

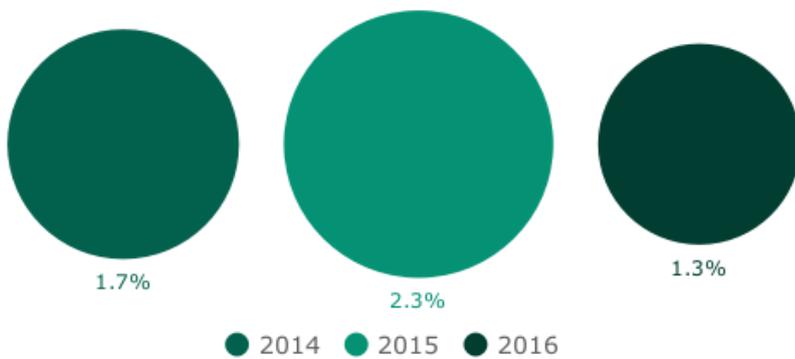


# Services for Young People in Reigate & Banstead Performance Summary 2015/16

## Report purpose

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

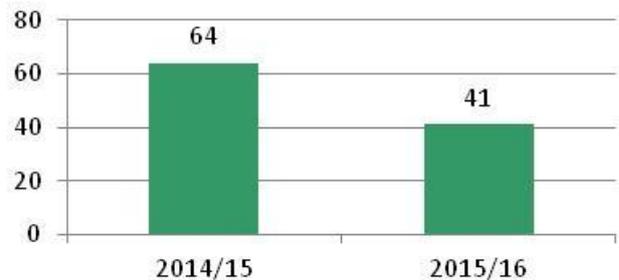
## Selected Reigate and Banstead performance headlines in 2015/16



Only 1.3% of young people in Reigate and Banstead were NEET in March 2016, lower than the previous two years

Only 41 young people received substantive outcome as a result of offending, compared to 64 in the previous year

Number of young people receiving substantive outcomes as a result of offending



89% of young people identified as at risk of becoming NEET and supported by the Year 11/12 Transition commission were participating in education, training or employment in Year 12

 **1603**

hours of youth work delivered in 2015/16

## Services for Young People: Introduction and context

In many ways 2015/16 has been a year of transition for SYP, with both planned changes to our commissioning model, to further improve young people's employability, and a changing context.

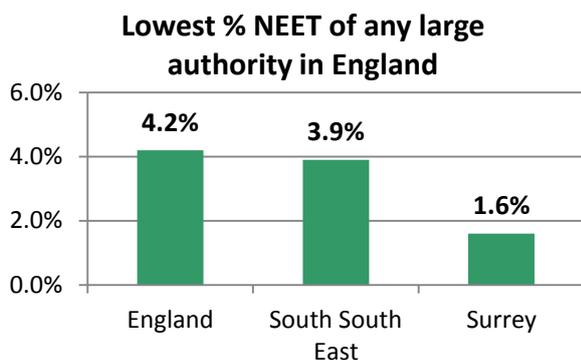
Key changes to our model have been: greater coordination of local services, through the YSS local leadership role; mobilising the new Community Youth Work Service, with 11% less budget and resources allocated in to local need; launching new Neighbourhood and 1-to-1 Local Prevention commissions in September 2015, with 10% less budget; and re-commissioning the successful Year 11/12 Transition service.

Some key changes to our context have been: four new Children's, Schools and Families (CSF) priorities of early help, safeguarding, Special Educational Needs and Disabilities (SEND) and future education and skills; the council's response to the 2014 Ofsted inspection of our Children's Services; and the council's SEND 2020 programme to better support and educate children and young people with SEND up to 25.

Looking ahead to 2016/17, there will be further changes, as we focus on our four key challenges. These have already begun in 2016, with Services for Young People coming together with other early help services and commissioning teams in a new Commissioning and Prevention Service. This will continue in 2016/17 to ensure we are able achieve better outcomes for children, young people and families in the future.

## Surrey's performance headlines in 2015/16

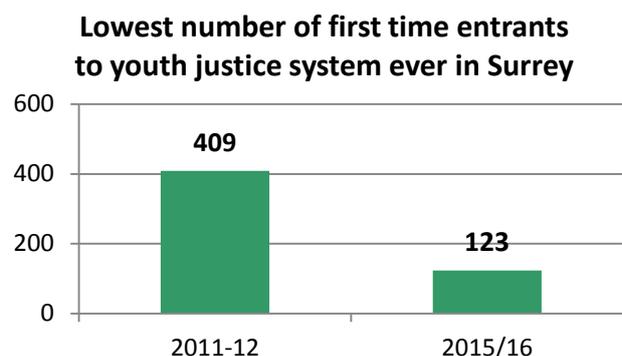
Alongside these changes, Surrey's overall performance has improved, with fewer young people not in education, employment or training (NEET), fewer first time entrants to the Youth Justice system, fewer young people sentenced to custody and fewer young people who were at risk of homelessness placed in bed and breakfast accommodation than ever before, as well as increasing numbers of young people aged 16 and 17 taking on apprenticeships.



**64% reduction** in the proportion of young people who are NEET since 2011-12.



Proportion of 16 and 17 year olds participating in apprenticeships has increased to 3.9% in December 2015 compared to 2.8% a year earlier.



**70% reduction** in the number of first time entrants to the youth justice system since 2011/12



0 young people aged 16 and 17 identified as homeless in 2015/16 and only 2 of those who were at risk of being homeless were placed in bed and breakfast accommodation.

