

# Services for Young People in Surrey Heath Performance Summary 2014/15

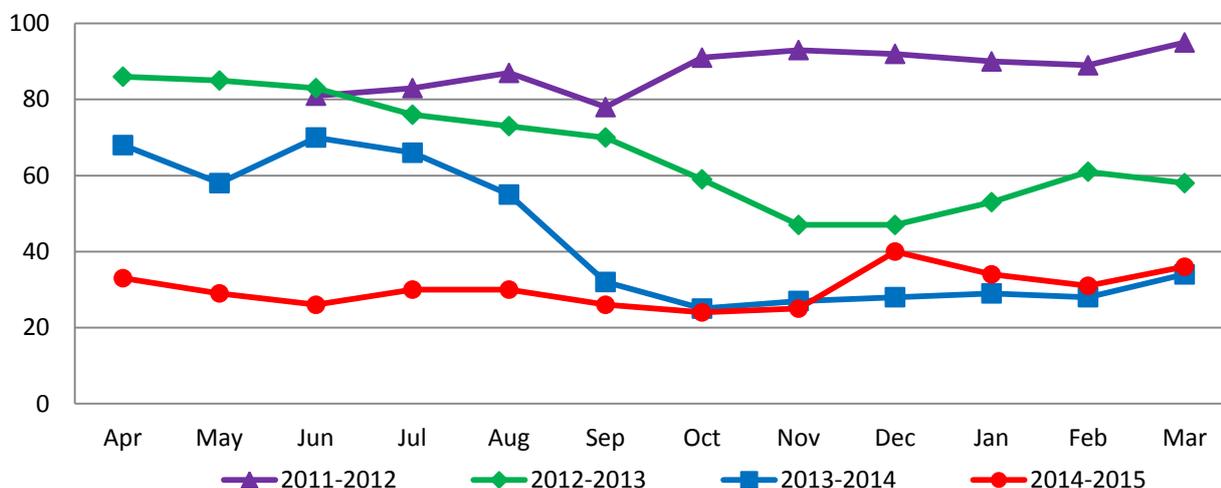
## Countywide overview

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 Surrey Heath

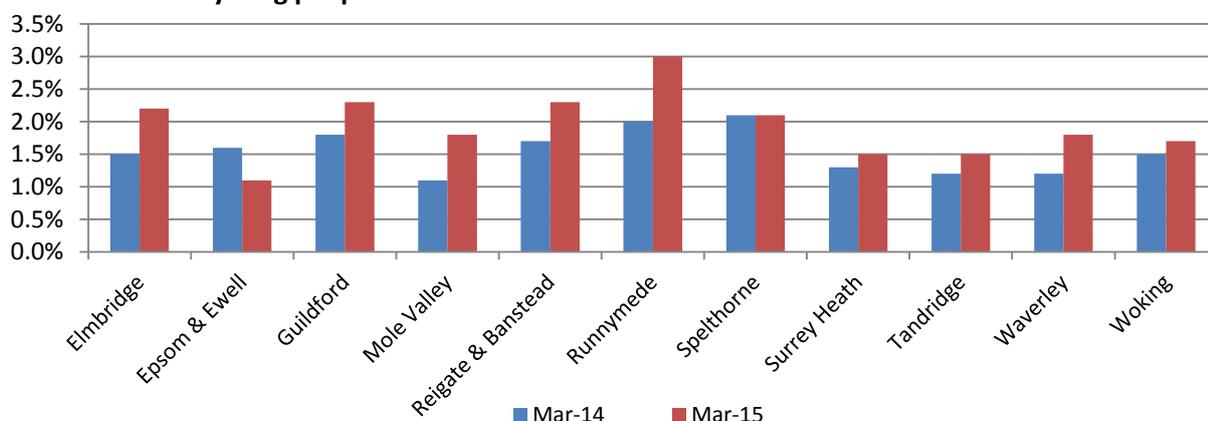
The reason for this report is to tell the local story of how Services for Young people, working with our partners, has been making a difference to young people in Surrey Heath.

