

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

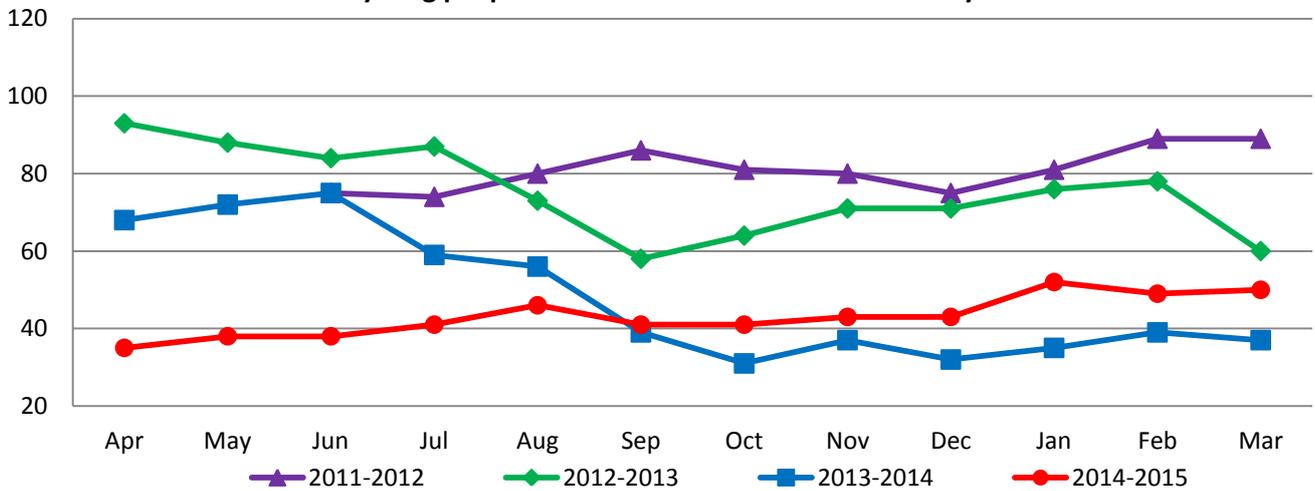
## Countywide overview

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 Runnymede

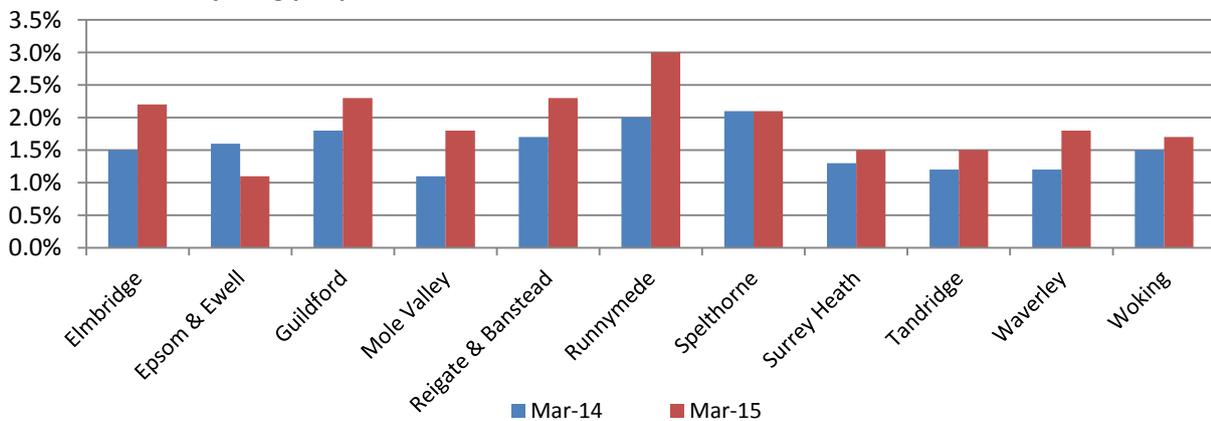
The reason for this report is to tell the local story of how Services for Young people, working with our partners, has been making a difference to young people in Runnymede.

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



- In March 2015 56 young people were NEET compared to 37 in March 2014 and 60 in March 2013.
- 97.0% of young people were participating in education, training, employment or re-engagement at the end of March 2015, compared to 98.0% in March 2014 and 96.7% in March 2013.

