

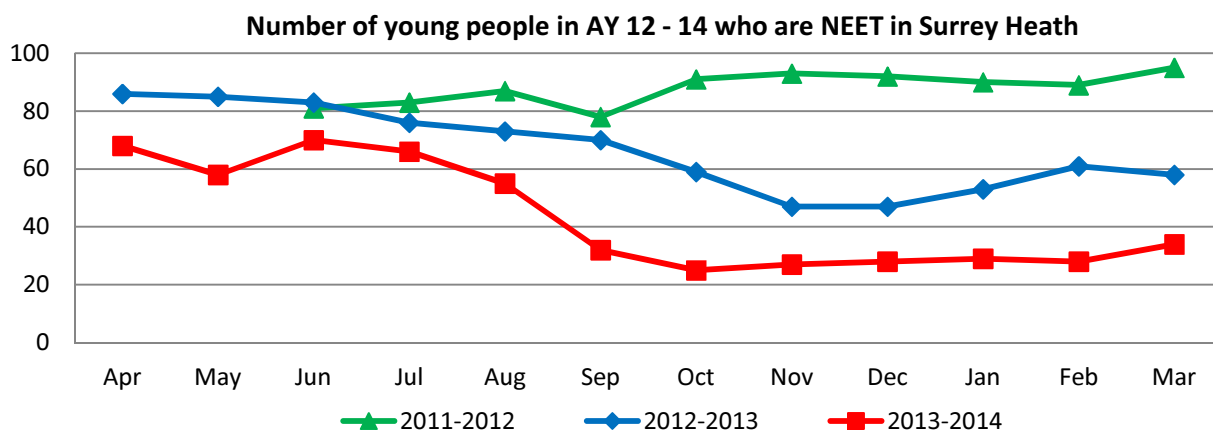
Services for Young People in Surrey Heath Performance Summary 2013/14

Countywide overview

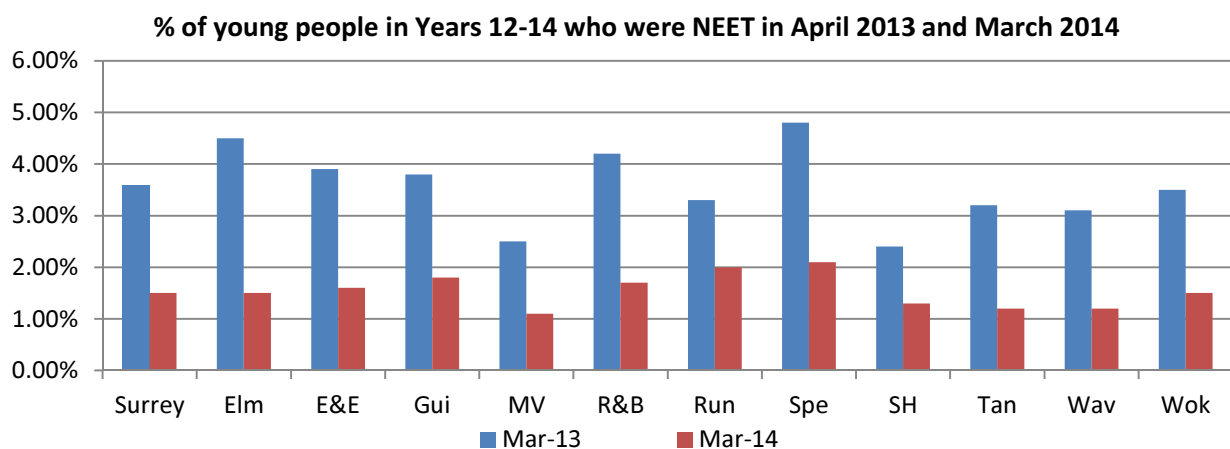
Services for Young People, working with our partners, has achieved a transformational reduction in the number of young people who are not in education, employment or training (NEET) from 978 (3.6%) in March 2013 to 429 (1.5%) in March 2014. Interim benchmarking data for the November 2013 to January 2014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

Local performance story in Surrey Heath

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 Surrey Heath.



- In March 2014 only 34 young people were NEET compared to 58 in March 2013, a reduction of over 40%.
- 98.6% of young people were participating in education, training, employment or re-engagement at the end of March 2014, compared to 97.6% in March 2013.



