



Services for Young People in Reigate & Banstead Performance Summary 2014/15

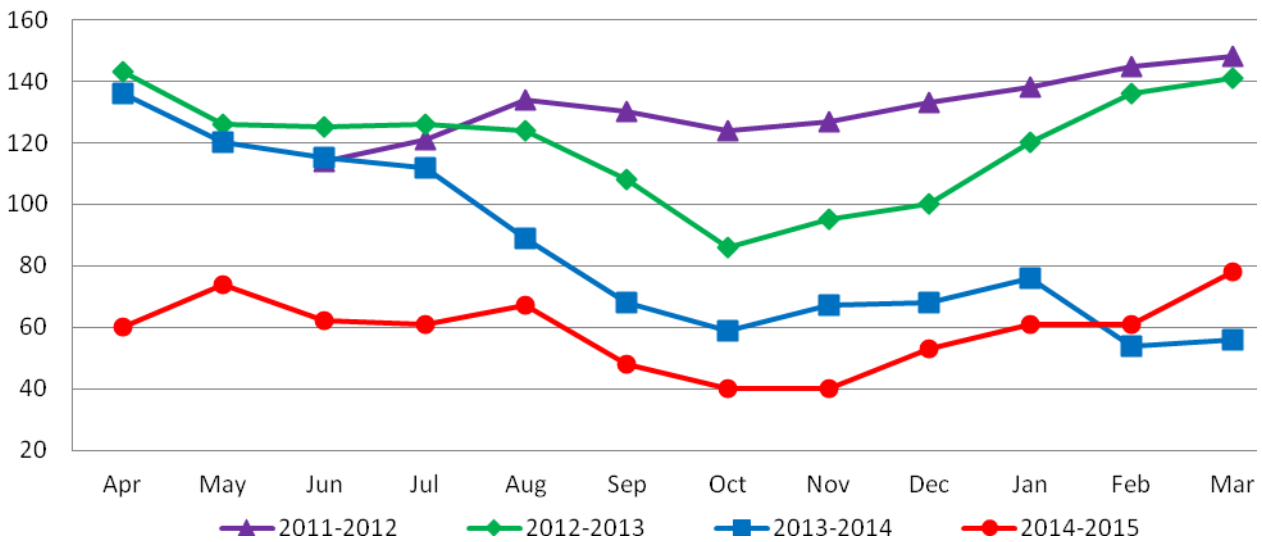
Countywide overview

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 Reigate & Banstead

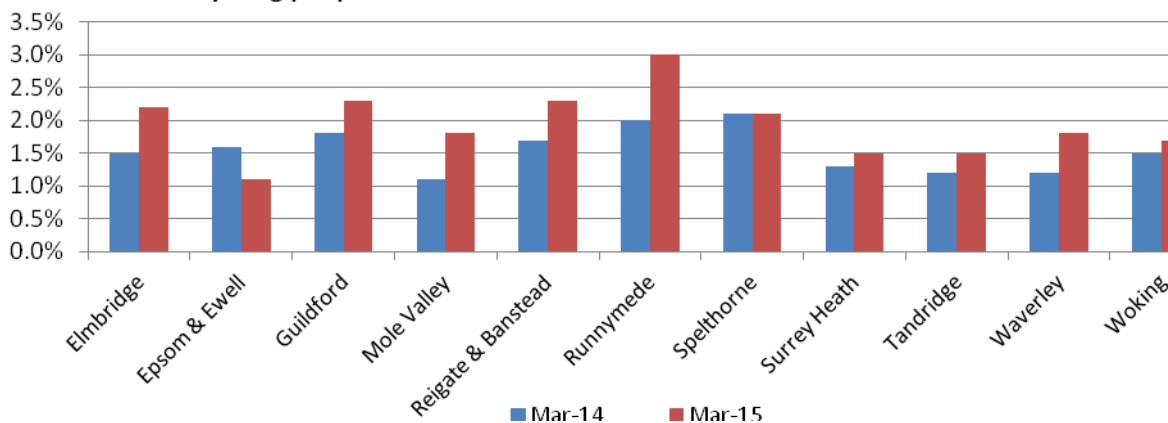
The reason for this report is to tell the local story of how Services for Young people, working with our partners, has been making a difference to young people in *Reigate & Banstead*.

