



Services for Young People in Mole Valley Performance Summary 2014/15

Countywide overview

In 2014-15 Surrey had the second lowest proportion of young people who were not in education, employment or training (NEET) of all local authorities in the country and the lowest of any large authority, with only 1.7% of young people NEET compared to 1.8% in 2013/14.

Local performance story in Mole Valley and looking ahead

The reason for this report is to tell the local story of how Services for Young people (SYP), working with our partners, has been making a difference to young people in Mole Valley in 2014/15, but also to give the Local Committee some insight into what is planned for 2015/16.

SYP supports Surrey young people to be employable through a wide range of open-access positive activities and targeted interventions to support more vulnerable young people. In Mole Valley, we have developed a culture of working together, creating partnerships that offer young people integrated programmes of development and support. The Community Youth Work team, Leatherhead Youth Project, YMCA East Surrey and Youth Support Service have created a Mole Valley wide practitioners forum, which has met regularly to integrate and synchronise local services. The forum of practitioners will grow over the coming year and forge increasingly strong links with our community through the Mole Valley's Youth Task Group.

Building on this work into 2015-16, keeping the principles of participation, early help and targeted Support firmly in mind, members of the practitioners forum have integrated their 2015 summer activity programme, creating a full six week coverage of positive activity, open to all young people in Mole Valley. The programme has also been used to engage those in difficulty, giving them experiences and relationships that really help, as well as supporting young people at risk of not settling into their new secondary schools this September. Much of this work is supported by community partners who really get what we do. Early intervention and positive activities have been funded by ProjX and Ashted Churches Community Trust, to name but two, and their ongoing endorsement is most encouraging.

Our Local Prevention work continues and the commission in Mole Valley is again shared between YMCA East Surrey and Leatherhead Youth Project. Effective prevention work is intelligence led and to assist, the Youth Support Service will improve the sharing of information with Local Prevention and Community Youth Work teams. As an example, there is an increase in young people's unhealthy involvement with social media, both as victims and perpetrators. Improved sharing of non-case specific information from the Youth Support Service can be used to guide the content of our informal education offered through youth centres and LP activities. With closer liaison, prevention activity will continue to improve, targeting those issues of greatest concern in Mole Valley long before intense involvement becomes necessary.

New for 2015/16 is an offer for young people who need one-to-one input. The offer combines positive activity open to all, one-to-one mentoring and professional counselling. Leatherhead Youth Project are delivering this on behalf of SCC, working closely with Youth Support Service. Between these teams, they will ensure referrals are appropriate and that any ongoing needs, opportunities or legacies are well managed for those young people.

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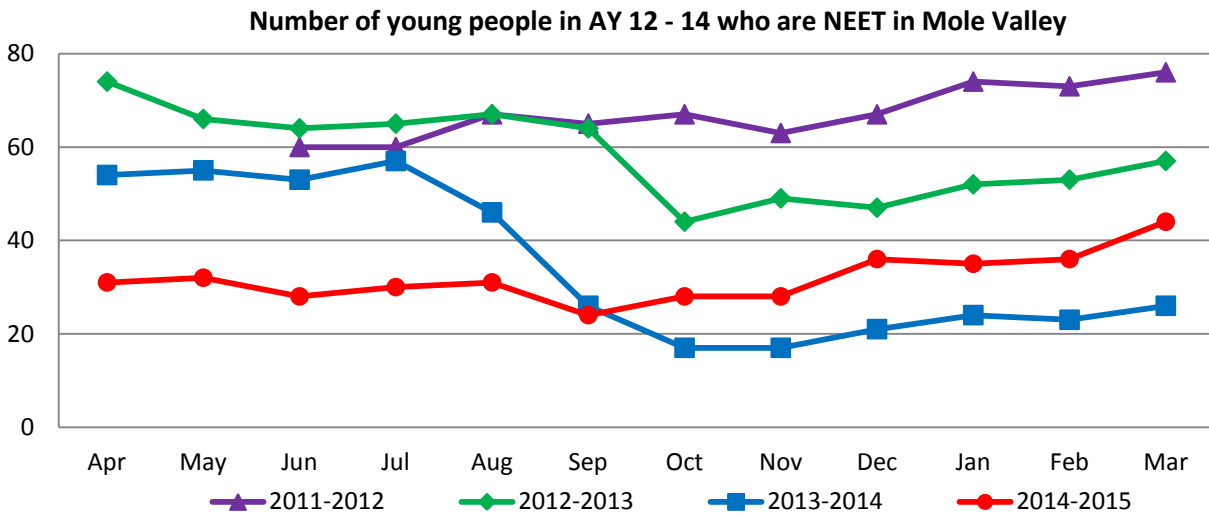
We also understand that some incidences involving young people need to be worked with in the context of the wider community. To further our reach, we aim to create a quick response team, made up from a range of organisations. The team will come together to deal with one off or short lived situations. The team will do joint training and learn from each other as we grow. The method will be to bring together community work, youth work and Restorative Practice. The team has been likened to a lifeboat crew, working for their respective organisations until called upon to help. Our Community Youth Work team will drive this initiative forward for us over the coming year and we look forward to sharing stories of success in 2016.

