



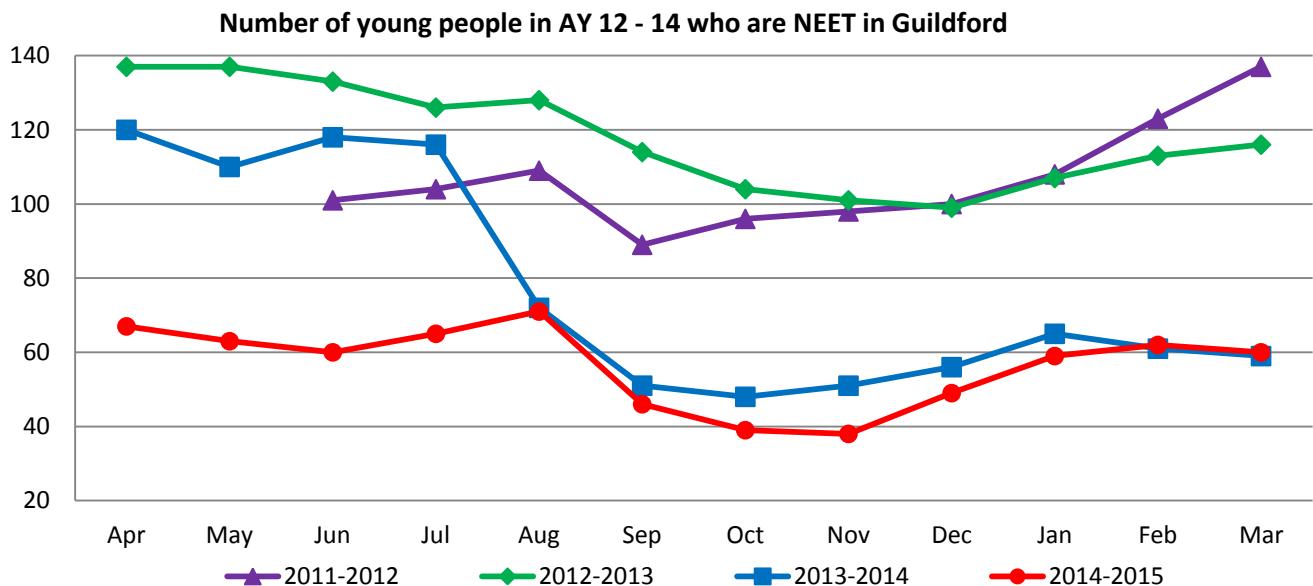
# Services for Young People in Guildford Performance Summary 2014/15

## Countywide overview

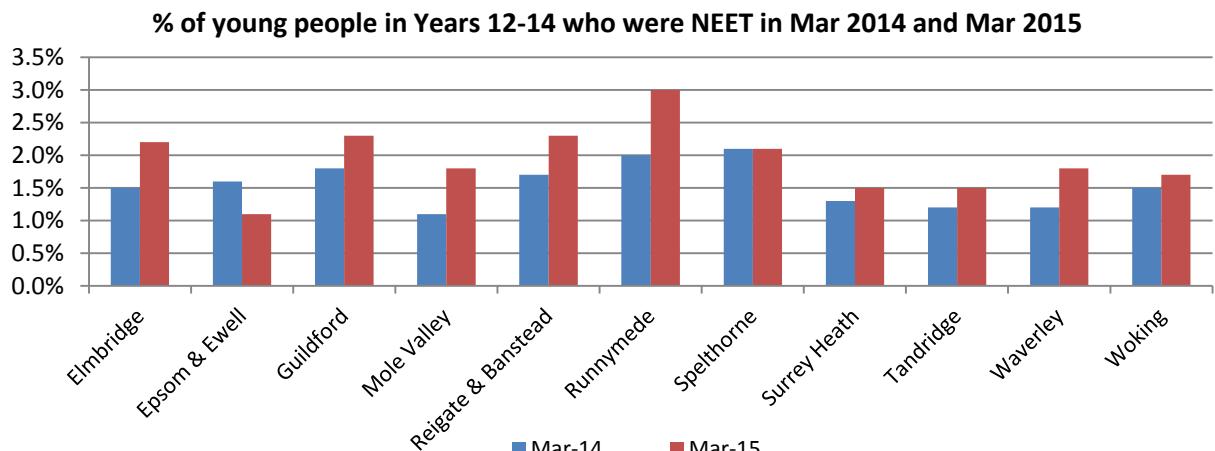
In 2014-15 Surrey had the second lowest proportion of young people who were not in education, employment or training (NEET) of all local authorities in the country and the lowest of any large authority, with only 1.7% of young people NEET compared to 1.8% in 2013/14.