Number of young people in AY 12 - 14 who are NEET in Reigate and Banstead



- In March 2015, 81 young people were NEET compared to 56 in March 2014, and 141 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 98.3% in March 2014 and 95.6% in March 2013.

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



Youth Support Service - Reigate and Banstead

- 2.3% of young people in years 12-14 were NEET in March 2015 compared to 1.7% in March 2014 and 4.2% in March 2013
- None of the young people who are looked after by Surrey County Council and placed in Reigate & Banstead were NEET in March 2015
- Young people who were NEET had been out of education or work for an average of 122 days compared to 155 in the previous year
- 101 young people moved from NEET to PETE during the year compared to 197 in the previous year
- 23.1% of young people who were NEET had been NEET before compared to 30.4% in the previous year
- 4.7% of young people were unknown in March 2015 compared to 6.1% in March 2014
- 30 first-time entrants to the youth justice system in 2014/15 compared to 27 in 2013/14 and 22 in 2012/13
- Only 8 young people were sentenced to custody in the whole of Surrey during 2014/15
- 64 disposals given to young people as a result of offending in 2014/15, compared to 57 in 2013/14
- 96 Youth Restorative Interventions (YRIs) employed with young people involved in low-level offending this year, compared to 114 last year
- 30 young people at risk of homelessness supported in 2014/15
- 34 Children in Need (CIN) case managed by the YSS in 2014/15

Performance Narrative

The Reigate & Banstead Youth Support Service (YSS) Team typically works with 130-150 young people at any one time. They include those who are NEET, Child in Need (Targeted Support), those in or on the cusp of the formal youth justice system, whether by virtue of offending or anti social behaviour, and those with emotional health needs. Many fall into more than one category of need.

The number of NEETs in R&B has shown an increase in 2014/15 (this is consistent with all but one of the other Boroughs). At the same time there has been a reduction in the number of ETE (Education, Training & Employment) providers in the Borough. The NEET group is also less fluid with 101 moved from NEET to PETE compared to 197 in the previous year. The over-riding issue in this group can be summarised as emotional health (although not all would merit a formal diagnosis). These young people are not yet ready for college and if they do start, tend to be quickly discouraged. Recognising the need to help these young people to cope in a group setting as a step towards participation in the workplace or on a college course, we have tried to address this by developing our in-house re-engagement programme Ready For Work (R4W). This involves a mix of activity days (e.g. D of E expedition planning, art, bowling and cookery), weekly use of the cafe at Horley Young People's Centre as a training venue, guidance interviews, Construction Skills Certification Scheme (CSCS) practice sessions and accreditation, and the development of a social enterprise (sign making) at Redhill. Numbers are building – we have had up to 10 young people attend on any one day - but the key lesson appears to be the need to be flexible: some of these young people have difficulty venturing outside their own homes and there have been some excellent examples of staff patience and creativity. At present young people are travelling to Horley for the cafe activities (and independent travel is a key skill) but our plan will be to extend the activities to the new Phoenix centre

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when it opens in October and to share delivery with community youth work colleagues. We are also discussing with East Surrey College the development of a traineeship scheme which will allow the advantage of the flexibility of this approach to be combined with the acquisition of functional skills (see case study 1).

Partnership with Children's Services has developed and with it mutual confidence. YSS has case managed 34 Section 17 CIN young people (aged 14+) in the past year and contributed to Surrey's work in addressing Child Sexual Exploitation. Understanding has also been helped by student placements (a member of the Looked After Child (LAC) team undertaking a social work placement with YSS). The Early Help project is being piloted in the South East of the county and involves partnership working with Children's Services and Family Support Service as well as commissioned Local Prevention and Community Youth Work services. By providing a central referral point this project should help to avoid families falling between services. The local Services for Young People network is developing good working relationships and shared intelligence is helping to direct services to where need is most acute. Examples in the past year include the Local Prevention Framework outreach work in Redhill town centre, Marbles Way in Tadworth and Horley recreation ground. The appointment of a new Police Youth Interventions Officer has been welcome (the post had been vacant for almost a year). No young person from R&B received a custodial sentence in the year 2014-15. However numbers of young people involved in offending has shown a slight increase (to 64) from what was an historic low (57) for the Borough in 2013-2014, and this will be monitored carefully in the coming months. Together with partners we are seeking to address incidents of anti social behaviour and nip offending behaviour in the bud (see case study 2).

