



Services for Young People in Waverley Performance Summary 2014/15

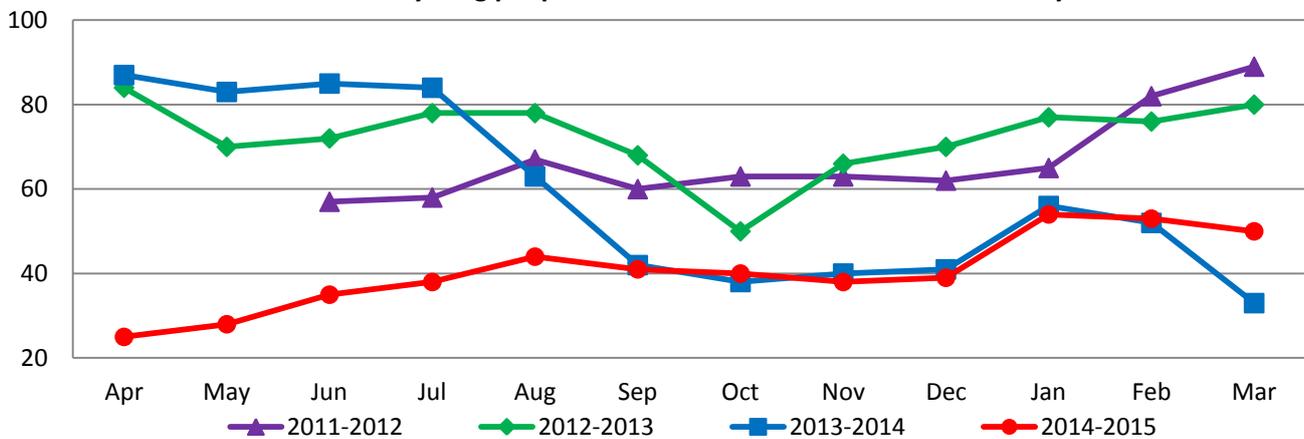
Countywide overview

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 Waverley

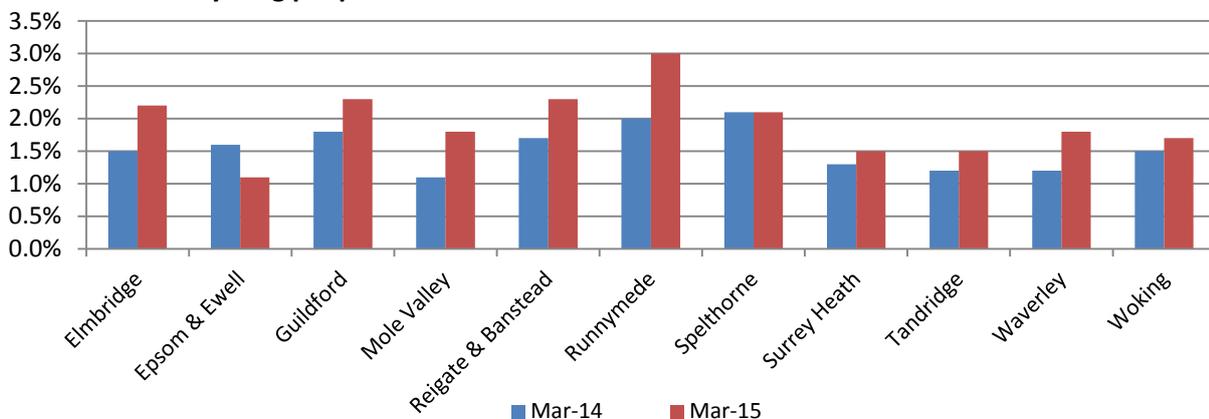
The reason for this report is to tell the local story of how Services for Young people, working with our partners, has been making a difference to young people in Waverley.

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



- In March 2015 51 young people were NEET compared to 33 in March 2014 and 80 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 96.8% in March 2013.