## Local performance story in Guildford

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 Guildford.



- In March 2015 77 young people were NEET compared to 59 in March 2014 and 116 in March 2013.
- 97.7% of young people were participating in education, training, employment or re-engagement at the end of March 2015, compared to 98.2% in March 2014 and 96.1% in March 2013.



## Youth Support Service

- 2.3% of young people in years 12-14 were NEET in March 2015 compared to 1.8% in March 2014 and 3.8% in March 2013
- None of the young people who are looked after by Surrey County Council and placed in *Guildford* were NEET in March 2015
- Young people who were NEET had been out of education or work for an average of 115 days compared to 186 in the previous year
- 117 young people moved from NEET to PETE during the year compared 168 in the previous year
- 31.2% of young people who were NEET had been NEET before compared to 28.8% in the previous year
- 4.1% of young people were unknown in March 2015 compared to 3.0% in March 2014
- 18 first-time entrants to the youth justice system in 2014/15 compared to 11 in 2013/14 and 22 in 2012/13
- 40 disposals given to young people as a result of offending in 2014/15, compared to 43 in 2013/14
- 81 Youth Restorative Interventions (YRIs) employed with young people involved in low-level offending this year, compared to 127 last year
- 22 young people at risk of homelessness supported in 2014/15
- 37 Children in Need case managed by the YSS in 2014/15
- Only 8 young people sentenced to custody in Surrey during 2014/15

### *Local narrative*

From a local perspective the key driver for Guildford YSS 2014/15 has been to work effectively on inter-agency and partnership ways of working, ensuring that young people and their families were given swift and simple access into services that supported their needs, whilst addressing many of the social barriers faced within the borough. Guildford YSS has had a key role in bringing together services to ensure key priorities are identified and addressed within the borough. The key priorities relate to ensuring young people are safeguarded from harm and have opportunities to develop and reach their full potential.

Equally, in 2014/15 Guildford YSS has through its case management approach supported vulnerable young people who had been exposed to Child Sexual Exploitation (CSE), complex mental health issues, substance misuse, homelessness and offending; indeed many young people presented with a number of these issues. The most challenging issues for Guildford young people referred to YSS during this period related to mental health, resulting in some young people being unable to engage in positive participation. In March 2015, 82% of young people referred to Guildford YSS had been affected by a mental health related issue, ranging from lack of self-esteem to being unable to leave their bedroom. However, through partnership working such as No Labels, a partnership programme with CAMHS and YSS, interventions helped young people move on and participate in training or learning.

However, as with mental health and other significant barriers, the current and future challenges are enabling effective support earlier, when young people or families first begin to experience

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difficulties. This requires more joined-up working with Local Prevention and other partners, sharing information and coordinating efforts of partners across the borough. In Guildford this is facilitated through a local young people's network meeting, which ensures we use our resources effectively to ensure young people achieve the best outcomes and access support at the earliest opportunity. This new approach commenced on 1 September and we will meet monthly. It will be a priority and a significant commitment for all services for young people in the Guildford borough for 2015/2016.

### *Case Study*

#### *Summary of situation*

J was referred for a HPS service by his college tutor when he confided in them that he could not go home, as mum had asked him to leave. In further conversations with J and his mother it emerged that there had been problems between them for several years, beginning when J tried to find his father, and that, after a particularly big row, J had taken £220 from his mother with the intent of "running away." J received a YRI for the offence.

J had been self harming for around 3 years (cutting) when he became known to YSS. He admitted to very low mood and feelings of isolation due to family tensions, but also not being able to see his friends outside of college as he did not have an income and was not in receipt of an allowance or similar to pay to travel. J had been referred to CAMHS in the past but failed to continue with the support.