**% of young people in Years 12-14 who were NEET in Mar 2014 and Mar 2015**



## Youth Support Service

- 3.0% of young people in years 12-14 were NEET in March 2015 compared to 2.0% in March 2014 and 3.3% in March 2013
- None of the young people who are looked after by Surrey County Council and placed in Runnymede were NEET in March 2015
- Young people who were NEET had been out of education or work for an average of 149 days compared to 75 in the previous year
- 61 young people moved from NEET to PETE during the year compared 133 in the previous year
- 55.9% of young people who were NEET had been NEET before compared to 32.4% in the previous year
- 4.7% of young people were unknown in March 2015 compared to 5.7% in March 2014
- 14 first-time entrants to the youth justice system in 2014/15 compared to 9 in 2013/14 and 22 in 2012/13
- Only 8 young people sentenced to custody in the whole of Surrey during 2014/15
- 29 disposals given to young people as a result of offending in 2014/15, compared to 23 in 2013/14
- 38 Youth Restorative Interventions (YRIs) employed with young people involved in low-level offending this year, compared to 60 last year
- 15 young people at risk of homelessness supported in 2014/15
- 14 Children in Need case managed by the YSS in 2014/15

### *Performance narrative*

The past year has seen a lot of change in the Runnymede YSS team, with a new team manager and several other changes in staff. During this period we have seen a further increase in the variety of work we have taken on, whilst continuing to deliver outstanding performance in NEET and youth justice outcomes, supported by our local borough partners. The team has worked with an increasing number of Targeted Support cases, where we support young people referred to us by Children's Services. With this we have also seen a rise in the number of 'No Labels' cases referred to our service. 'No Labels' is a service we provide for young people with mental health problems who are struggling to engage with CAMHS. The establishment of these areas of work has meant we been able to provide a more comprehensive service to young people, where a single lead professional can help them with (for example) finding a college place, addressing their anxiety and staying safe from sexual exploitation. Learning to work with young people across these different areas has been one of our real achievements over the past year and the case-study below gives an example of a young person who has benefited from this sort of support.

In addition to our one to one work with young people, the Runnymede YSS team has worked hard on developing a group work offer over the past 12 months. Often we come across NEET young people who do not yet have the confidence to start a college course or apprenticeship, but who would benefit from getting used to learning alongside others in an informal environment. We have successfully established a 3 day a week "Ready for Work" course delivered from Egham Youth Centre, which has been attended by up to 10 young people 3 days a week. Young people on the course work on a range of subjects including numeracy and literacy and the work is accredited through Brooklands College. The feedback from the 10 young people finishing the course has been extremely encouraging with one young person saying the group feels like home and another commenting that it has been really life changing. We hope that this course will become established over the coming year, meeting a gap in provision for young people.

### *Case study*

Kelly was originally referred to the YSS by the police, for a Youth Restorative Intervention (YRI) following two assaults on her step-mother. At this time Kelly was rude, not attending school and was reluctant to engage with Paula, her Youth Support Officer. Kelly was unable to control her anger and the symptoms of her ADHD. Her family reported that she regularly lost her temper and lashed out at people or broke property. This behaviour was particularly frightening for her younger siblings and the family were open to a Social Worker for assessment.

Paula, Kelly's YSS worker, spent time working with Kelly's parents to encourage them and reinforce their approach to parenting. She advocated with Kelly's doctor on behalf of the family, to get Kelly's ADHD medication changed, and completed work on Kelly's temper, helping her identify the triggers for her anger.

As part of the YRI, Kelly wrote a letter of apology to her family and created a hand-made gift for her step-mother. Paula also set up a chart of household chores so that Kelly could work towards 'paying back' the damage she had caused to the house.

Around this time, the Social Worker completed her assessment of the family and Kelly was referred to YSS as a Targeted Support case with the aim of addressing the significant problems with her behaviour at home and her lack of school engagement. As Kelly was already open to YSS, Paula was able to take on this piece of work as well and this avoided Kelly having another professional involved in her life.

Over the course of the YSS intervention with Kelly, her behaviour at home has improved. She has started showing empathy and real regret when she hurts someone and has taken the anger management work to heart (to the extent that she has stuck the material up on her bedroom wall!). Kelly's attendance at school is now up to 100% and her behaviour around her younger siblings has changed. Where previously there was aggression and shouting, she now is able to read them bed-time stories and bake cakes with them. Her father and step-mother have a better understanding of what upsets Kelly and this has allowed them to plan ahead and prepare for her for change or disappointment. As a result Kelly's relationship with her step-mother has improved and they have recently gone away for the weekend together.

## 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 (£40,080 plus 5.8 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.

