

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

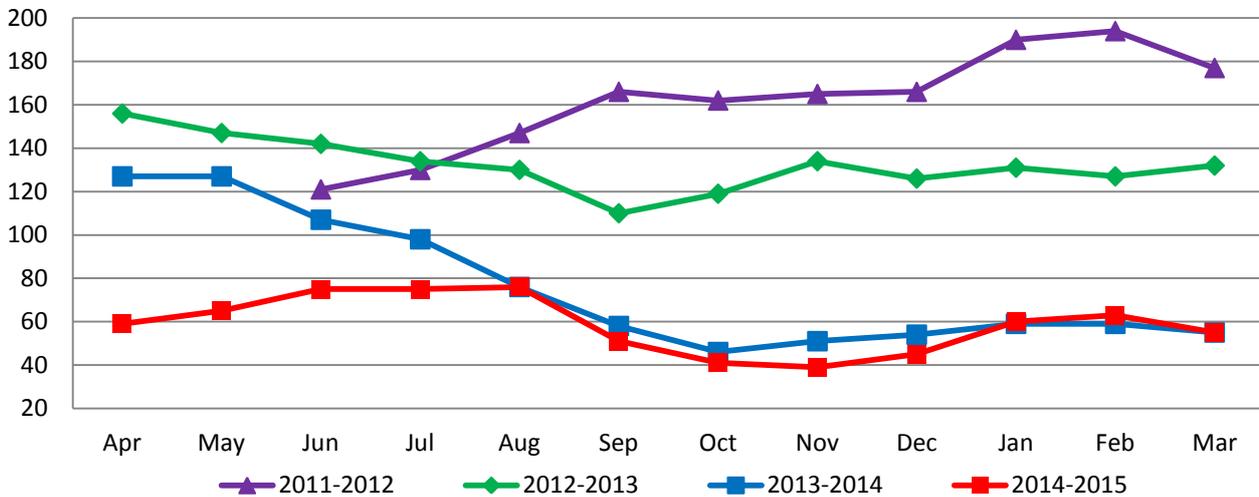
## Countywide overview

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 Spelthorne

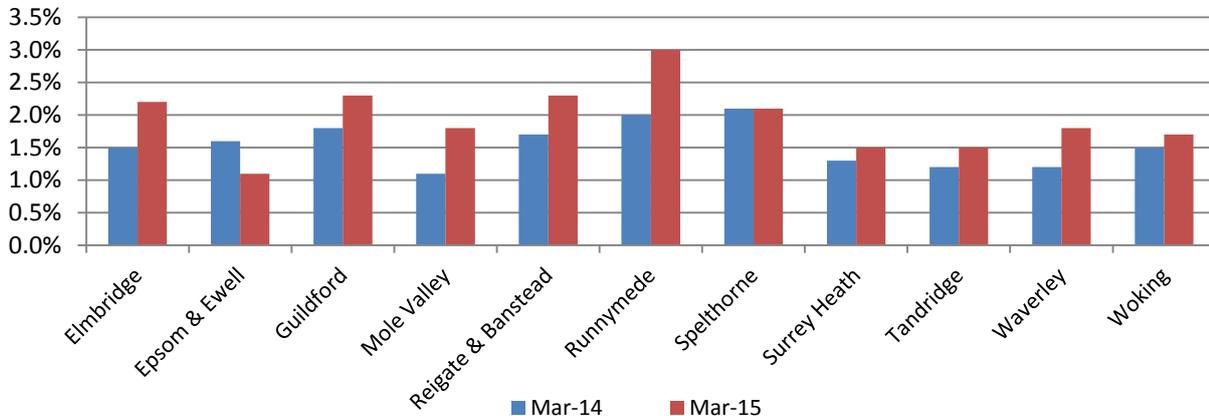
The reason for this report is to tell the local story of how Services for Young people, working with our partners, has been making a difference to young people in Spelthorne.