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



Youth Support Service

Waverley performance headlines

- 1.8% of young people in years 12-14 were NEET in March 2015 compared to 1.2% in March 2014 and 3.1% in March 2013
- None of the young people who are looked after by Surrey County Council and placed in Waverley were NEET in March 2015
- Young people who were NEET had been out of education or work for an average of 86 days compared to 227 in the previous year
- 84 young people moved from NEET to PETE during the year compared 131 in the previous year
- 19.6% of young people who were NEET had been NEET before compared to 24.2% in the previous year
- 4.5% of young people were unknown in March 2015 compared to 3.4% in March 2014
- 9 first-time entrants to the youth justice system in 2014/15 compared to 11 in 2013/14 and 22 in 2012/13
- 21 disposals given to young people as a result of offending in 2014/15, compared to 30 in 2013/14
- 55 Youth Restorative Interventions (YRIs) employed with young people involved in low-level offending this year, compared to 68 last year
- 21 young people at risk of homelessness supported in 2014/15
- 34 Children in Need case managed by the YSS in 2014/15

Local narrative

The Youth Support Service was first established in January 2012 and combined three former services; namely Surrey Youth Development Service, Surrey Youth Justice Service, and Connexions within the newly formed Services for Young People. Eleven Borough/District based teams were created, providing locally managed youth services, albeit Waverley was one of only two teams that did not have an office base identified in Borough. I am pleased to report that from 1st September 2015, the Waverley YSS Team is now based in Godalming (above the Library), an office that was formerly occupied by SCC Adult Social Care Team. The building has undergone extensive renovations as part of scheduled works planned by SCC, with the replacement of windows and roofing; at the same time the building has been redeveloped internally to create a suitable working environment for young people receiving support. We also have 'footprints' in the 4 major centres of population (Farnham, Godalming, Haslemere & Cranleigh) in addition to providing outreach services across all rural areas, to ensure equality of access to services, irrespective of postcode.



The new Services for Young People Centre (Godalming)

Appendix 1

The remit of the YSS has expanded over the past 3 years and we have a highly dedicated, multi-professional team working with all young people:

- Aged 16 – 19 not in education, training or employment (NEET)
- Young people (aged 10 – 17) coming to the attention of the police or courts, subject to an out of court disposal (Youth Restorative Intervention) or statutory court order
- Young people (aged 14 -17) assessed by Children’s Services as a Child in Need requiring additional targeted support
- 16 – 17 year olds who are homeless
- ‘No Labels’ - Young people (aged 13 – 18) with significant emotional or mental health problems who have disengaged from working with the Child and Adolescent Mental Health Service (CAMHS)

We provide a dedicated 1:1 case management approach, where each young person is allocated a named Youth Support Officer. This creates the opportunity to build a trusting professional relationship, providing continuity and consistency in ongoing support needs. This is supplemented with access to a range of specialist workers regarding education, social care, housing, mental health and substance misuse issues. We work with young people, parent(s) and carers in completing holistic assessments, agreeing plans of intervention and reviewing progress on a 3 monthly basis. At any one time the team is working with up to 150 young people on a variety of programmes; typically we have approximately 100 NEET programmes, 30 young people receiving Targeted Support, 5 -10 who are homeless and the remainder subject to youth justice interventions. A small number of young people have complex needs and are subject to multiple programmes, which mean they are living outside their immediate family, without parental support, subject to court orders and not in employment or education. These young people often require considerable support and are in weekly contact with the team. In terms of the profile of young people with whom we work, it includes young carers, teen parents and those with learning difficulties or disabilities. A significant number of young people have emotional or mental health needs or experience family breakdown.

Individual work is further complemented by a range of group work activities including; an ETE Drop In, Construction Skills Certificates (CSCS), Surrey Outdoor Learning and Development (SOLD), Summer and Autumn programmes, a Healthy Lifestyles and Wellbeing programme, Residential programmes and the ‘Sliding Doors’ (Child Sexual Exploitation) Programme, to name but a few. The YSS is a needs led service, adapting both individual and group work programmes to the presenting needs of the young people with whom we work. The aim is to remove barriers to participation in ETE and maximise life skills and opportunities.

The YSS also is responsible for the coordination and oversight of the Local Prevention 1:1 (Step by Step) and Neighbourhood (Eikon) commissions, awarded by the Waverley Youth Task Group (from 01.09.15), in addition to working in partnership with the Community Youth Work Team and the Year 11 -12 Transition Team (U-Explore). These services meet 6 weekly at a Local Network Meeting to profile the needs of young people living in Waverley and develop appropriate services to respond to such need. This is supported by a wider Services for Young People Partnership Meeting which draws on the experience and knowledge of various young people’s organisations across the statutory, voluntary and faith sector and includes representatives from the Waverley Borough Council, Police (Youth Intervention Officer), SEND Pathways Team and other adolescent services.

