



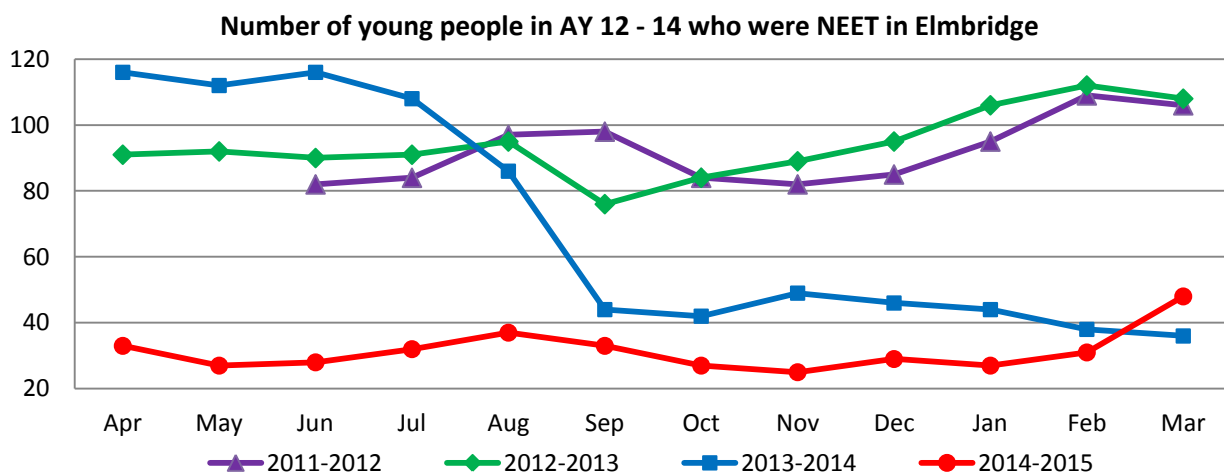
# Services for Young People in Elmbridge Performance Summary 2014/15

## Countywide overview

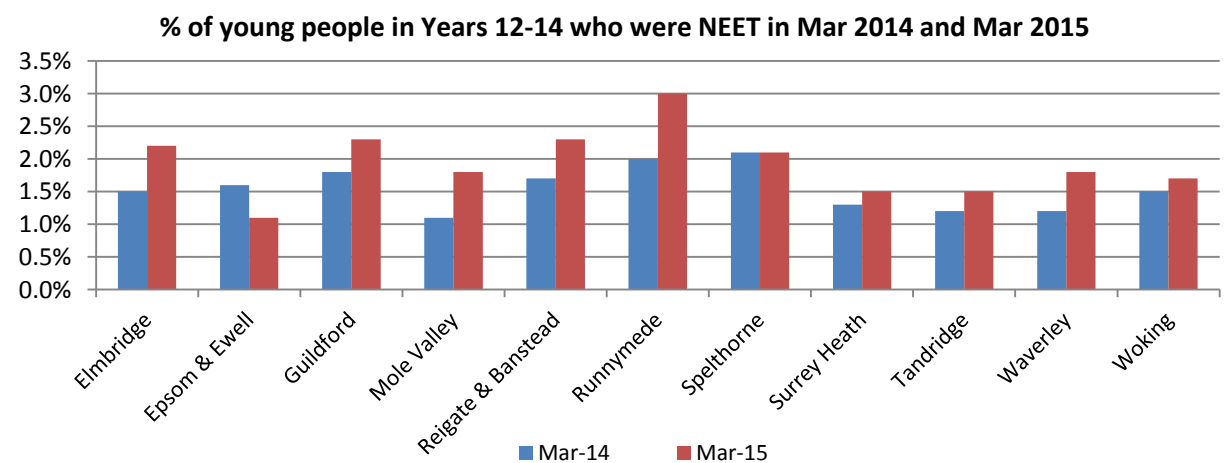
In 2014-15 Surrey had the second lowest proportion of young people who were not in education, employment or training (NEET) of all local authorities in the country and the lowest of any large authority, with only 1.7% of young people NEET compared to 1.8% in 2013/14.