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



- In March 2015 only 56 young people were NEET compared to 55 in March 2014 and 132 in March 2013.
- 97.9% of young people were participating in education, training, employment or re-engagement at the end of March 2015, the same as in March 2014, but higher than 95.2% in March 2013.

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



## Youth Support Service

- 2.1% of young people in years 12-14 were NEET in March 2015, the same as in March 2014, but lower than 4.8% in March 2013
- Only one of the young people who are looked after by Surrey County Council and placed in Spelthorne was NEET in March 2015
- Young people who were NEET had been out of education or work for an average of 124 days compared to 116 in the previous year
- 117 young people moved from NEET to PETE during the year compared 220 in the previous year
- 35.7% of young people who were NEET had been NEET before compared to 47.3% in the previous year
- 5.6% of young people were unknown in March 2015 compared to 5.4% in March 2014
- 11 first-time entrants to the youth justice system in 2014/15 compared to 15 in 2013/14 and 22 in 2012/13
- Only 8 young people sentenced to custody in Surrey during 2014/15
- 41 disposals given to young people as a result of offending in 2014/15, compared to 41 in 2013/14
- 76 Youth Restorative Interventions (YRIs) employed with young people involved in low-level offending this year, compared to 86 last year
- 16 young people at risk of homelessness supported in 2014/15
- 30 Children in Need case managed by the YSS in 2014/15

### *Performance narrative*

Surrey Youth Support Service (YSS) supports Spelthorne's most vulnerable adolescents. This includes those who are NEET, who offend, who are homeless, or who have other vulnerabilities / risk-taking behaviours. YSS' expertise in working with vulnerable adolescents and their families means that they are now the lead agency for adolescent Section 17 Children in Need identified by Surrey Children's Services. A multi-disciplinary team work intensively with young people and families, finding the balance between support, empowerment, and challenging harmful behaviours. Many of the best results are achieved through close partnership working with Surrey Children's Services, Police, Community Youth Work, education providers, and voluntary organisations. As well as 1:1 work, a number of group work initiatives are run. Examples include: the Teen Parent group that supports young mothers with parenting skills and accessing education / employment; and the Leacroft Cafe that is run as a catering business to provide work experience for young people to develop the skills required to sustain employment. A further initiative is the Sliding Doors programme that educates teenage girls at risk of Child Sexual Exploitation of the risks and how to keep safe. This programme was devised by Spelthorne YSS staff and has since been rolled out across the county – it is a key part of Surrey's response to the CSE risk.

The Committee will note the positive news that only 56 Spelthorne young people were NEET in March 2015, compared to the 132 in March 2013. However it is also clear that the rate of progress has slowed – this is a reflection that further progress/creativity is needed with the hardest to reach young people. An important goal for 2015/16 will be to engage and up-skill this cohort. Further significant achievements have been the continued reduction in offending of Spelthorne youth people and the fact that not a single young person from the borough went to custody in the last year.

**Case Study**

Sophie first came to the attention of the YSS as a 13 year old on a Youth Restorative Intervention for an assault on a peer. Information from her local youth worker and children's services suggested that she was a highly vulnerable young person whose behaviour at home, at school and in the community was deteriorating rapidly. She is of mixed-race background with a familial history of domestic abuse and living with her mother and younger brother. The family were on a Child Protection Plan for neglect, as Sophie's mother worked long hours and there were concerns about the level of care provided for the children.

Sophie's case worker built a relationship with her that has now lasted 18 months. It has been based on listening to Sophie, but also challenging her behaviour, educating her, being clear on boundaries of confidentiality and being reliable. Initially, things deteriorated. Sophie's relationship with her mother was becoming increasingly violent and her behaviour at school led to exclusion. She received further criminal convictions. Her emotional health was fragile and she made a suicide attempt in summer 2014. It became clear that all parties were at risk if she remained at home, so she was placed into foster care.

This proved a turning point and Sophie's caseworker worked hard with Sophie and foster parents to make the placement a success. This included giving Sophie strategies for managing her emotions and anger. Practical activity played a major part with Sophie deriving much physical and emotional benefit from both boxing and urban art projects. Sophie was supported to access the Lift Off education programme that led to her receiving I-GCSE's, and also took part in the Opt-In programme that developed her employment skills.