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



- In March 2015 39 young people were NEET compared to 34 in March 2014 and 58 in March 2013.
- 98.4% of young people were participating in education, training, employment or re-engagement at the end of March 2015, compared to 98.6% in March 2014 and 97.6% in March 2013.

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



## Youth Support Service

### *Local performance headlines for Surrey Heath*

- 1.5% of young people in years 12-14 were NEET in March 2015 compared to 1.3% in March 2014 and 2.4% in March 2013
- None of the young people who are looked after by Surrey County Council and placed in Surrey Heath were NEET in March 2015
- Young people who were NEET had been out of education or work for an average of 146 days compared to 183 in the previous year
- 96 young people moved from NEET to PETE during the year compared 144 in the previous year
- 48.3% of young people who were NEET had been NEET before compared to 20.8% in the previous year
- 5.2% of young people were unknown in March 2015 compared to 3.8% in March 2014
- 7 first-time entrants to the youth justice system in 2014/15 compared to 15 in 2013/14 and 22 in 2012/13
- 25 disposals given to young people as a result of offending in 2014/15, compared to 30 in 2013/14
- 41 Youth Restorative Interventions (YRIs) employed with young people involved in low-level offending this year, compared to 48 last year
- 14 young people at risk of homelessness supported in 2014/15
- 13 Children in Need case managed by the YSS in 2014/15

### *Performance narrative*

The Surrey Heath YSS team has continued to support many of the most vulnerable young people in the Borough and this has included all known NEET young people. Over 100 young people have received a case management service this year. There has been a noticeable increase this year in the number of young people assessed as Children in Need (CIN) and referred to the YSS for a Case Management Service from Children's Services, and over a quarter of the current case load present with a mental health issue.

As the Raising Participation Age procedures have now been widely implemented, accepted and understood by parents and carers, most young people in the Borough have made positive transitions into Year 12. The young people who have required a NEET to PETE case management service have often presented with additional complex needs including Homelessness, Child Sexual Exploitation concerns, mental health issues and offending behaviours and have required intensive support to ensure they are safeguarded and supported to progress to into further education, employment or training. Many of these young people have been referred to our Ready for Work Programme (LEAP). LEAP offers young people, who are assessed as not being ready for college or work, a 'stepping stone' to being able to participate. LEAP is a flexible, bespoke, full time learning programme (3 days per week), delivered by the YSS team in partnership with Brooklands College. This year, LEAP has supported young people to gain qualifications in an array of areas including Maths and English.

20 young people completed LEAP, 16 of whom have made a successful transition and are now either working, in training or in college. Of the remaining 4 young people, 1 has moved out of County, 2 have learning difficulties and are continuing their journey to become PETE this year and the 4<sup>th</sup> has complex mental health issues and is continuing to work with his Youth Support Officer. LEAP has helped ensure Surrey Heath has one of the lowest cohorts of known NEET young people in the County. It is also hoped

that as LEAP develops and expands, it will help reduce the number of young people dropping out of college or training by ensuring they are 'PETE ready' before they commence a full-time college placement/ apprenticeship or work in the first place.

Prevention and early pre-court intervention have been key to Surrey Heath recording low numbers of Youth Justice Cases. 7 young people in Surrey Heath have received a Court disposal this year and one young person is currently serving a custodial sentence.

This has been achieved through effective and efficient partnership working with other agencies including the Police, Children's Services, Family Support Programme, and the other commissions within Services for Young People. This partnership work has been led by the YSS and coordinated through the monthly Intervention Group and Local Network Group, which aim to identify and respond quickly to young people causing concern in the community by directing and allocating local resource. This group is also well placed to support the Services for Young People Early Help offer, which formally commenced from September 2015 and will be coordinated by the local YSS team. The Surrey Heath YSS team is looking forward to continuing to work closely with all partners in the Borough to ensure that the 'barriers' that prevent young people from realising their potential are positively addressed.