The YSS works closely with local partners and is represented on Waverley Community Incident Action Group (CIAG), the Waverley Family Support Team, and has links with all Secondary Schools, Apprenticeship and Training Providers (including a strong local connection with Waverley Training Services).

Waverley's new Detached Youth Bus (Eikon as part of Neighbourhood Local Prevention)*Case Studies*

Case Study 1: Brian was initially referred to Waverley YSS in July 2013 (aged 16) as not being in education, training or employment (NEET). He was allocated a Youth Support Officer (YSO) but initially did not engage. In April 2014 he was allocated to the TRIAGE Team who used assertive outreach methods to establish contact with Brian; once engaged he was re-allocated a YSO to help him seek employment.

On first meeting Brian, he presented as shy; he displayed no self confidence and anxiety was identified as a significant barrier to participation. Brian was previously enrolled at The Abbey School (a specialist school for SEND), however he stopped attending in Year 9 and had not been in any form of education, training or employment (ETE) for over three years. The initial assessment explored Brian's interests and aspirations in the mechanics/motor sector and possible pathways to employment via YSS (e.g. Apprenticeships, Rapid English, Work Experience, Drop In, Goodwood Carpentry and Sherbourne Farm projects, CV Writing). He also agreed to a referral to the Employability Team who would provide a personal job coach, once an employment placement was found. Brian explored opportunities with the Employability Team and wished to attend Sherbourne Farm. It soon became evident however that his anxiety was such a significant factor it prevented him from being able to maintain participating in any activities; he rarely left his home and would only socialise with his immediate family.

After a few months, with encouragement from YSS staff and a close relative who was already working with our service, he started attending the Farnham Drop In; his confidence increased and he made noticeable progress in this group work setting. From initially needing support to attend, he went on to become a regular weekly member, contributing to the group, joining in Ready for Work sessions, including the Summer Activity Programme and Construction Bus 'taster sessions'. These activities helped build his confidence and social skills.

Brian had no formal education qualifications, he was supported by the YSS to attend interviews and complete the application process for a gardening course with Waverley Training Services. He attended for 8 weeks until a disagreement with an instructor triggered his anxiety and he refused to attend. Following a meeting facilitated by his YSO, it was agreed Brian would hopefully return for the next term, meanwhile he appeared ready to accept support to help him cope with his anxiety. This was the turning point for Brian, he independently accessed medication via his GP, meanwhile his YSO delivered 12 sessions of Cognitive Behavioural Therapy (CBT), using a structured resource acquired by the team. This proved significant for Brian who said how much he had enjoyed these sessions, he reported feeling much more in control of his anxiety. This also gave Brian the confidence to take part in travel training and catching public transport - something he has always avoided doing.

Appendix 1

Weekly meetings with Brian provided an opportunity to continue to build a relationship with him and his family; feedback from his Mum at the end of our involvement indicated how valuable she considered our service. Mum shared that on first meeting, she thought the YSO would 'give up on Brian' when it became apparent that he found it difficult to trust people and didn't have the confidence to follow through on actions. She based this on her previous experiences of working with other agencies. Mum commented that the flexibility and perseverance of the service, combined with the continued effort to build a relationship with Brian had been crucial in providing a catalyst for longer term positive change.

In May 2015 prior to re-enrolling with WTS, Brian was offered a work trial with a scrap vehicle firm; a role he was particularly interested in. He went on to secure full time employment and reports to be really enjoying his work, although it is long hours he was happy with achieving his employment goal and earning money. He is continuing to experience new social situations, uses public transport and manages his anxiety. Following Brian becoming PETE, it was agreed to reduce YSS support and close his programme in August 2015. After our final session, Brian sent the following text;

"Thank you so much for all the help you gave me over the year, I'm so grateful to have you as my worker, sorry I couldn't tell you when you were here as it would had made me upset, thank you so much Brian"

Case Study 2 – Susan was referred to YSS by Children's Services following an initial assessment of her as a Child In Need, this highlighted concerns regarding Susan's fractured relationship with her mother, anger management issues, self harming behaviours, lack of confidence and keeping safe (online). She agreed to participate in a voluntary Targeted Support Programme between January - July 2015 and wanted help to control her anger and improve her relationship with Mum. Susan attended all Targeted Support sessions and spoke openly in regards to her emotional health needs.