J initially stayed in a short term bed near to his college placement while his family/housing situation could be more closely assessed but then J dropped out of college. Whilst in the short term accommodation, J became very low and expressed suicidal ideation. While he did not act on this, his mood remained volatile with some crisis points including being taken to hospital for mental health assessment.

#### *Work undertaken with or on behalf of a young person*

YSS:

- Provision of emergency accommodation, assessment of family situation and housing need
- Completion of YRI
- Support to access hardship benefits
- Referral to CAMHS via YSS CAMHS worker
- Liaison with placement staff, GP and CAMHS during times of crisis, inc. facilitating emergency CAMHS appointments and supporting to attend
- Increased support sessions at times of crisis to offer emotional containment and "check in."
- Support to join Guildford Borough Council Housing list for long term housing support
- Offer of mediation – initially refused by both parties

*Partnership support:*

- Catch 22 in relation to substance misuse issues and support to attend/liaison with drugs worker to ensure joined up service
- Community Youth Workers supporting J in budgeting work inc. supporting J to shop economically for much needed clothes and engaging in local projects

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- Waverley Training support and meeting J education, training and employment needs

*Difference made:*

J has managed to maintain his placement and is in a long term bed with a high level of support. He has made full use of his placement and has also engaged with CAMHS and Catch 22. Despite some crisis points over the year, J has had periods where his mental health has been much stronger and his self harm greatly reduced. J and Mum do not have a strong relationship but they did eventually meet for a face to face discussion, facilitated by YSO. Both Mum and J agreed this was positive as leaving it longer could have made things harder. In completing his YRI, J has avoided involvement with criminal justice proceedings and a criminal record. J now seems to have more friends from his placement at Waverley training and local youth projects. He has “moved away” from a peer group that he acknowledged were not helping him make good decisions (involved in ASB/drug use in placement etc).

## 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:

<b>Red</b>	agreed performance not achieved and no plan in place to achieve agreed performance or mitigating factors
<b>Amber</b>	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
<b>Green</b>	agreed performance achieved or within the tolerance zone (85% or more)

## Centre Based Youth Work (**£21,090 and 4.6 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.

### *Ash Youth Centre (The Youth Consortium – YMCA Downslink)*

Ash Youth Centre has provided a strong offer to local young people during 2014/15. Key achievements have been achieving Level 2 of the Surrey National Youth Agency Quality Mark and the increased level of repeat engagement with young people attending 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	754	465	61.7%	529		

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1.2a Young people engaged in one or more hours of youth work	200	198	99.0%	258		
1.2b Average hours of engagement per young person	19	26.8	141.1%	23.6		
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	85	83	97.6%	104		
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		
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	39	28	71.8%	38		

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

### *Discovery Youth Centre (The Youth Consortium – YMCA Downslink)*

Over 140 additional young people were engaged at the Discovery Centre in 2014/15 than in the previous year and those young people were on average engaged in more hours of activity. The centre has also achieved Level 2 of the Surrey NYA Quality Mark for youth work, meaning we can have greater confidence that young people attending the centre are receiving a quality service.

Performance indicator	2014/15 performance					
	Agreed performance 2014/15	Actual 2014/15 performance	Achievement against agreed performance	Comparative 2013/14 performance	Direction of travel	RAG
1.1 Hours of youth work delivered from the Centre	624	442	70.8%	633		
1.2a Young people engaged in one or more hours of youth work	250	383	153.2%	240		
1.2b Average hours of engagement per young person	25.0	22.5	90.0%	19.4		
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	122	103	84.4%	172		
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		
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	20	13	65.0%	23		

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

*Bellfields - 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	91	65	↑
Young people engaged in one or more hours of youth work	15	36	↓
Average hours of engagement per young person	14.7	23.6	↓
Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.	11	30	↓
Number of young people who have been identified as at risk of becoming NEET who have attended the centre	0	0	↔

*Stoughton - 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	50	24	↑
Young people engaged in one or more hours of youth work	68	8	↑
Average hours of engagement per young person	10.5	11.8	↔
Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.	0	15	↓
Number of young people who have been identified as at risk of becoming NEET who have attended the centre	0	0	↔

**Local Prevention Framework (£123,000 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 (YMCA Downslink - £123,000)

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	754	779	103.3%	
Average hours of engagement* per young person		8.8		

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

Provision in Guildford was primarily focused on areas identified as high-need including Park Barn, Westborough and Ash, as well as borough-wide groups for young people with additional needs. The provider ran a mix of open-access projects and other more targeted groups. Building on work started the previous year, they grew a group for boys with mild-moderate learning difficulties. The group met a need for social interaction and informal learning and through the year the young people grew significantly in their independence.