Our colleagues in the YSS Homeless Prevention service have helped to reduce to 0 the number of 16 and 17 year olds in B&B accommodation. With three of the larger supported accommodation providers in the Borough (YMCA, Baytrees and Wayside) Youth Support Officers are frequently called upon to provide help with NEET young people who do not originate in the Borough. Prevention of homelessness is also a key reason for YSS offering the PACT (Parenting & Challenging Teenagers) group. This 8 week group was welcomed:

'The main outcome for parents was that they were not alone. They felt that the group work experience was worthwhile and it was an opportunity to have 'me time'. They felt valued and enjoyed being worked with and not to. They appreciated meeting other parents and being listened to when sharing their experiences. They expressed that they felt valued and enjoyed having space to express their emotions in a safe place. Teenagers' feedback included: 'Mum has been much happier at home since doing the course'. 'When she came home from the course she was much calmer'. Youth Service Officers (YSO) explained that parents felt valued .. their confidence had improved and.. strategies had been used to manage challenging behaviour. Parents felt that home life was calmer and that clearer boundaries were in place.

By improving communication between parents and teenagers either via this group or other forms of mediation we would hope to avoid the need to accommodate youngsters in the first place.

Case Study One: M (NEET)

M (now aged 18) has Aspergers and is comfortable talking about his associated behaviours which he appreciates is not understood by everyone. He was allocated to my caseload in January 2014 (at the time M had dropped out of college because he could not manage his behaviour). He was spending most of his time in doors at home with a fear of using public transport, isolated and very low in confidence. M also had sleep

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issues which meant that sometimes he would be up for most of the night and then would sleep late in the day.

It has taken a long time for M to get to the stage where he could contemplate getting a job. I have always managed to encourage him to try new things and he has always been willing to “have a go” despite often feeling terrified about new situations.

Having his mum’s support has been invaluable, his parents have always been supportive of him and his mum has worked closely with the YSS.

>Weekly contact by phone, text or in person as well as regular contact with mum. >Whilst on Steps Ahead, I maintained telephone contact but also visited M and joined in a group activity to assess his progress.

>1:1 sessions around relationship building, confidence and self esteem, managing “being different” and what that means, how positive that can be.

>1:1 sessions to explore options, local opportunities, career ideas, plans for the future.

Referrals- enlisting the support of other professionals

Referral to Steps Ahead in Redhill – M spent six months on a programme in a small group environment. As well as literacy and numeracy, he participated in topical discussions and made presentations to the group. His social skills improved tremendously. His greatest achievements were successfully completing a week’s residential in Dartmoor and learning to travel independently by bus.

Referral to Employability – October 2014 to March 2015

1:1 sessions around confidence building, volunteering and approaching employers re: opportunities.

Support to join the Ready 4 Work programme which included Wednesday afternoon activities and the Horley Cafe.

M attended chocolate making sessions and a trip to the cinema, he made several friends and his social skills improved significantly. He expressed an interest in catering and attended Horley Cafe every Tuesday afternoon where he involved himself in shopping for food and working in a team to make cakes and sandwiches

Difference made:

> A noticeable change in M’s attitude as he became more positive and willing to try new things.

> M’s confidence has increased significantly YSS staff have noticed and so has his mother.

> M improved his social skills, he made new friends at the cafe and he was happy to talk with YSS staff he had met through the R4W activities

> As well as travelling by bus M can now travel by train.

> M is now more willing to express his opinion, especially if it is about something he is interested in.

Summary: M is still on his journey towards employment. He started a work trial as a kitchen assistant (training on the job), but left this by mutual consent. However he continues to attend the Horley cafe and has joined the social enterprise scheme. M is due to go on a traineeship at East Surrey College. There are no quick fixes but the improvement in his attitude and confidence since he started working with YSS is remarkable.

Case study 2: L (Offending/ Anti social behaviour)

13 year old L came to YSS attention in December 2014 after receiving a Youth Restorative Intervention (YRI) for Common Assault. He approached another boy of similar age, knocked him off his bike and assaulted

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him. He was also discussed by partners at the Community Incident Action Group (CIAG) having been nominated by police for anti social behaviour. Although not assessed at this point as a Child In Need, L's family had been referred to Children's Services on multiple occasions with issues of neglect and Family Support were struggling to get engagement from the family. L was excluded from school and attending only sporadically at Reigate Valley College (RVC), where he was on a limited timetable having threatened a member of staff.