If we continue to offer integrated programmes of youth work; if we continue to quickly pick up young people in difficulty or distress, Mole valley will be manifestly successful in providing the best services we can for the resources available. We have much to do over the coming year and we are keen to get on with the endeavour.

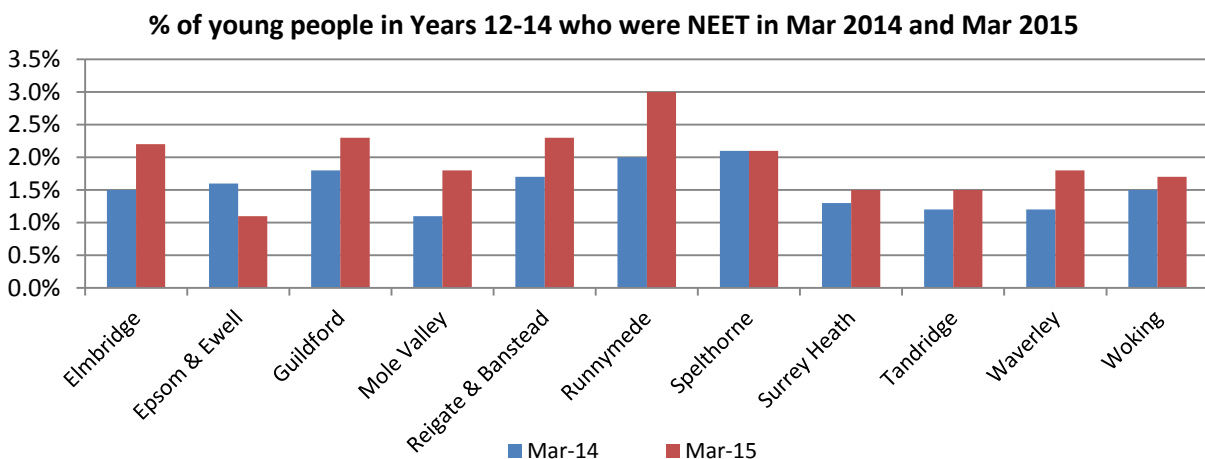
On behalf of the Mole Valley Practitioners Forum,

Kevin Martin, Team manager, Youth Support Service.

Mole Valley performance headlines



- In March 2015 43 young people were NEET compared to 26 in March 2014 and 57 in March 2013.
- 98.2% of young people were participating in education, training, employment or re-engagement at the end of March 2015, compared to 98.8% in March 2014 and 97.4% in March 2013.



Youth Support Service

The Youth Support Service works with young people in difficulty or distress across six interconnected contexts, namely: education and training; employability; social and family problems; homelessness; mental health; and offending behaviour. Youth Support Service involvement currently sits between the “high need” Child Protection type work of Children's Services and the Early Help of other targeted services, such as those commissioned under Local Prevention strategy.

With a responsibility for Local Leadership, the Mole Valley's Youth Support Service team are increasingly linking their work to relevant partners. Examples of this are numerous and the effective working relationships have been established between professionals which will be built on in 2015-16.