Sophie remains in foster care, but has become a confident and mature young woman. She takes an active part in the Looked After Child forum and volunteers part-time in a local charity shop. She has just started a Level 1 course in Animal Care at Merrist Wood College. She remains in contact with her mother and, although this relationship will always be challenging for her, she is managing it without conflict. She has not reoffended since November '14. The YSS is currently ending its involvement with Sophie as she now has the circumstances and skills to successfully transition into adulthood.

## 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 (£50,100 plus 8.7 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.

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

2014/15 has seen considerable improvement in delivery from Ashford Youth Centre. Although a number of measures are shown as amber there has been significant year-on-year improvement. A particular success has been the average level of engagement, which is over 50 hours per young person. This suggests that young people value the provision and keep coming back to engage.

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	757	590	77.9%	112	↑	Amber
1.2a Young people engaged in one or more hours of youth work	200	154	77.0%	71	↑	Amber
1.2b Average hours of engagement per young person	25	50.3	201.2%	20.0	↑	Green
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	180	143	79.4%	71	↑	Amber
1.5 Each Centre achieves the National Youth Agency quality kite mark within the first Contract Year, and retains this mark in each subsequent contract year	Level 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	50	17	34.0%	10	↑	Amber

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

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

The number of young people engaged at Leacroft Youth Centre has increased in 2014/15 compared to the previous year and on average young people participated in over 30 hours of provision. Although the numbers of young who have been identified as having achieved recorded outcomes or being at risk of becoming NEET are relatively low, this is largely a recording issue rather than a concern about the quality of practice at the centre.

Performance indicator	2014/15 performance					
	Agreed performance 2014/15	Actual 2014/15 performance	Achievement against agreed performance	Comparative 2013/14 performance	Direction of travel	RAG
1.1 Hours of youth work delivered from the Centre	757	187	24.7%	195	↓	Yellow
1.2a Young people engaged in one or more hours of youth work	150	74	49.3%	67	↑	Yellow
1.2b Average hours of engagement per young person	30	32.8	109.3%	41.1	↓	Green
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	135	28	20.7%	30	↔	Red
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	↑	Yellow
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	50	6	12.0%	4	↑	Red

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

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

Data recording issues have meant that the numbers reported for Shepperton Youth Centre are significantly lower than what was agreed at the start of the year. Less young people have been using the centre, however this is due to a big year last year. The quality of programmes delivered at Shepperton Youth Centre has been good. The raising of external income to support the youth work offer is a huge strength at Shepperton with impressive community involvement.

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	90	11.3%	482	↓	Red
1.2a Young people engaged in one or more hours of youth work	200	99	49.5%	170	↓	Yellow
1.2b Average hours of engagement per young person	37	19	51.4%	39.8	↓	Yellow
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	180	50	27.8%	62	↓	Yellow

## ITEM 14

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 2		
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	35	10	28.6%	4		

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

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

Stanwell Youth Centre had continued to deliver a strong and varied programme to support a range of young people with complex needs in 2014/15, although most of the performance numbers are slightly lower than they were in 2013/14. The centre has continued to engage the highest need young people in the area. It should be recognised that the amount of resource required to support these young people is higher and therefore the performance this year is impressive.

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	757	459	60.6%	550		
1.2a Young people engaged in one or more hours of youth work	220	153	69.5%	225		
1.2b Average hours of engagement per young person	37	28.4	76.8%	32.0		
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	198	119	60.1%	206		
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	180	73	40.6%	88		

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

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

Sunbury Youth Centre has shown year-on-year improvement for the majority of the performance measures below, in particular increasing the hours of youth work delivered and the length of time young people have been engaged by the centre. The Centre has also successfully achieved Level 2 of the NYA quality mark.