**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.

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

During 2014/15 Addlestone Youth Centre became the first centre in Surrey to achieve Level 3 of the Surrey National Youth Agency Quality Mark – a very significant achievement. During the year the centre has delivered a good volume of youth work to a significant number of young people. Although these measures are slightly below the agreed performance levels, we can be very confident in the quality of the youth work being delivered from the centre and the impact on young people. The performance data also shows how the centre has been effective at engaging young people who are at risk of becoming NEET, with 82 of the 225 young people engaged by the centre displaying NEET risk factors.

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	907	682	75.2%	709	↓	
1.2a Young people engaged in one or more hours of youth work	350	225	64.3%	295	↓	
1.2b Average hours of engagement per young person	25	23.7	94.8%	22.2	↑	
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	250	138	55.2%	204	↓	
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 3	Level 3	On track	Yes	↑	

## Appendix 1

2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	82	82	100.0%	61		
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\*Distance travelled: clear and tangible development for a young person

### Chertsey Youth Centre (The Youth Consortium – Eikon)

Changes in youth work staff at Chertsey Youth Centre during 2014/15 and wider changes to the service have limited some of the reported performance levels for the year. In this context the hours of delivery from the centre have held up, so there has still been a strong offer to young people from the centre, with a higher level of average hours of engagement for young people attending the centre than in 2013/14.

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	800	459	57.4%	461		
1.2a Young people engaged in one or more hours of youth work	200	142	71.0%	246		
1.2b Average hours of engagement per young person	45	24.5	54.4%	19.3		
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	125	71	56.8%	157		
1.5 Each Centre achieves the National Youth Agency quality kite mark within the first Contract Year, and retains this mark in each subsequent contract year	Level 2	Level 2	On track	Yes		
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	168	40	23.8%	33		

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

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

A key success at the centre has been achieving Level 3 of the Surrey NYA Quality Mark – one of the first centres in Surrey to achieve this standard in 2014/15. The centre has continued to provide a comprehensive and thriving offer to young people throughout the year, with a particularly high number of young people (148) being identified as achieving distance travelled as a result of provision at the centre. The centre celebrated its 50 anniversary with a host of events and activities for young people culminating in an open day which was very well attended by residents and users of the centre, both old and new.

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	737	532	72.2%	619		
1.2a Young people engaged in one or more hours of youth work	350	220	62.9%	398		
1.2b Average hours of engagement per young person	25	31.4	125.6%	30.6		

## ITEM 14

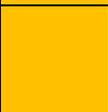
### Appendix 1

1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	165	148	89.7%	236		
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 3	Level 3	On track	Yes		
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	59	33	55.9%	50		

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

### *Englefield Green Youth Centre (The Youth Consortium - Eikon)*

The number of young people engaged in youth work at Englefield Green youth centre has reduced in 2014/15 compared to the previous year. The centre has had a challenging year with the present group of young people and this has had an impact on the overall numbers of young people attending the centre. The provider has however ensured that young people the commission is targeted at have attended (i.e. RONI) and these young people have been more resource intensive, with the average hours of engagement for each young person at the centre increasing.

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	737	256	34.7%	344		
1.2a Young people engaged in one or more hours of youth work	100	62	62.0%	198		
1.2b Average hours of engagement per young person	45	28.5	63.3%	17.0		
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	68	32	47.1%	87		
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	Yes		
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	9	18	200.0%	33		

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

## Local Prevention Framework (£83,000 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 - £83,000)

Performance indicator	2014/15 performance			RAG
	Agreed performance for period September 2014 to 2015	Actual performance September 2014 to August 2015	Achievement against agreed performance	
Number of young people engaged in one or more hours of preventative activity	252	277	109.9%	
Average hours of engagement* per young person		17.8		

\*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.

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 in Runnymede about Eikon

One 15 year-old from Runnymede said this after completing a Take Control course (Jan 2015):

"We spoke about relationships and I learnt that no one can force you into anything you don't want to do. To say 'no' if you don't want sex. If you don't feel comfortable in the relationship. If you are not happy in, get out of the relationship quickly because my friends have and I don't want to be stupid like that"

"This course is good because it teaches young people to live their lives, to come out of their shells and relax more. To know there is light at the end of the tunnel and to never run away from their problems. It also helps them make better choices and to improve their social skills because you have to work with people you are not used to"

