March 2014
- Over 80 young people from other scout groups undertook introduction sessions in 2013 and nearly 70 are already booked for 2014.

Over the next year; 100 members of 1st Cuddington + circa further 150 members of other groups will take part in kayak activities. These boats will form part of that fleet of activity.



## **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, 21 young were in re-engagement provision in Epsom and Ewell

### **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
- 11 new employers in Epsom and Ewell 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 (*Nescot - £15,000*)**

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.

- 14 young people attended the Skills Centre in Epsom and Ewell against a target of 12 young people
- 28.6% of those who attended the Skills Centre had achieved a successful and sustained progression lasting more than 3 months to further education, training or employment by the end of March 2014

## **Year 11/12 Transition (*Working Links - £33,000*)**

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.

## ITEM 12

- Supported 36 Epsom and Ewell young people in Year 11 who were identified, in partnership with local schools, as at risk of becoming NEET
- 97% success rate - 35 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
- 25 young people engaged in SOLD sessions in the NE, referred from the YSS, meaning expenditure of £4,620 against a budget of £35,000

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

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

- 53,059 young people accessed IAG on Surge
- 16,398 young people accessed careers and education IAG on U-Explore

- 2,872 social media comments and 'likes' related to IAG content

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

This page is intentionally left blank