YSS performance headlines

- 1.8% of young people in years 12-14 were NEET in March 2015 compared to 1.1% in March 2014 and 2.5% in March 2013
- Only one of the young people who are looked after by Surrey County Council and placed in Mole Valley were NEET in March 2015
- Young people who were NEET had been out of education or work for an average of 123 days compared to 143 in the previous year
- 44 young people moved from NEET to PETE during the year compared 77 in the previous year
- 14.0% of young people who were NEET had been NEET before compared to 23.1% in the previous year
- 3.9% of young people were unknown in March 2015 compared to 4.2% in March 2014
- 5 first-time entrants to the youth justice system in 2014/15 compared to 12 in 2013/14 and 22 in 2012/13
- Only 8 young people sentenced to custody in Surrey during 2014/15
- 11 disposals given to young people as a result of offending in 2014/15, compared to 24 in 2013/14
- 61 Youth Restorative Interventions (YRIs) employed with young people involved in low-level offending this year, compared to 85 last year
- 7 young people at risk of homelessness supported in 2014/15
- 23 Children in Need case managed by the YSS in 2014/15

Performance narrative

This year, YSS' achievements have been impressive, with some key markers of success. The team is outcomes focused, with what actually happens with young people being more important than any process. This is captured in the case studies below.

Case study 1

For the last year, the YSS worked with a young boy whose behaviour has been regularly anti social at best. Since 2012, when he was 9yrs old, he has attracted negative police attention. More latterly, this has resulted in a range of youth justice inputs. He went on to commit offences until he received a Court action. The historical and family context of this boy's life has put him much more at risk than most, having seen and been subject to domestic abuse, and he has a recognised learning disability. To put things right, the Youth Support Service have liaised with Children's Services, who made the boy subject to a Child Protection

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Plan, which led to intensive support for his mother. The YSS worked closely with the police and together created a Priority Young Person plan, which intensifies the work between YSS, young person, family and police. The YSS called a professionals meeting that led to a youth work intervention, using peer support to keep this boy from offending and to engage him in positive activity. Our colleagues from the Leatherhead Youth Project and Community Youth Work are at the forefront of this work, funded by the community group ProjX. The intervention is overseen by a Youth Support Officer, who brings this diverse intervention together, while also being the officer managing the Court Order process. Since the insertion of this wrap around programme and at the time of writing, the boy has not come to the attention of the police, let alone offended. Feedback from his desperate mother in mid August was simple – she said “It's working”.

Case study 2

In the last 18 months we have worked with another boy on a Court Order for violence towards a wholly innocent victim. During the boy's infancy he was abused. Living his first 13 years in another county, his care arrangements were difficult and at times traumatic. Shortly after moving to Surrey, the boy was placed in care. Before a Court Outcome was established for his offence, a YSS officer met the boy every other Sunday and built a relationship that was used to better engage him in the work ahead. Working closely with his psychologist, care home managers, keyworker and social worker, the YSS created a nine month programme to reduce his risk of re-offending and put right the harm done to his victim. Using prisoner led programmes, Duke of Edinburgh's Award and bespoke activities, the YSS managed to greatly reduce his risk of harming others. This was noted by “Panel” members during the process of his Court Order. The boy has not re-offended since and the victim said that she felt glad that such a robust but positive approach was taken. She said that the process had also helped her move on.

Case study 3

For a Youth Support Officer the work can be intense. They deal with multiple issues, affecting our most vulnerable young people. This summer, a YSO working with three of the four most worrisome young people in Mole Valley, made a commitment to a residential week with young people. A method that is widely recognised as effective but traditionally relies on voluntary time from staff. The activity was also aimed at young people most at risk of disengaging from us. Her work and commitment enabled two young women to experience that sense of success and achievement through positive activity. The two girls have since engaged with us further and that has enabled more intense developmental work to improve.

Without engagement through young people's own free choice, a Youth Support Officer rarely achieves a fully successful intervention. Our work is practical and inclusive of the young person, helping them take control of their life. Our approach is to encourage young people's sense of responsibility towards themselves and others. Our YSO's mirror this through their own behaviour and professionalism, acting as effective educators as well as supportive adults.

The Youth Support Service will continue to improve and focus on the outcomes that matter. Workloads will ebb and flow, as will statistics that pinpoint our success. Regardless, our Youth Support Officers will continue to respond to young people without losing sight of our key aims; to keep young people safe; to see communities free from youth offending; to help families to be strong and to see healthy young people that are socially competent.

Early help 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 (£31,200 and 4.8 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.

Ashtead Youth Centre (The Youth Consortium – YMCA East Surrey)

In 2014/15 Ashtead youth centre has achieved 85% or more of its agreed performance levels for 5 of its 6 key performance measures. In particular the hours of youth work delivered from the centre was one of the highest in the county. The one area of lower performance has been the number of young people who have been identified as having achieved distance travelled as a result of provision delivered from the centre.