### *Snapshot case studies showing the variety and effectiveness of YSS Interventions*

#### *Youth Justice*

Charlie was referred to the YSS as an open prevent Youth Justice Case (in terms of anti social behaviours in the local community and was also on bail (Autumn 2012) for two counts of rape subsequently charges dropped. In addition, Charlie was open as targeted support (CIN) young person and a young carer

In June 2014, Charlie received a 6 month referral order following an incident at school for a Section 5 Public Order Offence and assaulting a Police Officer. The offence took place in school and he was subsequently on a fixed term exclusion in school, with the aim to complete his education in a short-stay school where he would not have the opportunity to reach his full potential.

Following a personal apology from Charlie to the head of the school, a multi agency restorative dialogue began (within the YSS Restorative Justice team, Youth Support Officer, the school, Charlie and his family) to repair the harm done. As part of this process, Charlie met with the three victims during his panel meetings. A risk management and action plan was agreed, a meeting was held with the Youth Support Officer and Charlie's teachers and a support package was devised enabling him to go back to school. Charlie also agreed to attend two homework sessions facilitated at the youth centre over the summer period.

The outcome from this intensive piece of work was that Charlie made amends for the harm done, completed his referral order successfully and has not reoffended since. Charlie successfully passed 6 GCSE's and started a level two course at college in September and is now motivated to become an engineer.

Charlie said that that the referral order turned his life around - "they never stopped believing in me and were always there when I needed them, even if it was just to talk about stuff going on. Without the opportunity to get back into school, I would not have had the opportunity to get the GCSE's I needed and would not have gone to college".

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### *NEET to PETE Journey*

Tony moved to England from Spain in June 2015 following the death of his father and a breakdown in the living arrangements with his paternal grandparents. He was studying for the ESO (Spanish qualifications) but left Spain before the examinations and therefore arrived in the UK without any qualifications. Although he did not have any formal qualifications, Tony was fluent in Spanish but despite trying, Mum was unable to secure Tony a college placement due to his lack of qualifications. Tony wanted to study construction or business studies. The allocated Youth Support Officer intervened on his behalf, obtaining information regarding the legal process and working with the Local Education Lead and local colleges. Meetings took place to discuss the case in more detail and to challenge previous decisions. As a result of this intervention Tony was offered places at two local colleges. Tony has now enrolled on a Level 1 Construction Course and is doing well.

### *Homeless Prevention*

Simon came into the service homeless, estranged from both parents, with no legitimate income. He was emotionally distressed and his life was chaotic. His Youth Support Officer was able to access accommodation for him through the YSS supported lodgings contract. He was also supported to claim for some financial assistance through the hardship fund. Educationally, because of his situation, Simon was unable to complete Year 11 and left school without any qualifications. His confidence and self esteem were very low and he did not believe he would achieve anything with his life. Since engaging with Youth Support Services Simon is settled in supported lodgings, he has had his first review and both the Host and Simon are very happy with the arrangement. Simon is now registered with Surrey Heath Borough Council and will go from 'Step by Step' supported lodgings onto independent living in due course. With regards to his education, Simon started the LEAP Ready for Work foundation Course in September where amongst other developmental activities and opportunities he will be studying Maths and English. So far Simon is responding well and growing in confidence.

### *LEAP (Ready for Work Programme)*

A Group of four YSS young people referred to the LEAP programme had struggled academically at school and had records off poor attendance and low attainment. Three of the four presented with mental health and behavioural issues and the fourth was on the Autistic Spectrum. All four had low self esteem, Poor resilience and low in motivation.

The boys were interested in mechanics and wanted to do something practical. To respond to this, the YSS team developed a 13 week mechanics course to impart basic workshop procedure and techniques and working principles of an internal combustion engine. This included Health & Safety requirements. At the end of the course the students had a basic working knowledge of vehicle systems and maintenance and were able to offer YSS staff a 16 point pre-service check for their vehicles, covering such things as tyre condition and pressures and fluid levels.

Alongside this work, students learned how to follow workshop manuals whilst working together in pairs to build a scale, working, replica model of an internal combustion engine.

As a result of this intervention, one young person started college in September on a motor mechanics course. Another has secured part time employment with Halfords and another has secured employment working in vehicle sales with the potential of an apprenticeship in motor mechanics. The fourth is returning to LEAP to complete qualifications in Maths and English.