## Local performance story in Elmbridge

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 Elmbridge.



- In March 2015 57 young people were NEET compared to 36 in March 2014 and 108 in March 2013.
- 97.8% of young people were participating in education, training, employment or re-engagement at the end of March 2015, compared to 98.5% in March 2014 and 95.5% in March 2013.



## Youth Support Service

- 2.2% of young people in years 12-14 were NEET in March 2015 compared to 1.5% in March 2014 and 4.5% in March 2013
- No young people who were looked after by Surrey County Council and placed in Elmbridge were NEET in March 2015
- Young people who were NEET had been out of education or work for an average of 94 days compared to 192 in the previous year
- 60 young people moved from NEET to Participation in Education, Training or Employment (PETE) during the year compared to 140 in the previous year
- 29.8% of young people who were NEET had been NEET before compared to 41.7% in the previous year
- 4.9% of young people were unknown in March 2015 compared to 4.0% in March 2014
- 19 first-time entrants to the youth justice system in 2014/15 compared to 17 in 2013/14 and 22 in 2012/13
- Only 8 young people sentenced to custody in Surrey during 2014/15
- 44 disposals given to young people as a result of offending in 2014/15, compared to 42 in 2013/14
- 94 Youth Restorative Interventions (YRIs) employed with young people involved in low-level offending this year, compared to 70 last year
- 14 young people at risk of homelessness supported in 2014/15
- 14 Children in Need case managed by the YSS in 2014/15

### Performance narrative

In the past year the Elmbridge team has continued to support, empower and safeguard young people with a range of needs, some of which have been complex and enduring. The team never give up and have endeavoured to use every available resource in order to move young people on to a more positive place. The OptIn programme has successfully supported many young people into work, college or other purposeful activity. Many of these young people started without the necessary skills to get by in the world of employment but have left the programme with a CV, work related skills such as time keeping and an idea of possible career routes for their future.

In order to reduce the ongoing concerns regarding Child Sexual Exploitation (CSE) the team have collaborated with the Family Support Programme and Community Youth Workers to run the Sliding Doors Programme. The programme has been extremely successful and we have received inspiring feedback from young people who now feel better equipped with the skills needed to protect themselves from harm. The next programme is due to start in October this year.

Some young people have additional needs which prevent them from achieving their full potential. To support them, the team has joined forces with Walton Charities following a successful pilot last year to run the Protected Work Placements Scheme. Young people are identified and matched to an employer who understands their needs and is able to work with them in a field relevant to the young person's interests in order to develop their confidence and the skills needed for a successful transition to adulthood. You'll hear more about a young person who benefited from this scheme in our case study.

The Streets Apart Project is in the only one of its kind in the County and it has steadily gained momentum and engagement from a range of agencies, stakeholders and others. This includes consultation from leading professionals in the field such as, Tess Ridge and Helen Caldwell who presented an enriching and motivating seminar on child poverty over the summer. There are seven defined workstreams comprising of

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Housing, Families in Poverty, Abusive and Unhealthy Relationships, Education Skills and Employment, Health, Community Capital and a Joint Youth Strategy. Each workstream has committed senior leadership to oversee the vision and aims and a project team to support them.

The Youth Strategy is in its final stages of completion following a range of surveys, focus groups and professional workshop based consultation over the last year. Having listened to the voices of young people and professionals the Strategy has provisionally set out six key priorities where agencies and resources will be aligned to make a positive difference. This will be monitored in the months ahead so that we can all be assured that positive change is happening. The Youth Task Group is supporting the progress of the strategy and will be presented with a draft document in the autumn.