Performance indicator	2014/15 performance					
	Agreed performance 2014/15	Actual 2014/15 performance	Achievement against agreed performance	Comparative 2013/14 performance	Direction of travel	RAG
1.1 Hours of youth work delivered from the Centre	757	429	56.7%	341		
1.2a Young people engaged in one or more hours of youth work	200	172	86.0%	215		
1.2b Average hours of engagement per young person	39	30.3	77.7%	25.8		

1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	180	110	61.1%	71		
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	100	34	34.0%	33		

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

## Local Prevention Framework (*£125,000 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 (*Provider - £125,000*)

Performance indicator	2014/15 performance			
	Agreed performance for period September 2014 to 2015	Actual performance September 2014 to August 2015	Achievement against agreed performance	RAG
Number of young people engaged in one or more hours of preventative activity	300	346	115.3%	
Average hours of engagement* per young person		8.1		

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

#### Case study

*“young woman A is a young person aged 15 who lives in Stanwell. She is currently studying for her GCSEs which she struggles with. School attendance and participation has been difficult and she has now changed school to Bishop Wand on a supported transition. She often brings homework and I have often helped her on the bus as says she doesn't get any done at home. She is a regular on the bus and will come in even if her peers are not around. She sometimes lacks self-confidence, so lots of positive influence from us helps to build her self-esteem. She's not sure what she wants to do after school, so career advice is something the team are continuing to work with her on” Vicki – Youth Worker*

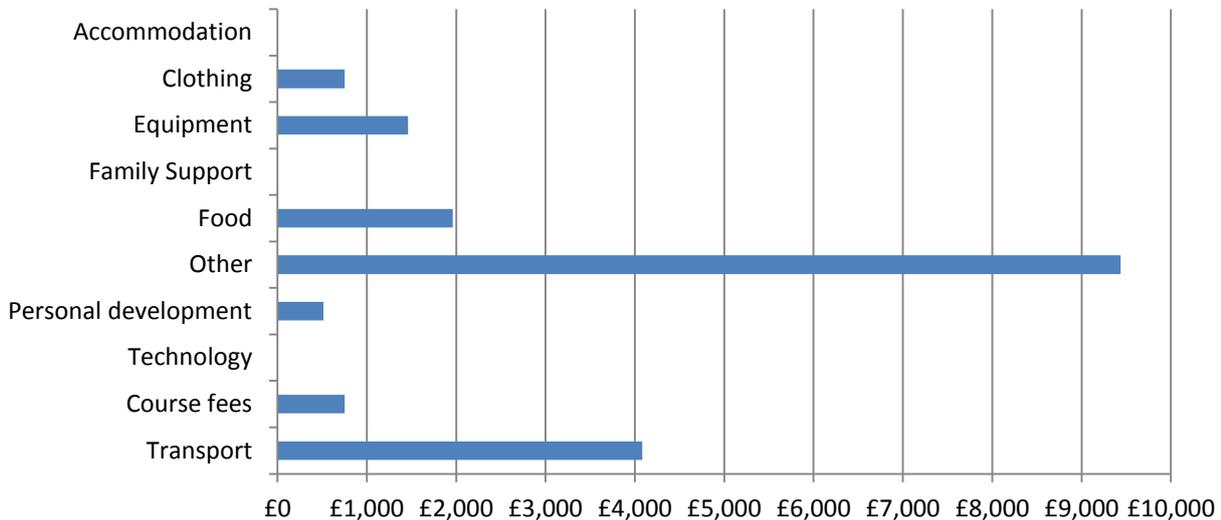
*Young woman A also attends Stanwell Youth Centre on occasion and we have worked in partnership with the Community Youth Work staff there to support her as part of a healthy eating on a budget project with a small group of peers. The Youth Centre gave us the use of their kitchen to enable the young people to cook a thank you meal for Bus Shelter staff and managers at Christmas. The impact in terms of increased confidence for these young people was visible and they were clearly proud of their achievement in making this event happen.*

*Young woman A asked for help and support in giving up smoking and gave a candid interview on video about how she feels the Bus Shelter project helps her and her peers to keep away from getting involved in anti-social behaviour.*

## Individual Prevention Grants (£20,000)

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 - Spelthorne



- £18,961 of £20,000 (94%) of IPG funding was used to remove barriers to participation
- A total of 102 grants were given to young people with an average value of £185
- The main barriers addressed were 'Other' (50%), 'Transport' (22%) and "Food" (10%).