In April 2015, a three month review was held and the decision was made by both YSS and Susan to continue working together. Susan engaged positively in relation to her anger management (including attending CAMHS) and this improved her relationship with Mum. Susan also grew in confidence and worked extremely hard to deal with her emotions, this had a positive impact on her behaviour at home. One recommendation from the YSS was for Susan and Mum to spend one evening a week together away from external pressures; both of them have continued this arrangement and reported how beneficial it has been in bringing them closer together. Susan stated she was finding it much easier to confide in Mum and is now able to have open conversations around how she is feeling.

With regards to Susan's self harm and emotional wellbeing, she has worked hard to develop alternative coping strategies; this has included 'mindfulness' and drawing. Previously every time Susan felt angry, this resulted in her cutting her arms, stating this helped release her tension, she has now started 'drawing' art on her arm with felt tip pens instead.

Susan is grateful for the support received from the YSS. She says it has made a real difference both in her relationship with Mum and how she copes with her anxiety and feelings of self worth; the highlight of the work for her was the girls residential she attended at High Ashurst, stating "it has boosted my confidence and I met other young people in a similar situation".

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 (£19,180 plus 5.4 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.

Wey Youth Centre (The Youth Consortium – YMCA Downslink)

The Wey Centre has performed well in 2014/15, delivering a strong programme of youth work to support young people. This means the team at the centre have met or exceeded the agreed performance levels for all bar one of its performance indicators. In particular the centre engaged more young people than its agreed performance level and more of these young people were in the target group (i.e. at risk of becoming NEET – a.k.a. RONI).

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	754	512	67.9%	497	↑	A
1.2a Young people engaged in one or more hours of youth work	298	316	106.0%	326	↔	G
1.2b Average hours of engagement per young person	24	22.0	91.7%	19.7	↑	G
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	150	129	86.0%	138	↓	G
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 1	Level 1	On track	Level 1	↔	G
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	20	35	175.0%	25	↑	G

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

40 Degreez – Satellite (The Youth Consortium – YMCA Downslink)

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	234	172	↑
Young people engaged in one or more hours of youth work	97	116	↓
Average hours of engagement per young person	14.6	17.0	↓
Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.	0	18	↓
Number of young people who have been identified as at risk of becoming NEET who have attended the centre	4	3	↑

Cranleigh - Satellite (The Youth Consortium – YMCA Downslink)

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	229	381	↓
Young people engaged in one or more hours of youth work	187	247	↓
Average hours of engagement per young person	16.6	19.7	↓
Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.	104	97	↑
Number of young people who have been identified as at risk of becoming NEET who have attended the centre	24	0	↑

Godalming - Satellite (The Youth Consortium – YMCA Downslink)

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	163	130	↑
Young people engaged in one or more hours of youth work	66	127	↓
Average hours of engagement per young person	27.7	14.2	↑
Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.	56	67	↓
Number of young people who have been identified as at risk of becoming NEET who have attended the centre	23	17	↑

Sandy Hill - Satellite (The Youth Consortium – YMCA Downslink)*

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	6	N/A	↑
Young people engaged in one or more hours of youth work	30	131	↓
Average hours of engagement per young person	3.4	N/A	↑
Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.	0	N/A	↔
Number of young people who have been identified as at risk of becoming NEET who have attended the centre	0	N/A	↔

*Please note that the performance data reported here for Sandy Hill is known to be incomplete and does not reflect all the work undertaken at the centre in 2014/15

Local Prevention Framework (£96,900 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 (YMCA Downslink - £67,900)

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	498	508	102.0%	G
Average hours of engagement* per young person		6.0		G

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

Case study – YP Progression

In partnership with Broadwater School, we ran a lunchtime girls group, for 10 referred young people, focusing on low self-esteem and developing strategies for dealing with low mood. Participants had been identified as struggling with issues of anxiety and depression, and several attendees had been known to self-harm. Several of the group demonstrated low attendance and poor engagement at school, and in some cases, contributing factors had been identified by the School's Home School Link Worker. Content for the sessions was co-produced with the young people, and course attendance levels reflected the girls' positive engagement with the activities. During the second term, the school reported an increased attendance and engagement within lessons from those attending, and gave positive feedback from teachers who felt the girls attending had grown in confidence and appeared more settled in school life. At the school and young people's request, a longer session was arranged to provide a sensitive and interactive look at understanding and developing coping mechanisms for depression, anxiety, panic attacks and self-harm.