The partnership with the Barn Youth Project continued throughout the year, with up to 5 open-access sessions run weekly. Several of the young people who attended the groups were successfully referred to other projects, run by YMCA or others, when it was seen they would benefit from more focused support. A particular success was a weekly job club which assisted young people in gaining employment.

This year, instead of outreach and detached projects, the YMCA chose to support other providers at their existing groups. This included work outside the group, for example ensuring young people walked home safely after the session ended, as well as providing assistance to other workers where specialist skills were required, such as when working with the traveller community.

Again YMCA supported holiday projects run by the borough council and it was good to meet many of the young people we had worked with during the term.

One to One counselling was provided in two schools this year. Young people attending projects were also referred on to other organisations for specific support.

The team were very pleased in March 2015 to be awarded the NYA Quality Mark Level 1, the first LPF contract holder to achieve this in Surrey.

Due to a loss of funding and re-focus of organisational priorities the YMCA discontinued the open-access café run in Guildford. They were however able to run a number of gig and open-mic music events as well as a holiday music and drama workshop, which were attended by young people from across the borough.

Staff changes during the second part of the year meant that several of the team stepped up to new responsibilities to ensure that all existing projects continued throughout the grant period.

## *Case Studies*

### *LPF case study Guildford – Example of young people’s progression*

A fortnightly group has been running throughout the year for young people with mild to moderate learning difficulties and disabilities. The group provides a mix of social and learning opportunities and has regular attendance. The programme of activities was developed using suggestion from the young people. More than other groups, there was regular interaction between staff and parents, with parents engaging with the project and supporting the development of their children. During the year many of the young people grew in independence, and by the end of the year one boy was able to travel to the group independently (with phone calls between staff and parents giving reassurance).

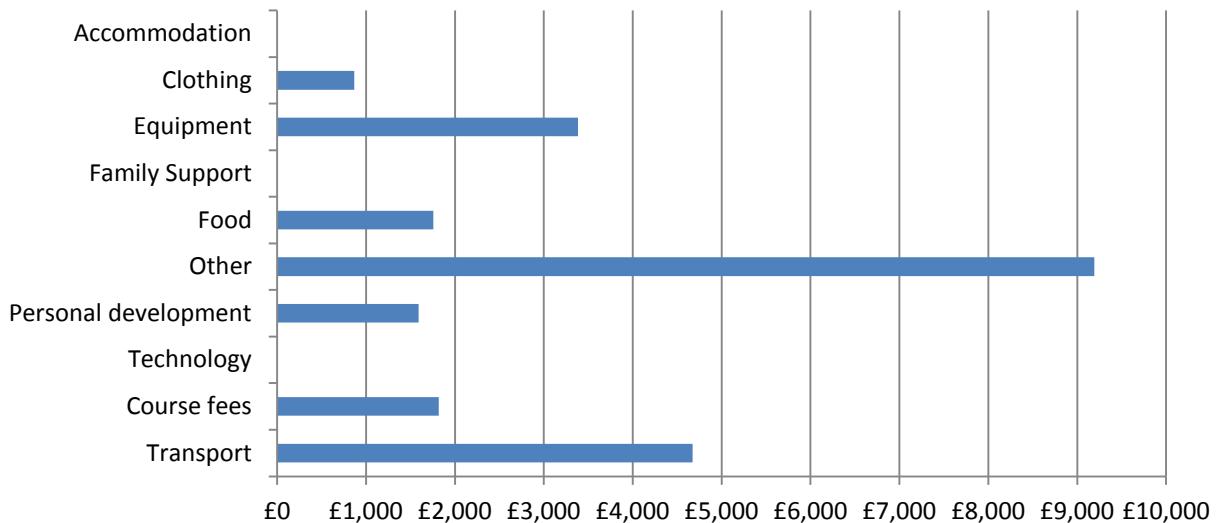
### *LPF case study Guildford – Example of cross-partner working*

‘H’ was referred by his school to one of our alternative education courses. Unfortunately after just a few weeks he had to be withdrawn due to safeguarding issues as a result of a family tragedy. This had a significant impact on his school attendance and social engagement. Our youth workers were able to suggest he attended the open-access group run at Park Barn. Attending the regular sessions H was able to receive support to help him deal with the issues at home. During the following weeks his behaviour at the group was seen to improve. In collaboration with the local community warden, who was already working with the family, we were able to refer him to a project being run at his school by another youth work provider to provide one-to-one support. We continued to see H at the weekly group and also at holiday projects.