Working with his YSO, L was able to confide that he initially felt that the victim deserved it but that later, when he thought about what he had done, he felt really bad and he began to wonder what might have happened if himself and his friends had continued to hit the victim. Meeting his YSO regularly over the next few weeks L was prepared for a face to face meeting with his victim. A meeting took place, facilitated by the YSO and a worker from the YSS Restorative Practice team.

'The victim was keen to find out why L disliked him, he also wanted reassurance that when he left his house he could feel safe and not worry about being beaten up by L and or his friends. L explained that he knows that what he did was wrong, he was not proud of it and that he has moved on. He told the victim that he does not have a problem with him. The victim asked what was L's reason for taking part in the incident and L told him that he was cross because he would wind him up whilst going to or being in his mum's car gestures etc. The victim appeared to recognise the situations that L told him about. The victim said he wanted to feel safe and L told him he should feel safe because he (L) has moved on and has no issue with him. L did say however to the victim that he did not want the victim to hold him responsible every time he annoyed people and they got angry with him. The victim said he understood that. The victim mentioned that one of L's friend's attends his school and has been threatening him. We talked about this and how L can tell his friend not to do this because it could cause difficulties for the victim which could have serious consequences. L seemed to understand this. Both L and the victim "made their peace" and the meeting ended positively. They are happy to meet and be civil to each other. The victim and his mum said they felt satisfied and that the meeting went better than they could have imagined.

Work with L has also addressed education. He admitted to his YSO that he was bored and she was able to arrange for him to return to RVC full time. He is now in Year 10. With constructive activity – he was also referred to YMCA Local Prevention Activity - he no longer hangs about in the town centre and police colleagues are no longer concerned about his anti social behaviour.

YSS work with L remains 'work in progress'. Since the YRI he has been subject to a Referral Order (for an offence which pre-dates the YRI), and Youth Conditional Caution, and neglect is still a feature of his home life. We were unable to persuade the family to accept help from Family Support. However he continues to benefit from a positive and nurturing relationship with his YSO.

She summarises her work with him as:

Reflection - the five steps, his thoughts, changing the ending to achieve positive outcomes

Anger Management, including strategies for coping in challenging situations, anger and its impact on health

Understanding victims, how they are affected by crime, victim empathy

Restorative approaches including a face to face meeting with one of his victims, successful resolution

Attendance at Keep Out (HMP Coldingley)

Community Reparation

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 (£41,750 plus 7.9 full-time equivalents)

Centred Based Youth Work offers open-access youth work to young people in many of the areas with the greatest need in Surrey. Management of seconded Surrey County Council staff sits with a range of local providers, who complement SCC funded delivery with matched provision in terms of funding, resources and staff and volunteer time.

Please note - In 2014/15, Raven Housing Trust delivered 787 hours of matched provision. The majority of this is captured in the totals below, but 89 hours of provision was borough wide and therefore not included in the centre totals below. This provision engaged an additional 45 young people.

Banstead Youth Centre (Raven Housing Trust)

A strong programme of delivery has continued at Banstead Youth Centre in 2014/15, with more hours of youth work delivered and over 40 more young people engaged in activity. A key area of development for the Centre in 2015/16 will be to work towards achieving Levels 2 and 3 of the Surrey National Youth Agency (NYA) Quality Mark, which is a nationally recognised quality standard for youth work.

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	700	644	92.0%	566	↑	Green
1.2a Young people engaged in one or more hours of youth work	120	180	150.0%	126	↑	Green
1.2b Average hours of engagement per young person	60	38.4	64.0%	48.0	↓	Amber
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	126	72	57.1%	46	↑	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 2	Level 1	Development needed	Level 2	↑	Amber
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	30	7	23.3%	4	↑	Amber

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

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Horley Youth Centre (Raven Housing Trust)