Appendix 1

Throughout the two terms, communication tools were used to prepare the young people for life 'after the course', with feedback and suggestions encouraged to help equip everyone to deal with life and their feelings once the group had formally ended. This increased the girls' sense of control and influence, alongside building self-esteem, and enabled the group to continue to meet after the group drew to an end. At the end of the 11 weeks, the girls reported sadness at the official group coming to an end, alongside excitement at continuing with their increased confidence and new-found coping mechanisms. In turn, Home School Link Worker, expressed her excitement at having seen several students previously identified as RONI engaging well not only with school, but with the opportunities for further student support that the school provided

September 2014 – August 2015 (*Surrey Care Trust - £29,000*)

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	60	97	161.7%	G
Average hours of engagement* per young person		6.5		G

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

A total of 52 volunteer mentors were trained and engaged in delivering SCT's mentoring programme in Waverley. 33 of the young people engaged in were specifically identified as living in identified priority neighbourhoods and all young people were identified as at risk of becoming NEET and referred from schools (including The Abbey, Broadwater, Farnham Heath End, Glebelands, Rodborough, The Star Project, Weydon and Woolmer Hill), the Youth Support Service and the Waverley Family Support Team.

Feedback from a young person who was mentored during the programme

When I first met with my mentor I did not want to meet up but was told that I would benefit from the programme.

I am deaf and I was really concerned that people won't be able to understand me.

Having a mentor has helped me to be able to have more acceptance of myself and the ability to speak more openly about myself.

The mentor has helped me explore my employment options. He helped me with interview techniques and set up an interview for an apprenticeship at Waverley Training Services, in which my mentor came along with me for support.

My mentor has been invited along to my leavers' celebration by the school who have acknowledged that I have benefited from the programme.

Feedback from Farnham Heath End School

Dear Raquela and team

On behalf of Farnham Heath End School I would like to thank you for offering the service of The Surrey Care Trust Mentoring Scheme.

ITEM 12

Appendix 1

You Started working with the our school March 2013 with a list of around 20 of our students needing and looking for extra support to help them overcome personal issues, motivation, negativity and other areas in their lives that was or had been affecting their schooling.

Some students only needed short term support while others are still working with your staff 16 months later and to them you are their life line when they are in need of support.

To my knowledge, and I have worked for FHES for 8 years, the school has never used or taken up a provision such as Surrey Care Trust before, and the school was so pleased to hear that we would be able to work with you again this next school year. Already we have a list of over another 20 students, not including the students still engaging who have requested the need to speak to your mentors hoping to find support from Surrey Care Trust.

This take up, we believe is the result of all the good work and positive feedback that students themselves have been giving to each other about the help and support you can and do give them and that the staff at FHES now have a service that they can use to refer a vulnerable student and feel confident that we are all putting the best practice in for the needs of all of our students.

We really do hope working with the trust will continue and we are all looking forward to another positive start and outlook for our students this year.