## Commission RAG ratings explained

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

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

### Centre Based Youth Work (£30,060 plus 5.7 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. It should be noted that following the closure of Woking YMCA, Lifetrain Trust, in a spirit of partnership, agreed to step in to take over the management of youth centres in Surrey Heath on behalf of The Youth Consortium. This was in addition to their planned contracted work, so the performance numbers should be viewed with this context in mind.

#### *Bisley Youth Centre (The Youth Consortium – Lifetrain Trust)*

The team at Bisley Youth Centre delivered more youth work in 2014/15 than it did in 2013/14. Alongside this the team engaged a significant number of young people who were identified as at risk of becoming NEET, as well as achieving distance travelled for 110 of the young people who attended the provision.

| 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                        | 521                        | 65.1%                                  | 482                             | ↑                   | Amber |
| 1.2a Young people engaged in one or more hours of youth work  | 250                        | 145                        | 58.0%                                  | 168                             | ↓                   | Amber |
| 1.2b Average hours of engagement per young person   | 48                         | 45.1                       | 94.0%                                  | 47.8                            | ↓                   | Amber |
| 1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*  | 120                        | 110                        | 91.7%                                  | 125                             | ↓                   | Green |
| 1.5 Each Centre achieves the National Youth Agency quality kite mark within the first Contract Year, and retains this mark in each subsequent contract year | 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  | 28                         | 31                         | 110.7%                                 | 30                              | ↑                   | Green |

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

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*Frimley Green Youth Centre (The Youth Consortium – Lifetrain Trust)*

2014/15 has seen a big improvement in performance at Frimley Green Youth Centre across a range of measures. The centre tripled the cohort of young people engaged and delivered more than 250 additional hours of youth work during the year. 61 of the 80 young people who attended provision were identified as achieving distance travelled as a result of youth work delivered from the centre during the year.

| 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                        | 336                        | 42.0%                                  | 76                              | ↑                   | Yellow |
| 1.2a Young people engaged in one or more hours of youth work  | 100                        | 80                         | 80.0%                                  | 26                              | ↑                   | Yellow |
| 1.2b Average hours of engagement per young person   | 40                         | 44.2                       | 110.5%                                 | 15.1                            | ↑                   | Green  |
| 1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.   | 55                         | 61                         | 110.9%                                 | 0                               | ↑                   | Green  |
| 1.5 Each Centre achieves the National Youth Agency quality kite mark within the first Contract Year, and retains this mark in each subsequent contract year | Level 1                    | Level 1                    | On track                               | No Level                        | ↑                   | Green  |
| 2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre  | 10                         | 3                          | 30.0%                                  | 2                               | ↑                   | Red    |

*Old Dean Youth Centre (The Youth Consortium – Lifetrain Trust)*

A strong programme of youth work was delivered from Old Dean Youth Centre in 2014/15, although some of the performance measures are lower when compared to the previous year. Particular successes have been achieving Level 2 of the Surrey National Youth Agency Quality Mark and particular success in engaging young people from the local community who have been identified as at risk of becoming NEET.

| Performance indicator   | 2014/15 performance        |                            |  |                                 |                     |        |
|---|----------------------------|----------------------------|--|---------------------------------|---------------------|--------|
|   | Agreed performance 2014/15 | Actual 2014/15 performance | Achievement against agreed performance | Comparative 2013/14 performance | Direction of travel | RAG    |
| 1.1 Hours of youth work delivered from the Centre   | 800                        | 451                        | 56.4%                                  | 652                             | ↓                   | Yellow |
| 1.2a Young people engaged in one or more hours of youth work  | 150                        | 99                         | 66.0%                                  | 127                             | ↓                   | Yellow |
| 1.2b Average hours of engagement per young person   | 50.5                       | 34.1                       | 67.5%                                  | 50.0                            | ↓                   | Yellow |
| 1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.   | 120                        | 82                         | 68.3%                                  | 55                              | ↑                   | Yellow |
| 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                               | Level 1                         | ↑                   | Green  |
| 2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre  | 49                         | 64                         | 130.6%                                 | 19                              | ↑                   | Green  |