Performance indicator	2015/15 performance					
	Agreed performance 2014/15	Actual 2014/15 performance	Achievement against agreed performance	Comparative 2013/14 performance	Direction of travel	RAG
Hours of youth work delivered from the Centre	775	916	118.2%	1,032	↓	
Young people engaged in one or more hours of youth work	300	270	90.0%	307	↓	
Average hours of engagement per young person	50	56.5	113.0%	48.2	↑	
Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	150	52	34.7%	109	↓	
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	Yes	↑	
Young people who have been identified as at risk of becoming NEET who have attended the centre	60	55	91.7%	57	↔	

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

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The Bridge (The Youth Consortium – YMCA East Surrey)

The performance data shows that slightly less hours of youth work have been delivered from the Bridge Youth Centre in 2014/15 compared to the previous year. The centre has however achieved Level 2 of the Surrey National Youth Agency quality mark for youth work, reinforcing our confidence in the quality of provision delivered from the centre.

Performance indicator	2014/15 performance					
	Agreed performance 2014/15	Actual 2014/15 performance	Achievement against agreed performance	Comparative 2013/14 performance	Direction of travel	RAG
Hours of youth work delivered from the Centre	775	324	41.8%	389	↓	Yellow
Young people engaged in one or more hours of youth work	300	205	68.3%	252	↓	Yellow
Average hours of engagement per young person	50	23.8	47.6%	23.2	↔	Yellow
Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	150	20	13.3%	60	↓	Yellow
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	Yes	↑	Green
Young people who have been identified as at risk of becoming NEET who have attended the centre	60	29	48.3%	24	↑	Yellow



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

Malthouse (The Youth Consortium – YMCA East Surrey)

The number of young people engaged at the Malthouse Youth Centre has increased in 2014/15 and the Centre has also achieved Level 2 of the Surrey NYA Quality Mark. A real success this year has been increased engagement with young people who have been identified as at risk of becoming NEET.






Performance indicator	2014/15 performance					
	Agreed performance 2014/15	Actual 2014/15 performance	Achievement against agreed performance	Comparative 2013/14 performance	Direction of travel	RAG
Hours of youth work delivered from the Centre	775	346	44.6%	527	↓	Yellow
Young people engaged in one or more hours of youth work	300	194	64.7%	180	↑	Yellow
Average hours of engagement per young person	50	24.8	49.6%	43.5	↓	Yellow
Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	150	36	24.0%	29	↑	Yellow
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	Yes	↑	Green

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Young people who have been identified as at risk of becoming NEET who have attended the centre	50	62	124.0%	58		
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*Distance travelled: clear and tangible development for a young person



Bookham - Satellite (The Youth Consortium – YMCA East Surrey)

Performance indicator	2014/15 performance		
	Performance in period 2014/15	Performance in period 2013/14	Direction of travel
Hours of youth work delivered from the Centre	11	63	
Young people engaged in one or more hours of youth work	18	54	
Average hours of engagement per young person	3.5	20.0	
Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.	4	16	
Number of young people who have been identified as at risk of becoming NEET who have attended the centre	1	1	

Local Prevention Framework (*£66,000 during 2014/15*)

Priorities for the Local Prevention Framework are set locally by Youth Task Groups, which involve 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.

September 2014 – August 2015 (*Leatherhead Youth Project - £25,828*)

Performance indicator	2014/15 performance			
	Agreed performance for period September 2014 to 2015	Actual performance September 2014 to August 2015	Achievement against agreed performance	RAG
Number of young people engaged in one or more hours of preventative activity	149	141	94.6%	
Average hours of engagement* per young person		89.9		

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

Case Study – Leatherhead Youth Project

I started attending Miss Bliss in September, I knew the youth workers through Bfree Youth Café and my friends had told me how much they enjoyed Miss Bliss, so I decided to try it out.

I was very shy and sensitive at first, being in large groups of girls intimidated me, so I stuck by my friend's side for the first couple of sessions. The youth workers noticed and encouraged me to talk more to the other girls.

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I really loved Miss Bliss and was thrilled when I was asked what I wanted to do during the sessions. I thought it would be a good idea to learn about sexual health, as it was all girls. I met with the nurse beforehand and explained the type of questions my friends and I had. I really enjoyed the sexual health session, it was really interesting and allowed us to ask loads of questions we hadn't been confident to ask before. The session helped me feel closer to the group too.