## Individual Prevention Grants (£24,000)

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 to the changing needs of young people.

**IPG expenditure by type of need - Guildford**



£23,285 of £24,000 (97%) of IPG funding was used to remove barriers to participation

- A total of 145 grants were given to young people with an average value of £160.59
- The main barriers addressed were 'Other' (39%), 'Transport' (20%) and 'Equipment' (13%).

## 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.

The £27,000 allocated to Guildford Local Committee for Youth Small Grants was allocated across 19 projects to support work with young people across Guildford as follows:

Name of the organisation carrying out the project	Project title	Guildford
1st Send (St. Mary's) Scout Group	Scout Kayak Replacement Project	£2,500
1st Stoughton Scout Group	Camping Equipment	£916
261 (Guildford) Squadron Air Training Corps	Recruit Development Flight	£2,350
Barn Youth Project	R-Space	£5,000
CAMHS Youth Advisors (CYA)	CYA Awards 2014	£250
FamilyLine	I Need Help – additional volunteer training	£100

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Footlight Arts	'Bored' Meeting training	£350
Guildford Orienteers (GO)	GO Bananas	£1,600
Hungarian Cultural Association Guildford	Hungarian Community Youth Project	£1,426
Kane FM	Kane Youth Projects	£5,000
Normandy Cricket Club	Additional coaching resourcing for Junior Cricketers	£810
Shed Youth Club	New and replacement equipment	£1,000
Skillway	Pupil Sponsorship	£1,500
Surrey Army Cadet Force (especially Band)	Uniform and instrument acquisition and maintenance	£800
Surrey Dance Collective	Surrey Dance Fest Taster Day	£960
Surrey Volleyball Association	Junior Development	£305
The Dance Movement	Farnham Blooming	£328
The N Factor Normandy Youth Club	'Maintenance, replenishment, repair and support The N-Factor Normandy Youth Club activities'.	£1,000
Woking Community Mediation Service	Intergenerational Mediation Training, conversion for experienced mediators	£805
	Grants	£27,000
	Allocation	£27,000
	Underspend	£0

*Case Study - The Hungarian Cultural Association*

**The Hungarian Cultural Association** used their grant to cover the cost of activities including providing volunteer opportunities (Media and Catering), social activities such as bowling party, recreational activities such as a trip, educational activities on Saturdays: Hungarian Language, Folk Dance and Craft groups, performing opportunities and traditional events such as St Nicholas Day Celebrations.

The Small Grant enabled the HCA to provide activities to 11+18 age group specifically, which is a hard age group to reach and keep engaged. 13 Hungarian young people were able to take part in varied and diverse cultural and educational activities, volunteering and performing opportunities.

The current Hungarian Ambassador Mr Peter Szabadhegy is the honorary president of the project. One of the group members had the opportunity to perform on the 12<sup>th</sup> March at the Hungarian Embassy and meet the current Foreign Minister Mr Zsolt Semjen who was very impressed by the children's performance.

The young people who took part in the project made new friends and shared their cultural identity with each other and also with the other members of the HCA and with the wider Hungarian



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community. The children took their photos and presents to the English schools where they shared their experiences with their classmates and teachers and were very proud of their achievements.

## **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, 34 young people were in re-engagement provision in Elmbridge

### *Apprenticeships*

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

- 492 grants have been given to employers across the county who are now offering apprenticeship opportunities to Surrey young people
- 36 new employers in *Guildford* 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 Guildford
- 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 - £25,000*)**

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 75 Guildford young people in Year 11 who were identified, in partnership with local schools, as at risk of becoming NEET
- 89% success rate - 67 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

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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