## Local Prevention Framework (£79,000 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 (sub-contractor WVYP) - £79,000)

| Performance indicator  | 2014/15 performance                                     |   |   | RAG |
|--|---|---|---|-----|
|  | Agreed performance for period<br>September 2014 to 2015 | Actual performance September<br>2014 to August 2015 | Achievement against agreed<br>performance |     |
| Number of young people engaged in one or more hours of preventative activity | 275   | 529   | 192.4%                                    |     |
| Average hours of engagement* per young person                                |   | 15.1  |   |     |

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

#### Case Study

X was referred to us as a mentee. X had trouble in school and had been referred to a PRU for a short time. He was referred to us by a local secondary school, as he was at risk of not achieving. Unfortunately X had lost both his parents in a short space of time, leaving him a very angry young person. X became LAC and went to live with a local foster carer.

X began working with a mentor, engaging in 1:1 sessions. From this work X started attending a weekly youth club session. He developed positive relationships with two of the youth workers and this supported his need for positive attachments. These relationships helped him deal with some of his bereavement issues, he was also able to confide in the youth workers when he felt the need and his started developing a strong support base with the new friends he made at the youth club.

He began to invite his own friends to the session and soon became a well-established member of the club. X grew in confidence, started attending school regularly, continued attending youth sessions and engaging positively with his mentor.

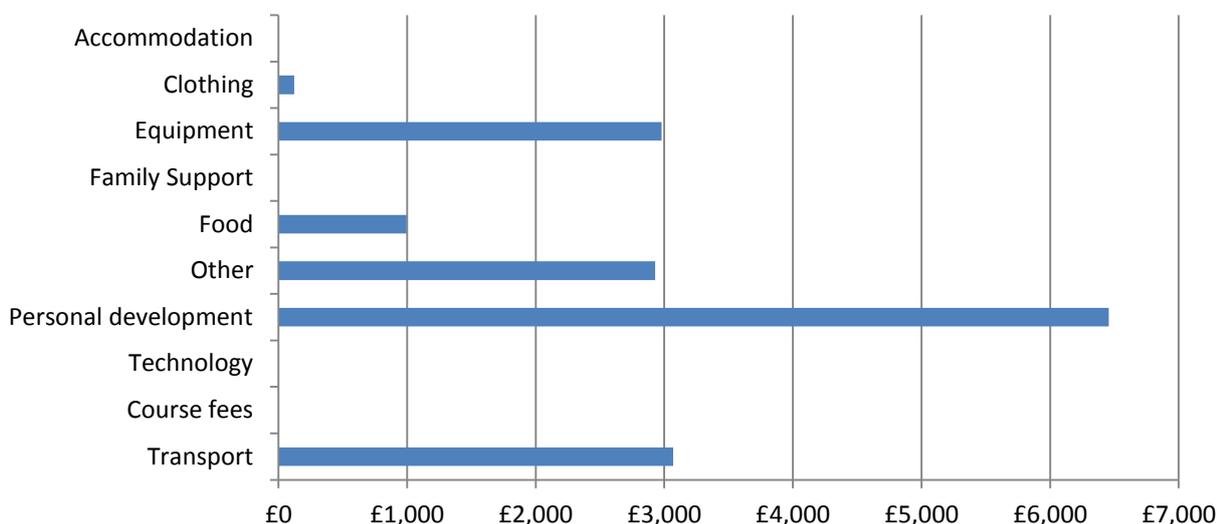
X's journey was amazing. He went from being an angry young teenager who was failing in school to achieving and flourishing within the education system. X is now a polite, considerate, helpful and an inspiring young man.

X has now completed school, has a place at college and works as a specialist waiter for a prestigious hotel. X has become is a young volunteer, assisting with the running of a younger youth group and volunteers for events run by the youth work charity. He is very proud of his achievements as he can see his journey and accomplishments.

## Individual Prevention Grants (£18,000)

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 - Surrey Heath



- £16,553 of £18,000 (92%) of IPG funding was used to remove barriers to participation
- A total of 60 grants were given to young people with an average value of £276
- The main barriers addressed were 'Personal Development' (39%), 'Transport' (19%) and "Other" (18%).