The team at Horley Youth Centre have delivered over 740 hours of youth work in 2014/15, which, although marginally lower than last year, is a significant achievement. The centre has also engaged more young people. Finally, the centre has also achieved level 2 of the Surrey 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	800	744	93.0%	784	↓	Green
1.2a Young people engaged in one or more hours of youth work	165	175	106.1%	148	↑	Green
1.2b Average hours of engagement per young person	55	30.2	54.9%	29.1	↑	Yellow
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.	148	70	47.3%	93	↓	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	35	17	48.6%	11	↑	Yellow

Merstham Youth Centre (Raven Housing Trust)

Delivery at Merstham has been problematic in 2014/15 due to a lack of premises, but in spite of this both the hours of delivery and young people engaged increased on the previous year. This represents very strong performance. 110 of the young people who attended the centre also demonstrated positive distance travelled, suggesting the youth work is making a real difference to young people. An area for development in 2015/16 is making further progress through the Surrey 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	800	778	97.1%	718	↑	Green
1.2a Young people engaged in one or more hours of youth work	100	213	213.0%	116	↑	Green
1.2b Average hours of engagement per young person	40	29.9	74.8%	29.8	↔	Yellow
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.	116	110	94.8%	26	↑	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	Level 1	↔	Green
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	50	26	52.0%	22	↑	Yellow

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Phoenix Youth Centre (Raven Housing Trust)

The Phoenix Youth Centre delivers youth work in one of the highest need communities in Reigate and Banstead. The behaviour of young people not directly engaging in the centre has been challenging to manage during the year, which has made securing additional matched provision harder than at some other centres in the borough. In terms of quality of delivery however, the Youth Centre is one of the few youth centres in the country to have achieved the maximum possible grade in its observation of practice as part of the NYA Quality Mark process – the equivalent of an Ofsted 'Outstanding' grade.

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	600	75.0%	638	↓	Yellow
1.2a Young people engaged in one or more hours of youth work	200	194	97.0%	180	↑	Green
1.2b Average hours of engagement per young person	45	26.1	58.0%	32.4	↓	Yellow
1.3 Young people attending the youth club demonstrate positive 'distance travelled' by end of intervention.*	180	90	50.0%	115	↓	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 2	↑	Green
2.2 Young people who have been identified as at risk of becoming NEET who have attended the centre	40	28	70.0%	22	↑	Yellow

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

Sovereign Youth Centre - Satellite (Raven Housing Trust)

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	370.5	78	↑
Young people engaged in one or more hours of youth work	175	83	↑
Average hours of engagement per young person	22.7	12.1	↑
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	18	5	↑

Case study – Youth work in Redhill

Background / situation & need: A young man aged 15 has been working with us at Parkour and Redhill Youth Club for a couple of years. He has been supported by a youth worker to be a young leader at

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Redhill but is struggling to understand the difference between participant and leader and lacked confidence in leading at Redhill.

Youth work intervention delivered: Raven youth worker suggested he come along to the Sovereign Parkour session to be a Young Leader there. He did and as he was more comfortable there he was more confident to be a leader rather than a participant. He was supported to build positive professional relationship with participants and was challenged to be the best role model and behave as part of the coaching staff. He inspired another young man aged 15 to be a leader, and they both were supported and empowered to be young leaders, positive role models in the sessions and supportive to other young people and the coaching team. Throughout each session they were given space to observe the sessions and analyse different people's coaching styles, their verbal and non-verbal communication and how young people reacted to this. They were empowered to try different styles and explore what worked for them, and challenged when their emotions got the better of them.

Outcomes achieved: They increased their knowledge and skills in communication and leadership and gained an Assessment & Qualifications Alliance (AQA) unit for this learning. They developed an excellent attitude towards young people when they were behaving positively and being more challenging. They developed their own skills and inspired others by sharing their experiences and helping young people to challenge their views. Momentum has offered them voluntary positions that should lead to paid work for the summer. The young man has returned to Redhill and is a lot more confident in his role applying his learning to that position while the friend he encouraged to take part has started being a leader at Sovereign Youth Club.