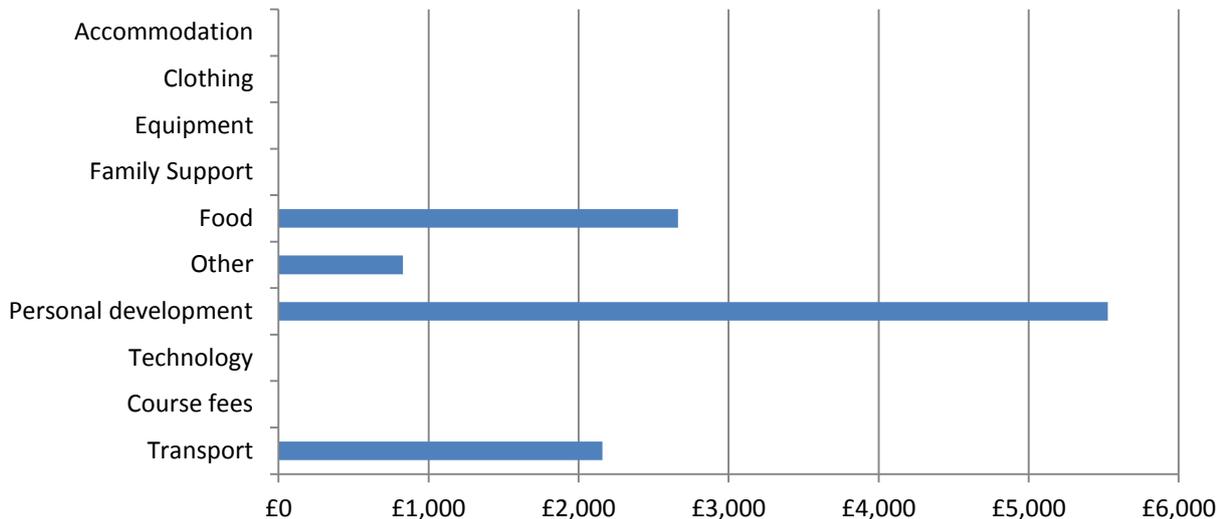
A young person engaged through Eikon's outreach work in Runnymede said:

"Eikon has helped me gain self confidence after I was bullied. And helped me make a ton of friends! :)"

## 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 - Runnymede



- £11,178 of £15,000 (75%) of IPG funding was used to remove barriers to participation
- A total of 35 grants were given to young people with an average value of £319
- The main barriers addressed were 'Personal Development' (49%), 'Other' (24%) and 'Transport' (19%).

## Youth Small Grants (£15,000)

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. It should be noted that due to budget reductions the Youth Small Grants programme has not continued in 2015/16.

The £15,000 allocated to Runnymede Local Committee for Youth Small Grants was allocated across 9 projects to support work with young people across Runnymede as follows:

Name of the organisation carrying out the project	Project title	Grants
Addlestone Youth Committee	Residential	£2,364
All Saints' New Haw - Rockers Open Youth Club	Sessional Youth Worker for Rockers an open Youth Club for 8-12 year olds	£1,000
CAMHS Youth Advisors (CYA)	CYA Awards 2014	£150
Chertsey Hub	Core Youth	£5,000
Chertsey Thames Valley Hockey Club	Colts Hockey Club	£700
Englefield Green Cricket Club	EGCC Colts development programme	£1,005

## Appendix 1

FamilyLine	I Need Help – additional volunteer training	£100
River Church in conjunction with SureStart children's Centre, CAB, etc	Forest Estate Community Hub/youth work	£2,500
Surrey Youth Motorcycle Trials Sports Club	Bunds at Brackendene	£1,604
	Grants	<b>£14,423</b>
	Allocation	<b>£15,000</b>
	Underspend	<b>£577</b>

**Case Study - All Saints' New Haw – Rockers Open Youth Club**

**All Saints' New Haw – Rockers Open Youth Club** From January 2015 All Saints' New Haw – Rockers Open



Youth Club have taken on the services of a sessional youth worker for 40 weeks for 3 hours per week on a Wednesday evening to run our open youth club for 8 to 12 year olds with a team of voluntary helpers assisting him.

The weekly subs. also help with the shortfall to cover the cost of the sessional youth worker. The Youth Small Grant has meant that it has been possible to keep the youth club open and the sessional leader is an

exceptionally experienced and talented worker with young people. There are now 30 young people on the register and the club is very popular.

## 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, 25 young people were in re-engagement provision in Runnymede

### *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.

## ITEM 14

### Appendix 1

- 492 grants have been given to employers across the county who are now offering apprenticeship opportunities to Surrey young people
- 34 new employers in Runnymede 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 progression pathways for young people supported by the YSS, into things like paid employment and apprenticeships.

### Year 11/12 Transition (*U-Explore* - £19,761)

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 71 Runnymede young people in Year 11 who were identified, in partnership with local schools, as at risk of becoming NEET
- 90% success rate - 64 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

## Appendix 1

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 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.

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