Another session that I enjoyed was when we each were asked to pick adjectives to describe one another. I was really nervous about what others would say but the youth workers encouraged me to join in. This was a really big breakthrough for me, I would never have done this when I first started coming to Miss Bliss. The girls all said really nice things about me and it helped me look at positives about myself that I had previously ignored. We then wrote down all those adjectives and I currently have the list on my mirror at home, each day I am reminded of the things I am good at.

I feel Miss Bliss is like a family to me and I have learnt loads as well as become a more rounded person. I really like helping plan the sessions and feel so proud after each session.

September 2014 – August 2015 (YMCA East Surrey - £40,172)

Performance indicator	2014/15 performance**			
	Agreed performance for period September 2014 to 2015	Actual performance September 2014 to August 2015	Achievement against agreed performance	RAG
Number of young people engaged in one or more hours of preventative activity	56	165	298.2%	
Average hours of engagement* per young person		8.2		

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

**Please note that a technical problem means that performance is currently being under reported for this provider.

Case Study – YMCA East Surrey and Learning Space

Background

- Chan was initially referred by his special school for mentoring support
- School was worried about how he would cope with the move to college and asked Learning Space to help him cope with this transition
- Chan's communication skills were quite poor as English was his second language; his parents were unable to help him steer their way through the education system
- Consequently his levels of self-esteem and confidence were both very low

Space4You

- A mentor introduced herself to Chan at the end of the summer term – this meant a familiar face for him in September!
- She then met with Chan every week during his first term and the solution focused sessions gave him the opportunity to talk about how he felt he was settling in and any worries and concerns as they occurred
- the focus was on early identification of transition difficulties, building self-esteem / confidence and improving his communication skills
- the mentor also met twice with Chan's tutor and established ongoing email communication

What worked well?

- Meeting with Chan prior to the beginning of college – this built up a level of trust so that he felt comfortable and could speak openly about the challenges facing him in a new environment
- Liaison with key college staff – after a couple of weeks Chan told Learning Space that he was felt uncomfortable around another student who was loud and aggressive; Chan was adamant that he couldn't approach the tutor so, on his behalf, the mentor contacted relevant staff members who could then manage this relationship – this helped enormously and stopped the problem from escalating
- 1:1 sessions – these gave Chan time and space to talk through any problems he was facing and at the same time supported the development of his communication and social skills