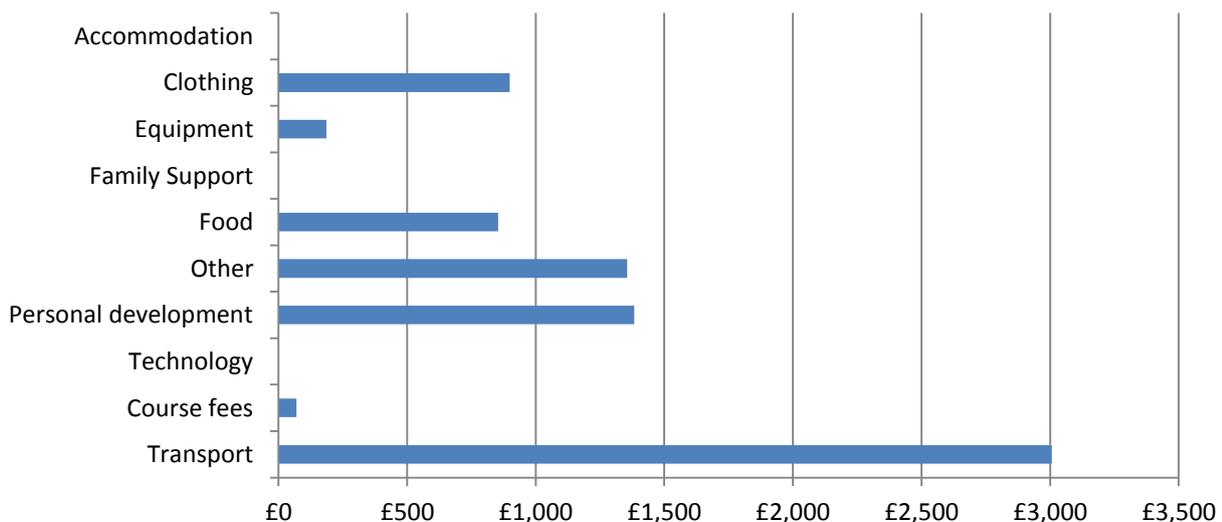
Kind Regards

Debbie Walters, Additional Education Support Officer

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 - Waverley



- £7,756 of £15,000 (52%) 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 £95
- The main barriers addressed were 'Transport' (37%), 'Personal Development' (17%) and "Other" (17%).

Youth Small Grants (£27,000)

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 is not continuing in 2015/16.

The £27,000 allocated to Waverley Local Committee for Youth Small Grants was allocated across 20 projects to support work with young people across Waverley as follows:

Name of the organisation carrying out the project	Project title	Grants
1st Churt Scout Group	Tents	£930
2nd Godalming Guides	New Tents	£600
40 Degreez	Music Workshops	£2,394
A Place To Be Youth Group	Youth Club -Meets on Friday Evenings	£750
CAMHS Youth Advisors (CYA)	CYA Awards 2014	£150
Change of Scene	Additional Hours for Child Support Worker	£850
Change of Scene	To Better Equip The Farm	£2,250
FamilyLine	I Need Help – additional volunteer training	£100
Farncombe Local Youth project	FLY	£3,382
Footlight Arts	'Bored' Meeting training	£350
Godalming Tennis Club	Youth Programme	£1,500
Guildford Orienteers (GO)	GO Bananas	£1,000
Hale Explorer Scouts	Expedition training and implementation	£3,000
Haslemere Border Athletic Club	Young Athletics Leaders	£750
Skillway	Pupil Sponsorship	£1,500
The Dance Movement	Farnham Blooming	£2,293
The Hive Project	Adventure Club	£1,000
The Man In The Moon	The Man In The Moon - Godalming	£1,500
The Trinity Trust Team	Loseley Fields Youth Cafe	£1,896
Woking Community Mediation Service	Intergenerational Mediation Training, conversion for experienced mediators	£805
	Grants	£27,000
	Allocation	£27,000
	Underspend	£0



Case Study - 40 Degreez

40 Degreez used their grant in providing a five day course for six young people at Weybourne School to learn about playing different instruments and through their playing gain self-esteem and develop essential team working skills. These six then returned with the instructor to The 40 Degreez Centre and put on a series of six junk percussion workshops for young people with special learning needs.

The Small Grant enabled these young people, who had shown a desire to learn more about music and playing together, to fulfil a dream. They not only managed to learn new skills but gelled so well and gained enough self-esteem to play together at a public performance for the music instructor and the young people with special needs as well as some of their guardians and parents. Two of the six were naturals when teaching the young people. Four of them have formed a band and will be playing at The Malting in February.

As a result of the grant the young people have now attracted help on a voluntary basis from two local Rotarians who are providing weekly hourly guitar lessons at The 40 Degreez Centre. Initially they will teach four young people but it is hoped that this will extend to six or more once the initial cohort develop their skills.

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, 31 young people were in re-engagement provision in Waverley

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
- 40 new employers in Waverley 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.

Skills Centres (Waverley Training Services)

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.

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-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.

- 10 young people attended the Skills Centre in Waverley
- 50% of those who attended the Skills Centre had achieved a successful and sustained progression lasting more than 3 months to further education, training or employment by the end of July 2015

Year 11/12 Transition (U-Explore - £17,566)

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 Waverley 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 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.

Appendix 1

- 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 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

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