Youth Support Service

- 1.3% of young people in years 12-14 were NEET in March 2014 compared to 2.4% in March 2013
- Young people who were NEET had been out of education or work for an average of 123 days compared to 188 in the previous year
- 144 young people moved from NEET to PETE during the year compared 152 in the previous year
- 52.9% of young people who were NEET had been NEET before compared to 34.5% in the previous year
- 3.8% of young people were unknown in March 2014 compared to 11.2% in March 2013
- 16 first-time entrants to the youth justice system in 2013/14 compared to 13 last year and 26 in 2011/12
- Only 9 young people sentenced to custody in Surrey during 2013/14
- 33 disposals given to young people as a result of offending in 2013/14 compared to 32 in 2012/13
- 52 Youth Restorative Interventions (YRIs) employed with young people involved in low-level offending this year, compared to 80 last year
- 29 young people at risk of homelessness supported in 2013/14
- 9 Children in Need case managed by the YSS in 2013/14

Local narrative

The YSS team in Surrey Heath has had another busy and productive year. This year has seen the further development of SPLASH (our Ready 4 Work offer), which is delivered in partnership with Brooklands College, to include additional offsite opportunities - known as SPLASH OUT! The first has been developed in partnership with Surrey Outdoor Learning and Development and is a two-day a week course spread over 12 weeks, including a residential. The course uses outdoor education to prepare young people for work, whilst specifically helping those who have an interest in working in the outdoors. During the course the young people undertake Lazer Awards and AQA qualifications. The second SPLASH OUT! course takes place at the RSPCA in Chobham (Paws for Change) and involves either a one week intensive course or a six week course of two days per week. These support young people who are interested in working with animals, with the intensive week providing an effective behaviour modification opportunity for young people involved in the youth Justice system through working with abandoned and abused dogs.

As illustrated above, partnership working plays an important part in the success of the YSS team. This also includes working with the other Commissions within Services for Young People. To support this process, monthly Wider Group meetings have continued throughout the year enabling partners to network, share good practice and identify opportunities and support for young people.

Monthly Intervention meetings have also continued throughout the year, hosted by the YSS and attended by the Police and Children's Services. They are designed to support the most vulnerable young people within the Borough, including those who are having a significant negative impact within their Community.

Support for the Family Support Programme has continued with YSS representation at panel meetings as well as Team Around the Family (TAF) meetings.

The YSS team looks forward to enhancing and developing relationships with partners in 2014/15 to ensure all vulnerable young people are able to have access to quality support.

Case Study – YSS working in partnership in Surrey Heath

Summary of situation

Steven was first known to YSS as a Youth Restorative Intervention case (pre court disposal). He was also open to social services as a Child in Need (CIN) case due to violence displayed towards him at home. Steven became homeless due to deterioration in the relationship with his mother, and moved to his sister's flat. This relationship also broke down and Steven again became homeless. At this point his mental health deteriorated and he expressed a suicidal intent. He stayed in two supported housing placements through the homelessness prevention scheme, before being accepted by East to West supported lodgings charity.

Work undertaken on behalf of a young person

The YSS provided two different emergency housing options for Steven, in Ash Vale and then in the Guildford YMCA. When he was in the YMCA, a referral was made to East to West and we felt that he would thrive in a supported lodging environment. East to West met with him and his YSO, and arranged for him to visit a host family in Walton-on-Thames with his YSO. This proved a very good match, and the host family have helped him to join a rugby team and engage with education and training opportunities. East to West have also been working closely with Steven in partnership with the YSS, to ensure that he registers for all the financial benefits needed to maintain the tenancy. Also, East to West have worked closely with his YSO to take a restorative approach to dealing with any difficulties and ensure that he has access to all the support he needs to benefit fully from the placement.

Steven has engaged well with several training opportunities since engaging with YSS. He attended the SOLD Splash Ready for Work programme organised by the Surrey Heath YSS team, which included a residential canoeing trip. This helped increase his self-esteem and work in a team environment. This programme led to 10 days work experience with SOLD which he continued to enjoy and benefit from. Steven is now participating in the Princes Trust scheme at Brookland's college which his YSO and supported lodgings landlady supported him through the application and interview process.

Steven's YSO has also been working closely with the CAMHS Primary Mental Health Worker attached to the YSS. This positive working relationship has ensured that Steven is engaging with the service, which he couldn't manage in the past.

Difference made

At the end of December 2013, Steven was homeless, misusing substances, regularly shoplifting and feeling intensely depressed. Through building a positive relationship with him and acting as a bridge to help him engage with other agencies he has thrived.

Current situation

Steven is currently: clean from drugs; living in secure supported accommodation; engaging with Princes Trust; playing for Esher Rugby team; has a place at college for September to do A levels; and is working with the PMHW (Primary Mental Health Worker) for additional support.

Commission RAG ratings explained

To summarise performance of the Centre Based Youth Work (CBYW) and Local Prevention Framework (LPF) commissions we have used a Red Amber Green (RAG) rating system to make it easier to get a sense of how a particular provider is performing. The rationale behind the RAG rating is as follows:

- Red** agreed performance not achieved and no plan in place to achieve agreed performance or mitigating factors
- Amber** agreed performance not achieved but either a robust plan in place to achieve the agreed performance, or mitigating factors as to why the performance is unlikely to be achieved
- Green** agreed performance achieved or within the tolerance zone (85% or more)

Centre Based Youth Work (£30,060 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.