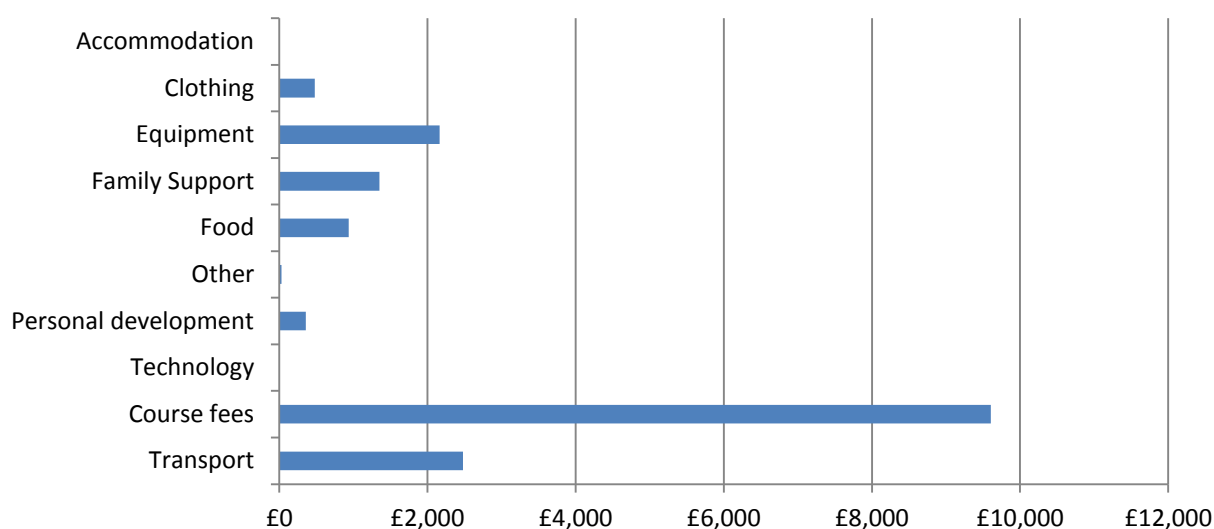
Outcomes

- A very successful transition to college; on a scale of 0 – 10 where 10 stands for “very happy in school” Chan recently put himself at 8; Chan’s teachers reported how well he had settled in; his attendance record is good
- Increased levels of self-confidence and self-esteem – Chan is more prepared to ask for help and he has built positive relationships with a small group of students
- Clear goals for his future – at the end of the Space4You programme Chan had applied for this next course at college – a level one in art and design which will place him in mainstream education for the first time

Individual Prevention Grants (£15,000)

Individual Prevention Grants (IPGs) were available in 2014/15 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 - Mole Valley



- £17,411 of £17,000 (102%) of IPG funding was used to remove barriers to participation
- A total of 82 grants were given to young people with an average value of £212
- The main barriers addressed were ‘Course fees’ 55% and ‘Transport’ 14%, “Equipment” 12%.

Youth Small Grants (£17,000)

Youth Small Grants were available to small voluntary, community or faith sector organisations across Surrey during 2014/15 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.

The £17,000 allocated to Mole Valley Local Committee for Youth Small Grants was allocated across 10 projects to support work with young people across Mole Valley as follows:

Name of the organisation carrying out the project	Project title	Grant
Allsaints Leatherhead	Allsaints Coffee Shop & Sandwich Company	£5,000
CAMHS Youth Advisors (CYA)	CYA Awards 2014	£250
Capel Cricket Club	Increasing Youth Engagement in Sport	£3,000
FamilyLine	I Need Help – additional volunteer training	£100
Girlguiding Surrey East – Faurefold Holiday and Campsite	Outdoor equipment	£600
LEATHERHEAD ALL STARS FC	New Football team in under privileged area	£995
Mole Valley Girls FC	Goodwyns, Chart Downs and North Holmwood Development	£2,000
Newdigate Cricket Club	Junior Cricket Coaching	£850
Studio ADHD	Reflections project - complex needs	£3,505
Surrey Volleyball Association	Junior Development	£700
	Grants	£17,000
	Allocation	£ 17,000
	Underspend	£0

Case Study Mole Valley Girls Community Football Club

Mole Valley Girls Community Football Club have delivered a community football programme at St John's Community School since September 2014. The programme has engaged with over 50 young people



primarily from North Holmwood and the surrounding estates. The Youth Small Grant supported the cost of coaching and subsidized membership for disadvantaged girls.

The Club have enough under 11 players in their community programme to form a new under 11 team playing in the Surrey County Women's & Girls' League next season. Trials for the team will take place in April 2015, in conjunction with the Surrey Youth Games girls' football trials, which the club run on behalf of Mole Valley District Council.

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The Club have filled five subsidised places for players from disadvantaged backgrounds. It is high likely that we will require more subsidised places when we form our new under 11s in April 2015, however, these will be paid for through Club funds.

The Club have trained up one additional Level 1 coach to support the community football programme. There are still three funded places remaining and it is likely these will be allocated after the under 11s trials in April 2015, once we know who the new coaches/manager will be.

No formal qualification has been delivered but a number of senior players have helped at our Development Squad sessions.

Leader's Ready for Work Programme (*£750,000 countywide*)

During 2014/15 SYP received additional funding from David Hodge (Leader of SCC), 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 2014/15 this programme has engaged 950 young people across the county
- At the end of March 2015, 10 young people were in re-engagement provision in Mole Valley

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.

- 492 grants have been given to employers who are now offering apprenticeship opportunities to Surrey young people
- 24 new employers in Mole Valley have taken on apprentices as a result

Employment Development Officers (EDOs)

EDOs are now embedded in the YSS to develop meaningful employment and work experience opportunities for young people who would otherwise be NEET. During 2014/15 EDOs secured 81 placements for young people between April 2014 and March 2015. They have also contributed to wider progression pathways for young people supported by the YSS, into things like paid employment and apprenticeships.