**Case Study**

Alice\* is a young female who struggles with her mental health. When Alice was first referred to the Youth Support Service from the Children, Adolescents, Mental Health Team (CAMHS) she was making frequent suicide attempts and had been hospitalised for her own protection. Alice constantly verbalised her suicidal ideations and was at serious risk, her family were exasperated. The CAMHS team felt that if Alice could be engaged in some form of purposeful activity alongside her ongoing therapy that she might find some time in the day where her thoughts are on something other than ending her life. Alice was allocated to a senior youth support officer with many years experience in careers advice and working with young people. We talked to Alice about the Protected Work Placements scheme and suggested that she might like to meet Karen\* who runs the cafe at one of the centres. They were successfully introduced and Alice agreed to take part in the scheme. Not only did Alice complete the three months with positive feedback from Karen and the customers but there were other moments of hope for example, Alice baked cakes which she took home to her family, this helped to repair some of the hurt which had been caused between them. Alice received a positive reference and is now working part time in the food industry, she is also enrolled to start college in September and thankfully, has not made any further attempts on her life. This is a clear example of the importance of not giving up, of working as a multi-agency working, being flexible to the needs of young people and of course, always believing in their potential.

## 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 (£26,400 and 4.2 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.

**Please note** – the Centre Based Youth Work contracts came to an end of the 31 March 2015. On the 1 April 2015 a new Surrey County Council service, Community Youth Work, was created to take forward the delivery of youth work in Surrey in 2015-16.

#### Molesey Youth Centre (The Youth Consortium - Eikon)

Molesey Youth Centre delivered more than 100 additional hours of youth work in 2014/15 than in the previous year. The centre also met its agreed performance for numbers of young people engaged and the average hours of engagement for each young person. A key area for development is continuing to work towards levels 2 and 3 of the Surrey National Youth Agency Quality mark in 2015/16.

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
1.1 Hours of youth work delivered from the Centre	624	368	59.0%	261	↑	Amber
1.2a Young people engaged in one or more hours of youth work	200	240	120.0%	247	↔	Green
1.2b Average hours of engagement per young person	30	27.6	92.0%	23.8	↑	Green
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	90	46	51.1%	47	↔	Amber
1.5 Each Centre achieves the National Youth Agency quality kite mark within the first Contract Year, and retains this mark in each subsequent contract year	Level 2	Level 1	Development needed	Level 1	↔	Amber
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	6	8	133.3%	90	↓	Green

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

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*Walton Youth Centre (The Youth Consortium - Eikon)*

Staff changes during the year at Walton Youth Centre have had an impact at Walton Youth Centre in 2014/15, although considerable progress has been made compared to 2013/14. The new Youth and Community Worker at the centre, who previously successfully ran the Focus Youth Centre in Epsom, has made a strong start towards re-building the provision and progressing through the NYA Quality Mark.

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
1.1 Hours of youth work delivered from the Centre	624	257	41.2%	8	↑	Amber
1.2a Young people engaged in one or more hours of youth work	72	121	168.1%	15	↑	Green
1.2b Average hours of engagement per young person	16.1	11.2	69.6%	3.1	↑	Amber
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	90	2	2.2%	0	↑	Amber
1.5 Each Centre achieves the National Youth Agency quality kite mark within the first Contract Year, and retains this mark in each subsequent contract year	Level 2	No Level	Development needed	No Level	↔	Amber
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	13	33	253.8%	1	↑	Green

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

*Claygate Youth Centre - Satellite (The Youth Consortium - Eikon)*

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	316	321	↔
Young people engaged in one or more hours of youth work	59	105	↑
Average hours of engagement per young person	34.0	18.2	↓
Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.	10	0	↑
Number of young people who have been identified as at risk of becoming NEET who have attended the centre	5	0	↑

*Hersham Youth Centre - Satellite (The Youth Consortium - Eikon)*

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	363	345	↔

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Young people engaged in one or more hours of youth work	362	550	↓
Average hours of engagement per young person	24.9	18.3	↑
Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.	0	0	↔
Number of young people who have been identified as at risk of becoming NEET who have attended the centre	15	2	↑