## 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 the small grants programme has not continued in 2015/16/.

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

Name of the organisation carrying out the project	Project title	Grants
4th Ashford Guides	Stand Up Paddleboarding	£1,428
6th Staines Scout Group	Wall Climbing/Camping Activity	£1,428
Boom Box Live	Boom Box Live 2015	£1,428
CAMHS Youth Advisors (CYA)	CYA Awards 2014	£150
Dramatize Theatre Charity	Dramatize youth club	£3,016
FairTunes	Inspired Radio 87.7FM Online	£5,000
FamilyLine	I Need Help – additional volunteer training	£100

Footlight Arts	'Bored' Meeting training	£350
Spelthorne Boxing Club	Meeting Need	£1,000
Spelthorne Disability Sports Club	Summer water sports 2014	£500
Sunbury Cricket Club	Netting replacement for our Outdoor 4 lane practice facility	£2,000
Woodcraft Folk Surrey Area Council	Bushcraft Camp	£600
	Grants	<b>£17,000</b>
	Allocation	£17,000
	Underspend	<b>£0</b>

### ***Case study - Spelthorne Disability Sports Club***

Spelthorne Disability Sports Club used their Youth Small Grant to arrange summer water sports for disabled



young people. In 2014 youngsters participating were aged from 7 – 17 years and for a number of the youngsters the sessions gave an introduction to sports which they would otherwise not have been able to try. All sessions were supervised by experienced qualified coaches so parents were able to relax whilst the activity went ahead. For some of the parents this was respite during a long summer holiday.

The activity was also inclusive in that siblings were encouraged to participate. In the case of the kayaking the sessions enabled parents to participate if they chose. In fact, several enjoyed the trips on the Thames.

14 youngsters participated in the various water sports sessions

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

During 2014/15 SYP received additional funding from David Hodge (Leader of SCC), to generate more individually tailored education, training and employment opportunities for young people that develop their employability. Achieving this has involved developing and embedding a range of new approaches, with three main examples below.

### ***Re-engagement***

Surrey's re-engagement programme (Ready 4 Work) is delivered in-house by the YSS and offers a bespoke local range of activities to young people who would otherwise be NEET, equipping them with the skills, attitudes and behaviours they need to 're-engage' in education, training or employment. Whilst the local offer in each area is different, the activity is underpinned by a shared employability curriculum.

- During 2014/15 this programme has engaged 930 young people across the county
- At the end of March 2015, 37 young people were in re-engagement provision in Spelthorne

### ***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

- 492 grants have been given to employers across the county who are now offering apprenticeship opportunities to Surrey young people
- 14 new employers in *Spelthorne* 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* - £26,349)

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 95 Spelthorne young people in Year 11 who were identified, in partnership with local schools, as at risk of becoming NEET
- 90% success rate - 85 young people were in positive destinations at the end of January 2015

## SEND (Post-16) Team

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

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

provision needed can be put in place to support them to achieve those outcomes and prepare successfully for transition to education, training or employment.

## Surrey Outdoor Learning and Development (SOLD) (£7,300 countywide)

SOLD offer outdoor learning opportunities to young people across Surrey and neighbouring areas. Many of their services are traded with other external organisations and they generated income of almost £1.41M in 2014/15. As well as these wider services, SOLD has been commissioned to offer local opportunities to young people who are NEET or at risk of becoming NEET in each of Surrey's districts and boroughs, relying on the YSS to engage young people.

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

### *Performance comments*

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

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

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

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

The Youth Engagement Contract is a countywide service, largely delivered online and is designed to ensure young people are able to access the information, advice and guidance (IAG) that they need to make good 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