Local Prevention Framework (£139,500 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 East Surrey - £139,500)

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	254	367	144.4%	
Average hours of engagement* per young person		8.9		

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

Case Study – Work with young man in *Preston Ward*

Background

- Preston Ward area of Tadworth was recognised as a high area of need in the needs assessment carried out by Surrey County Council
- The Police had several reports of a group of young males hanging out near the steps by the shops on Marbles Way and being rude to shop owners and their customers
- There were also concerns from police and local stakeholders that the young men were smoking and distributing cannabis
- The group of young men were known to the local youth centre but their levels of engagement were low and they were not regular attendees
- The group were aged 14-16

Street Talk Detached Youth Work

- The detached youth work team began to make contact with the group of young men and over a period of several weeks started to build relationships and trust with the young men
- The detached youth workers engaged the young people in conversations around the youth club and their opinions of it, school and education and drug taking
- The young men would often say that there is nothing to do in Tadworth and when they get bored is when they get into trouble
- The youth workers engaged the young men in planning their own ESCAPE trip for the summer holidays
- One young male, who was on the verge of exclusion from school, took a real lead in organising his peers to take part
- They decided they wanted to go paintballing and worked together to plan dates and timings
- Young men set and agreed on ground rules with the youth workers
- They developed their functional skills by working within a budget and time scale
- The young people all attended the ESCAPE trip and behaviour was not an issue
- Young men all evaluated the trip and gave feedback on their experiences
- Throughout the process youth workers were able to positively challenge negative behaviour towards shop staff or other members of the public

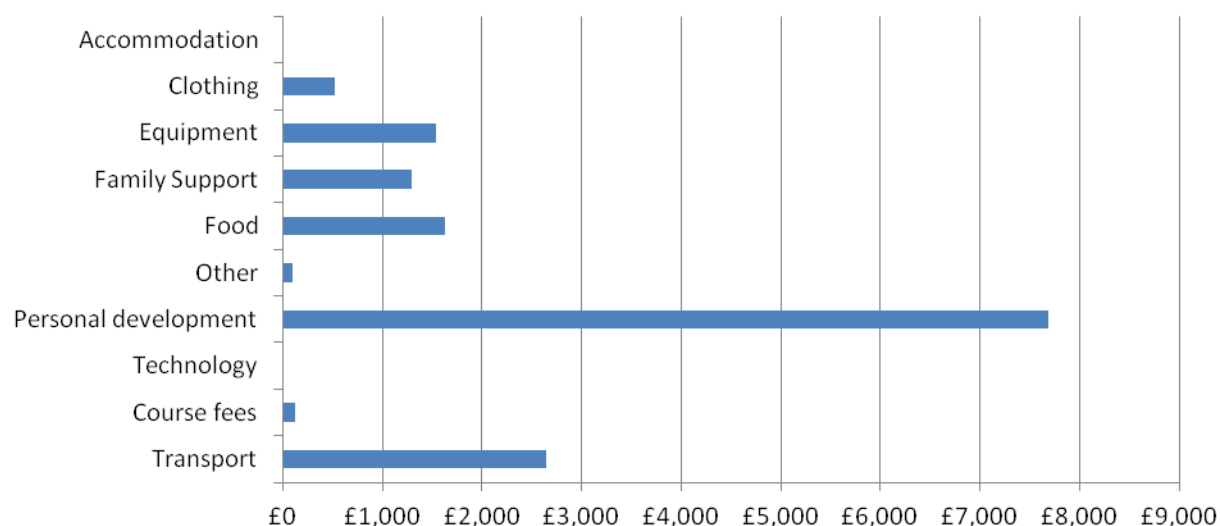
Outcomes

- Some of the young men engaged with youth services for the first time
- Behaviour towards local shop staff improved
- The young men took ownership over planning and organising their own ESCAPE trip
- They learnt and developed new skills in event organising
- The young men enjoyed their experience
- They are now aware of the role of the detached youth workers and the support they can offer

Individual Prevention Grants (£15,000)

Individual Prevention Grants (IPGs) were available in 2014/15 to remove barriers to participation for young people who are NEET or at risk of becoming NEET. Each local YSS Team had an allocated budget, set in consultation with Local Committees, to be used flexibly to respond the changing needs of young people.

IPG expenditure by type of need - Reigate and Banstead



- £15,689 of £15,000 (104%) of IPG funding was used to remove barriers to participation
- A total of 109 grants were given to young people with an average value of £144
- The main barriers addressed were 'Personal Development' 39%, 'Transport' 18%, and "Other" 16%.

Youth Small Grants (£25,000)

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;
- young people to participate in education, training and employment; and
- young people to be kept safe from crime and anti-social behaviour.