*Weybridge Youth Centre - Satellite (The Youth Consortium - Eikon)*

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	0	0	↔
Young people engaged in one or more hours of youth work	2	0	↑
Average hours of engagement per young person	6.5	0	↑
Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.	0	0	↔
Number of young people who have been identified as at risk of becoming NEET who have attended the centre	0	0	↔

**Local Prevention Framework (£103,000 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 (Eikon - £103,000)*

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	220	217	98.6%	Green
Average hours of engagement* per young person		14.9		Green

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

A key success of Eikon in 2014/15 was achieving Level 1 of the NYA Quality Mark to an Ambitious/Outstanding grade. This is something the team are justifiably proud of as it recognises the hard work put into achieving high quality outcomes for young people and the significant distance travelled that many of them make as a result of attending our sessions.

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In their observation of practice Eikon achieved a Level 3 (the equivalent of an Ofsted 'Good'). The observation report from their NYA assessor recorded: "The Take Control programme is responsive to the needs of the young people – sessions are tailored to meet the needs of each group that participates in it. The programme provides good opportunities for young people to develop personal and social skills; increasing their confidence, their communication and teamwork skills and supporting their engagement with formal education."

### Feedback from young people

"Eikon has helped me with many things including bullying, family issues and most importantly create new friends. Big thanks to all at Eikon"

JT, who is aged 14, said that Eikon's crime diversion course "showed me the positive way I should go and what I would lose if I carried on doing what I was doing"

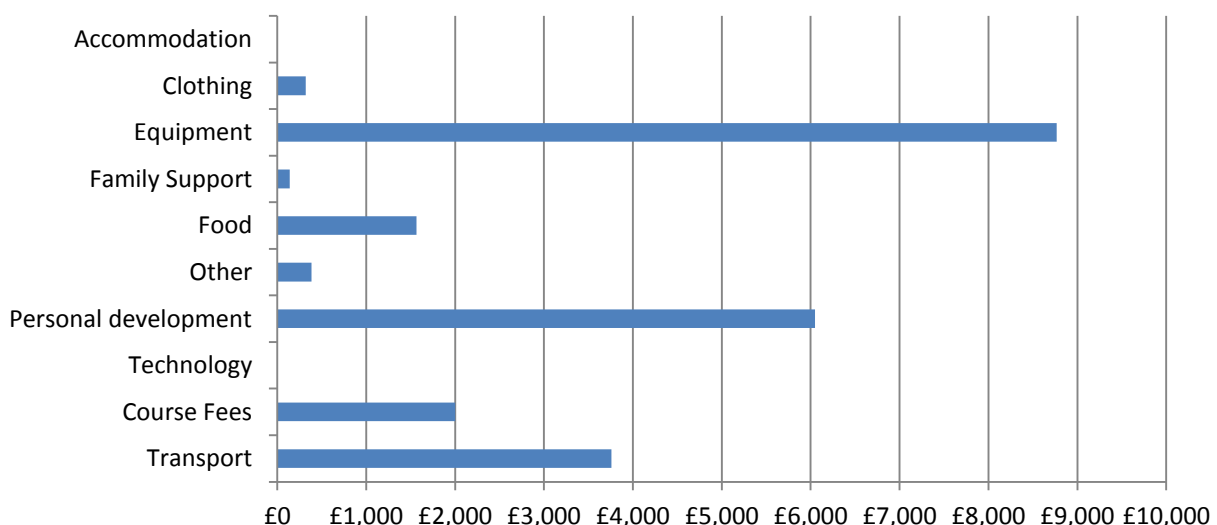
#### Case study

Young people learn how to support one another during Eikon's sessions. In one session, a young person called 'K', struggled to identify any specific personal achievement from the latest piece of work. Another young person in the group was however able to help him out by recognising and sharing 'K's achievements with the group. He said, "You were good during the shopping, finding stuff that was cheap and better tasting, and stuff for the whole group. You were good at coming up with ideas". Although a small and simple example, developing peer support such as this makes a real difference to young people and it is also an invaluable skill in teamwork and leadership more generally.