Bisley Youth Centre (The Youth Consortium – Woking YMCA)

Bisley Youth Centre has had a steady year delivering services to young people. The centre is close to achieving Level Two of the National Youth Agency Quality Mark. The centre has consistently achieved high grades for the Quality of Youth Work Practice and young people's learning and achievement. The Youth and Community Work has changed in this period and a smooth transition was achieved. Additional provision has been opened and further needs led provision is being developed.

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	482	60.3%	268	↑	Amber
1.2a Young people engaged in one or more hours of youth work	250	168	67.2%	184	↓	Amber
1.2b Average hours of engagement per young person	48.0	47.8	99.6%	17.8	↑	Green
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	120	125	104.2%	29	↑	Green
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	28	30	107.1%	Comparison not available due to change in RONI process		Green

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

Frimley Green Youth Centre (The Youth Consortium – Woking YMCA)

Frimley Green Youth Centre has had a very difficult year. The performance reported below is only the provision recorded via the official Attendance App (web App) for Centre Based Youth Work. Additional work has been delivered to young people, but performance is still poor. At the beginning of 2014 the Youth and Community Worker transferred away from the centre and in recent weeks and new worker has been recruited. A new plan is in place to kick start the offer and provision delivered from the centre. The centre has however developed excellent provision for young people with Special Educational Needs.

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	76	9.5%	70	↑	Red
1.2a Young people engaged in one or more hours of youth work	100	26	26%	41	↓	Yellow
1.2b Average hours of engagement per young person	40	15.1	37.8%	12.0	↓	Red
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	55	0	0%	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		↑	Red
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	49	2	4.1%	Comparison not available due to change in RONI process		Red


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

Old Dean Youth Centre (The Youth Consortium – Woking YMCA)

The Old Dean continues to grow and develop provision for young people. The centre has had a period of instability with its part-time staff team, although the Youth and Community Worker has done well to maintain and develop youth work delivery. The centres performance over the last 12 months is significantly improved over the same period in 2012-13.

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	652	81.5%	317	↑	Yellow
1.2a Young people engaged in one or more hours of youth work	150	127	84.7%	134	↓	Green
1.2b Average hours of engagement per young person	50.5	50.0	99.0%	28.2	↑	Green
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	120	55	45.8%	12	↑	Yellow

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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	10	19	190.0%	Comparison not available due to change in RONI process		

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

Local Prevention Framework (£81,499)

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 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 Local Prevention Framework has been provided by three providers over the period of this report. This is following the re-commissioning of the LPF from September 2013. The Youth Task Group has met with the new provider and discussed their work in Surrey Heath. The Youth Task Group will undertake further scrutiny in 2014.

April 2012 – August 2013 (*Collingwood College - £60,208*)

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	94	110	117.0%	

April 2012 – August 2013 (*Surrey Clubs for Young People - £60,208*)

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	104	71	68.3%	

September 2013 – March 2014 (*Eikon - £46,083*)

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	260	260	205	78.8%	
Number of young people engaged in 10 or more hours of preventative activity	156	156	88	56.4%	
Average hours of engagement* per young person**			15.3		

The data for Eikon shows all the work funded directly by the LPF Grant. Additional work by Eikon (WVYP) has taken place in the Borough, but is funded from other sources or in partnership with existing commissions prior to the commencement of the Grant in September 2013.

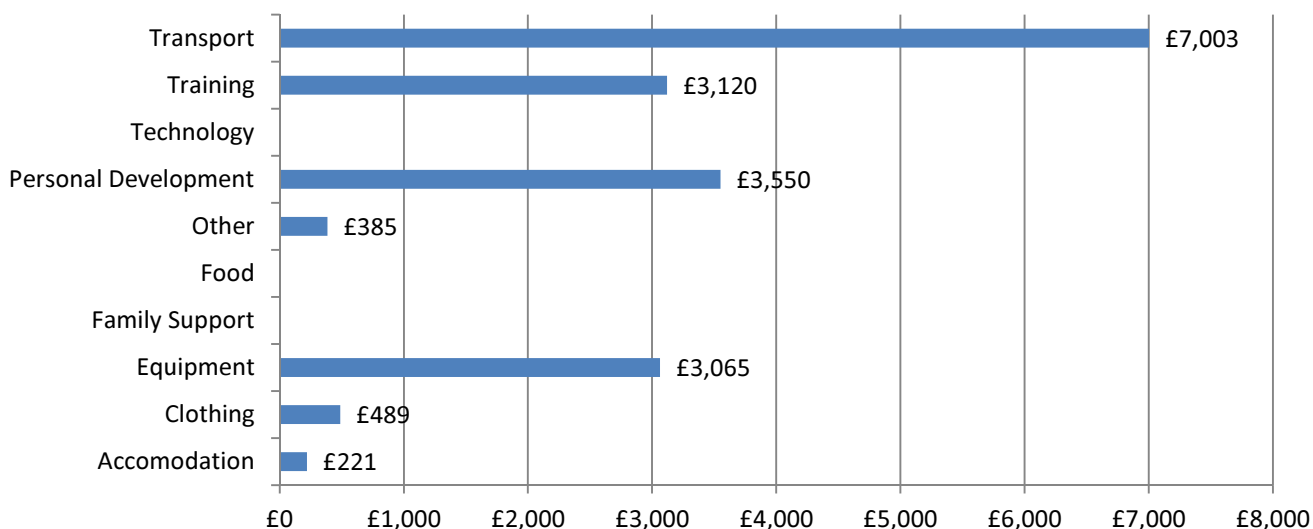
*Engagement: a meaningful conversation or activity with a young person.