The grants were administered by Surrey Youth Focus. Please note that the Youth Small Grants programme has not continued into 2015/16 due to budget reductions.

The £25,000 allocated to Reigate & Banstead Local Committee for Youth Small Grants was allocated across 16 projects to support work with young people across Reigate and Banstead as follows:

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Name of the organisation carrying out the project	Project title	Grants
3rd Banstead Scout Group	Camping Experiences	£1,980
7th Banstead Scout Group	Indoor archery project	£700
7th Reigate Scout Group	Reigate Scouts going with the flow	£1,450
9th Horley Scout Group	New camping equipment	£1,116
Banstead District Explorer Unit	Archery for the young people	£500
CAMHS Youth Advisors (CYA)	CYA Awards 2014	£250
FamilyLine	I Need Help – additional volunteer training	£100
Horsehills Riding for the Disabled group	Inspiring disabled children to achieve valuable life skills through therapeutic horse riding and horse care.	£650
Jordan Heights Scout Camp Site	Survival catering equipment for camp site.	£500
Kingswood Falcons Football Club	Providing football opportunities for young people	£3,460
Redhill Radiers junior cycle squad	Winter 2014 project	£2,100
Redstone Community Broadcasting	Radio DJ opportunity	£4,600
Reigate Hill District Girlguiding	Bake Off	£800
SparkFish	Engagement with education	£1,500
Studio ADHD	Reflections project - complex needs	£1,728
The Girls Brigade Sutton District	District Training weekend	£390
	Grants	£21,824
	Allocation	£25,000
	Underspend	£3,176

Case Study - Horsehills Riding for the Disabled Group

Horsehills Riding for the Disabled Group has used their Youth Small Grant towards safety head gear, the hire of premises, DBS forms and courses.



The grant enabled Horsehills to fit new pupils with essential safety head gear, ensuring that they meet the latest national safety guidelines and all pupils have benefited from volunteers attending health and safety and child and vulnerable persons protection courses.

Twenty pupils have benefited from the Small Grants Fund.

Horsehills Riding for the Disabled Group have been able to offer more pupils the invaluable opportunity to participate in a very challenging activity in an environment that is outside both their schools and their homes.

“We could not continue to run our group without your invaluable support in ensuring that we provide the safest environment possible. The pupils have achieved incredible results, learning many new skills, gaining knowledge by participating in the

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National RDA Awards, improving their physical strength, becoming much more confident overall through the challenge of therapeutic riding and horse care.”

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, 43 young people were in re-engagement provision in Reigate & Banstead.

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
- 32 new employers in Reigate & Banstead 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 (*East Surrey College*)

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.

- 4 young people attended the Skills Centre in Reigate & Banstead

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- 25% 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 (*East Surrey College - £25,470*)

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 79 Reigate and Banstead young people in Year 11 who were identified, in partnership with local schools, as at risk of becoming NEET
- 96% success rate - 76 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 in Year 11 and Year 14 as well as 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

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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

Despite challenging public finances and increasing customer demands SOLD has had another year of growth. Realising new developments in both products and customer bases has enabled the aspirations for the year to be achieved. SOLD has continued to work towards becoming self funded in future. The service will work with the SOLD Development Board to develop proposals for 2015 / 2016. 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 numbers rose to 64 young people aged 16 – 18 years. In addition, this year included a cohort of international young people.
- School sports funding continues to be a good source of business from the primary sector, seeing a second year of increased work supporting Surrey schools with an increasing number of these schools buying into other SOLD products throughout the year.
- Demand for TAZ holiday programmes continued to increase, particularly those run at Thames Young Mariners (TYM). This year additional programmes were put on due to extra late demand and made a significant contribution to the income target of £123K, a 23% increase on the previous year.
- SOLD employed 5 apprentices during the year both on the outdoor delivery and support services, this programme cost SOLD circa £50K, all the apprentices secured employment upon completion.

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

The Youth Engagement Contract is a countywide service, largely delivered online and is designed to ensure young people are able to access the information, advice and guidance (IAG) that they need to make good decisions at key points in their lives. The offer comprises two main elements. The first is U-Explore, an online careers and education IAG service, whilst the second is 'wearesurge.co.uk', a co-produced online platform to engage young people and provide young people information in a way that is right for them.

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

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