Skills Centres (*East Surrey College – No cost to SCC in 2014/15*)

In 2014/15 Skills Centres provided foundation learning opportunities, delivered locally from some of our youth centres, to young people who would otherwise be NEET. Contracts were awarded in 2012-13, with projects pump primed with funding provided by Surrey County Council for the first year of delivery and then delivering for the next two years, drawing down funding from the Education Funding Agency (EFA). This report covers the period April 2014 to March 2015, where all programmes delivered were funded through the providers' EFA contracts, at no cost to Surrey County Council.

The introduction of study programmes, which restrict the flexibility of programmes providers are able to offer under EFA funding guidelines, had a significant impact on Skills Centres. The development of re-

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engagement programmes (both internal and external) which were able to offer the required flexible learning and development opportunities locally were better able to meet the needs of the NEET cohort than the more structured Skills Centre programmes.

- 1 programme was delivered for young people through the Mole Valley Skills Centre in 2014/15. The programme achieved a successful progression into sustained participation for one young person who would otherwise have been NEET.

Year 11/12 Transition (*East Surrey College - £18,005*)

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 60% 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 28 Mole Valley young people in Year 11 who were identified, in partnership with local schools, as at risk of becoming NEET
- 71% success rate – 20 young people were in positive destinations at the end of January 2015

SEND (Post-16) Team

The SEND (Post 16) Team's role is to support young people with special education needs and/or disabilities (SEND) who are in education to prepare them for a successful transition to adulthood. The SEND (Post 16) Caseworkers work in schools and colleges and offer young people and their parents/carers information, advice and guidance on post 16 options in Surrey. They work with professionals from Schools and Learning, Health, Social Care, Education Providers and the Youth Support Service to ensure inclusion and participation for young people with SEND.

This year the Team have been focusing on transferring SEN Statements to the new Education, Health and Care Plans (EHCPs) for over 650 students Year 11 and Year 14 students and students in Years 13, 15 and 16 who are changing educational placement in September 2015. EHCPs are holistic, young person centred assessments, focussed on identifying the young person's current special educational needs and their current and future support requirements at colleges and sixth forms post 16. Caseworkers are trained to support young people and ensure their voice is heard at their Transfer Review Meetings and recorded in their EHCP. The young person's story, their vocational aims, aspirations, skills and achievements are all included. Outcomes are discussed with the young person and their parent/carer to ensure that the provision needed can be put in place to support them to achieve those outcomes and prepare successfully for transition to education, training or employment.

Surrey Outdoor Learning and Development (SOLD) (£7,300 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 £1.41M in 2014/15. 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.

- 2.4% increase in total visitors to SOLD countywide from 32,420 in 2013/14 to 33,185 in 2014/15
- 16% increase in income generated by SOLD during 2014/15
- 49% of organisations made 2 or more bookings up 7% on 2013/14
- 3% increase in the number of activity sessions
- 72 young people engaged in local SOLD sessions, referred from the YSS, meaning expenditure of £15,370 against a budget of £7,312

Performance comments

SOLD has had another year of growth, realising new developments in both products and customer base have enabled the aspirations for the year to be achieved and yet again against a back drop of challenging public finances and increasing customer demands. The work towards a self sufficient future continued, although it was agreed to defer a formal proposal to the following year once the SOLD Development Board had been established to focus and bring the work to its natural conclusion with the agreement of all the interested parties.

Some of the performance highlights from the year are summarised below:

- SOLD secured a significant National Citizenship Service programme (NCS) contract from "The Challenge", this saw young people aged 16-19 from across the south east take part in an intensive residential programme at High Ashurst and for the first time at Henley Fort.
- The Rotary Youth Leadership Award (RYLA) has continued to grow since SOLD first delivered a bespoke programme four years ago. The programme is commissioned by the Surrey/Sussex Rotary and this numbers rose to 64 young people aged 16 – 18 years, in addition this year included a cohort of international young people.
- School sports funding continues to be a good source of business from the primary sector, seeing a second year of increased work supporting Surrey schools with an increasing number of these schools buying into other SOLD products throughout the year.
- Demand for TAZ holiday programmes continued to increase, particularly those run at Thames Young Mariners (TYM). This year additional programmes were put on due to extra late demand and made a significant contribution to the income target of £123K a 23% increase on the previous year.
- SOLD employed 5 apprentices during the year both on the outdoor delivery and support services, this programme cost Sold circa £50K, all the apprentices secured employment upon completion.

Youth Engagement Contract (*U-Explore / The Eleven*)

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.

- 69,052 young people age 13-19 in Surrey accessed information on Surge to help inform key decisions in their lives