## Youth Small Grants (£17,000)

Youth Small Grants were available to small voluntary, community or faith sector organisations across Surrey during 2014/15 to enable: more quality youth work to be delivered locally; more young people to participate in education, training and employment; and more young people to be kept safe from crime and anti-social behaviour. The grants were administered by Surrey Youth Focus. It should be noted that due to budget reduction the Youth Small Grants programme is not continuing in 2015/16.

The £17,000 allocated to Surrey Heath Local Committee for Youth Small Grants was allocated across 12 projects to support work with young people across Surrey Heath as follows:

| Name of the organisation carrying out the project | Project title                               | Grant  |
|---|---|--------|
| 4th Frimley (Heatherside) Scout Group             | Camping Equipment                           | £1,000 |
| ADVANTAGE UNLIMITED                               | SUCCEED WITH AUTISM                         | £4,980 |
| BAGSHOT CRICKET CLUB                              | SCREEN BALL PROTECTION                      | £500   |
| Big Fish 117 Excellent Project                    | 117 Excellent Project                       | £4,903 |
| CAMBERLEY CRICKET CLUB                            | REPLACEMENT SIGHT SCREENS                   | £1,000 |
| CAMHS Youth Advisors (CYA)                        | CYA Awards 2014                             | £250   |
| FamilyLine  | I Need Help – additional volunteer training | £100   |
| Frimley Baptist Church Youth Department           | Youth Internet Cafe                         | £1,500 |

|   |  |                |
|---|--|----------------|
| Goldhawks Basketball                      | Get Fit with the Goldhawks                         | £1,000         |
| Surrey Army Cadet Force (especially Band) | Uniform and instrument acquisition and maintenance | £200           |
| Surrey Heath Youth Council                | Training Residential                               | £1,567         |
|   | Grants   | <b>£17,000</b> |
|   | Allocation   | £17,000        |
|   | Underspend   | <b>£0</b>      |

### *Case Study – Surrey Heath Youth Council*

Surrey Heath Youth Council were granted £1567 toward a residential for young people designed to build confidence and skills in young people for the benefit of the community.



” My name is Alisha and I am the member of the Surrey Heath Youth Council. This report is to update you about the small grants funding that the Surrey Heath Youth Council received to complete our training residential. We looked at numbers of options to select the location. We chose Calshot in Southampton for the following reasons; values for money, facilities, distances, meals and actives to develop skills. We planned a number of workshops to complete at the residential, which included role of youth council, purpose

of the youth council representing views of young people; working in a team, presentation skills and developing confidence in public speech.

I really enjoyed all the activities we did and it went very well. It also helped us to know each other more and everyone is starting to trust each other more. Brad (Youth Councillor) stated that it was a great experience which allowed us to grow as young people and well bonded team. Ted (Youth Councillor) also enjoyed the residential a lot, and that it was a great opportunity to bond as a group and grow as a youth council. Iqra (Youth Councillor) who also went to the residential said she really enjoyed the activities, especially the skiing, and said the accommodation was really good. Khadeejah (Youth Councillor) felt that as well because of all the fun, joyous actives we did, the youth council grew much closer together and we now probably all enjoy the youth council much more now. Manisha (Youth Councillor) thought the residential was a good way to bond with everyone in Surrey Heath Youth Council. She really loved the workshops we did and got over her fear of skiing, which she is proud of.

Overall the training residential gave everyone time to know each other more, which will help is to get along with each other. We all have become more close to each other then we were before, which shows that the more time we all spend together, the closer we will get. Which we think is very good for Surrey Heath Youth Council.

## **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, 33 young people were in re-engagement provision in Surrey Heath

### *Apprenticeships*

The programme has focussed on increasing the number of Apprenticeships available to young people. As well as a number of employer engagement events and increasing apprentice recruitment by SCC and our partners, the programme has offered grants to support new employers to take on apprentices.

- 492 grants have been given to employers across the county who are now offering apprenticeship opportunities to Surrey young people
- 29 new employers in Surrey Heath 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 - £16,687)**

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 37 Surrey Heath young people in Year 11 who were identified, in partnership with local schools, as at risk of becoming NEET
- 97% success rate – 36 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.

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- 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