## Individual Prevention Grants (£23,000)

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 - Elmbridge



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- £22,983 of £23,000 (99.9%) of IPG funding was used to remove barriers to participation
- A total of 141 grants were given to young people with an average value of £163
- The main barriers addressed were 'equipment' (38%), 'personal development' (26%) and 'transport' (16%).

## Youth Small Grants (£26,000)

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 £26,000 allocated to Elmbridge Local Committee for Youth Small Grants was allocated across 15 projects to support work with young people across Elmbridge as follows:

Organisation	Project title	Grant
1 <sup>st</sup> Hinchley Wood Scout Group	Replacement of Climbing equipment	£552
1st Molesey (Jaguar) Sea Scout Group	Additional safety equipment to support water activities	£827
1st Oatlands Guide Unit	Go for it Digital	£600
1st Walton on Thames Sea Scouts	Equipment update to facilitate additional participation	£630
1st Weston Green (All Saints) Scout Group	Patrol Tent Replenishment	£1,000
1st Weybridge(Brooklands Own) Scout Group	Scout Canoeing equipment	£1,888
4 <sup>th</sup> Thames Ditton 'Ajax' Sea Scouts	Boat trailer to enable coastal training for Sailing Skills development project	£500
4th Walton on Thames Scout Group	Camping & Pioneering Equipment	£600
All Saints Weston Green	Youth Club – worker	£1,700
Ashley Hawks Football Club	U13 Goal Posts Fund	£156
CAMHS Youth Advisors (CYA)	CYA Awards 2014	£250
FamilyLine	I Need Help – additional volunteer training	£100
Heathside Hellcats Cheerleading Squad	Cheerleader Uniforms	£1,000
Long Ditton Youth Project	Worker in Charge	£2,100
Woodcraft Folk Surrey Area Council	Bushcraft Camp	£600
	Grants	£12,503
	Allocation	£26,000
	Underspend	£13,497



**Case Study - Oatlands Guide Unit**

Oatlands Guide Unit purchased 6 Samsung Galaxy Tablets together with 6 hard protective cases. The Youth Small Grant of £600 covered half of the total purchase price; the rest was provided by Gift Aid and funds raised at The Oatlands village Fayre in May 2014.

All GGUK online resources have been uploaded onto 6 tablets; one for each Patrol. All Guides are now able to access and use the same resources at the same time. Guides are also by making use of local business wi-fi connection able to research on-line during Guide meetings. Girls are now more in control of their programme; they can access all GGUK resources and have more options to choose from – we were previously limiting the range of resources from which they could choose activities owing to the cost of downloading and printing hard copies.

Tablets also have a camera function and Guides have made much use of this to document their activities and progress through the Guide programme.

As a result of reduced printing costs the group have been able to maintain subscriptions at the 2013-14 level. 40 Guides (10 to 14 years old) and 8 Senior Section members (14 to 18 years old).

It would have taken at least another 2/3 years of fundraising before we would have had the funds to purchase the tablets; the grant has enabled the group to move ahead more quickly with their digital project.

**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 930 young people across the county
- At the end of March 2015, 20 young were in re-engagement provision in Elmbridge

**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 across the county who are now offering apprenticeship opportunities to Surrey young people
- 38 new employers in Elmbridge 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 work experience placements for young people between April 2014 and March 2015. They have also contributed to wider

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progression pathways for young people supported by the YSS, into things like paid employment and apprenticeships

## **Year 11/12 Transition (*U- Explore - £20,640*)**

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 62 Elmbridge young people in Year 11 who were identified, in partnership with local schools, as at risk of becoming NEET
- 87% success rate - 54 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

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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 The Adventure Zone (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 and 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 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.

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