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

Individual Prevention Grants (£18,000)

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



- £17,832 of £18,000 (99.1%) of IPG funding was allocated to remove barriers to participation
- A total of 58 grants were given to young people with an average value of £307
- The main barriers addressed were 'Transport' (39%), 'Personal Development' (20%), 'Training' (18%) and 'Equipment' (17%)
- 6 of the 10 young people who were NEET during 2013/14 and received IPGs in Surrey Heath 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 Surrey Heath Local Committee for Youth Small Grants was allocated across 10 projects to support work with young people across Surrey Heath as follows:

Organisation	Project Title	Amount Allocated
1st Bagshot Scout Group	1st Bagshot Scout Group New Explorer Unit	£4,224
7th Camberley scout group	Outdoor Activities Scouts	£500
Basingstoke Canal Canoe Club	Youth development programme	£1,000
Camberley and Farnborough Hockey Club	School hockey coaching	£1,940
Camberley Town Youth Football Club	Replacement 11-a-side Goal Posts	£2,500
Camberley Youth For Christ	Mentoring training	£500
CAMHS Youth Advisors (CYA)	CYA Awards	£138

Surrey Army Cadet Force	Tiger's Adventure	£310
Surrey Federation of Young Farmers' Clubs	Surrey Young Farmers - core supportive activities and development project 2012	£288
Windle Valley Youth Project	Lightwater Football Goal	£5,000
Amount allocated		£16,400
Amount remaining		£600

Case Study - Basingstoke Canal Canoe Club – Youth Development Equipment

Basingstoke Canal Canoe Club (BCCC) was granted £1,000 toward purchase of two modern general purpose / whitewater kayaks ('Dagger MX' models) which are specifically suitable and fitted out for club use.

The two boats have allowed BCCC to build a small fleet of about six that are suitable for coaching older youths (15-18 year olds). Over the course of the year a minimum of 30 – 50 young people will benefit from them, many on multiple occasions through courses and other paddling.

The club has always been very active in running coaching courses and introducing young people from associate member groups (e.g. Scouts, Guides and local schools) and has built up a fleet of smaller boats suitable for children from aged 8 upwards. However there was a gap for mid-teens. The new boats make transition from smaller boats easier, and encourages this age group to remain or become better engaged in the sport. This is particularly important as Sport England, and BCCC own experience, recognise that this age group tend to become disengaged from sport; a particular emphasis is being placed on retaining or encouraging them to take up sport.

With these boats BCCC now have enough for coaches to run a full course (kayak courses are limited to six students). They have, for the first time, been able to offer a course for older youths on Tuesday evenings in parallel with courses for younger people. This initial course is in-flight and runs for six weeks and we will be running a second, additional, course to follow this one. This is expected to become a regular part of our offered club curriculum.

The boats are being used on club trips. This particular model is very capable and is a good boat for introducing youngsters to moving (i.e. white) water paddling. The earlier boats of this model the club had bought have already been used for this purpose and were over subscribed so these additions means BCCC can better satisfy this demand. Finally, they also expect them to be used for general paddling on the canal at Mytchett and to allow the club to cater for more youngsters when running larger associate (e.g Scout / Guide) evenings.

These have proven, as anticipated, to be very popular development boats for our BCCC members.



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, 45 young were in re-engagement provision in Surrey Heath

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
- 58 new employers in Surrey Heath 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 (NACRO - £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.

- 17 young people attended the Skills Centre in Surrey Heath against a target of 14 young people
- 18% 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 - £38,000)

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 30 Surrey Heath young people in Year 11 who were identified, in partnership with local schools, as at risk of becoming NEET
- 97% success rate - 29 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

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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.