## Reigate & Banstead 2015-16 performance overview

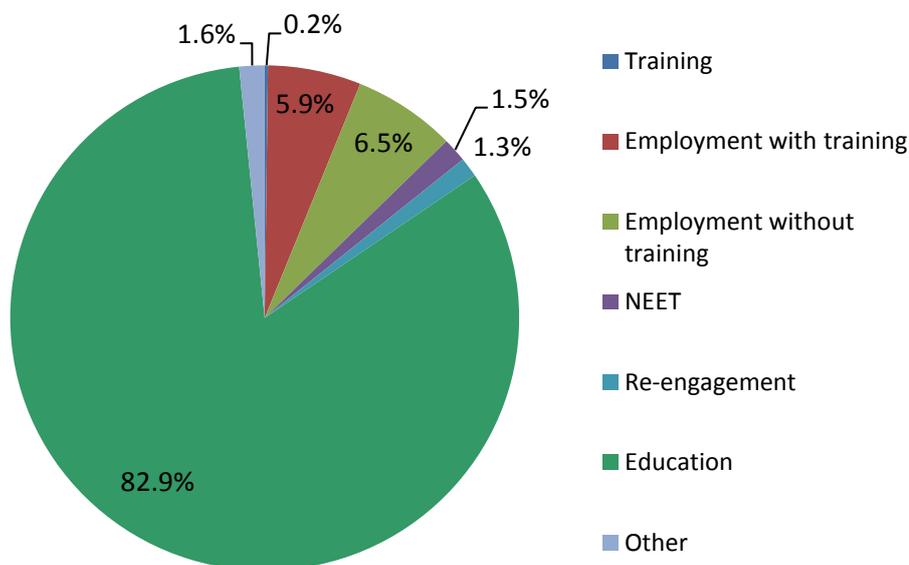
### Overview of the year from SYP Local Network

The year 2015/16 has seen changes in service structure within Services for Young People (SYP), with the re-commissioning of Local Prevention 1:1 and Neighbourhood provision, changes to Community Youth Work provision based on local needs assessment, and the establishment of a local network that has better co-ordinated provision to meet local and county priorities. The dominant theme of this period has been the provision of Early Help services, and these will expand significantly in 2016/17 with Services for Young People providing an Early Help service to every 11+ young person identified as being in need by Surrey Children’s Services. Whilst this is a challenging undertaking, it will significantly reduce the caseload pressure faced by Children’s Services colleagues. Just as importantly, it will provide a service to young people in need who are currently unsupported. By intervening early, harm can be prevented, as can the escalation to higher tier and more expensive services.

A particular theme of SYP provision in Reigate and Banstead is its localism. On a personal level this has struck me following my arrival in January 2016 from the North East of the county. Both Youth Support Service and Community Youth Work staff are embedded within their local communities and valued by them. The same can be said of Learning Space, who have been providing mentoring services to R+B schools for many years, and for the YMCA who provide a wide range of support services across the borough. The twin factors of high quality services that are established and connected within their local communities mean that SYP in Reigate and Banstead are well placed to meet the challenges that lie ahead.

Matt Raleigh, YSS Team Manager

## Reigate & Banstead participation profile

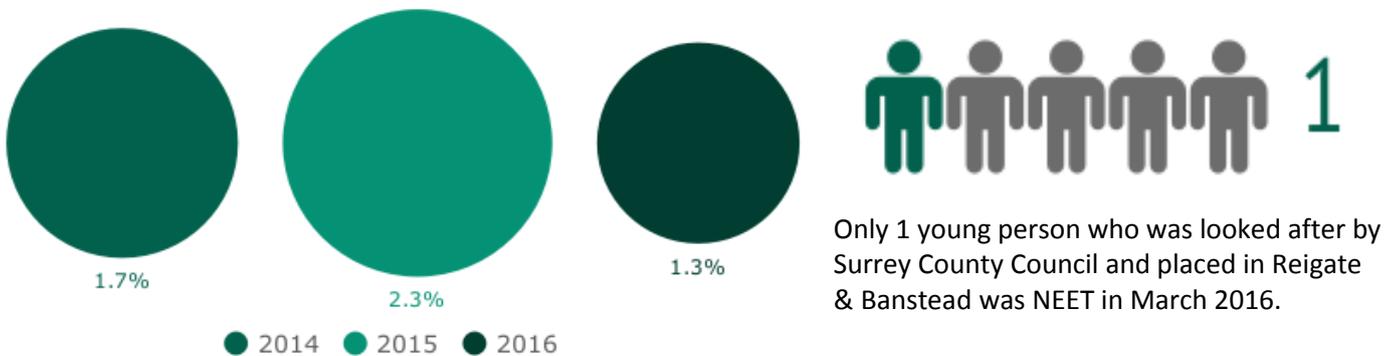


# Youth Support Service

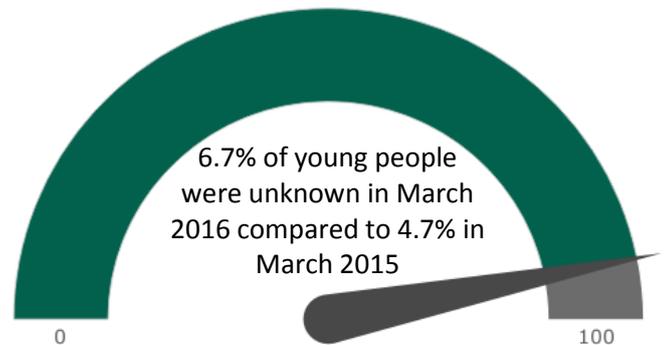
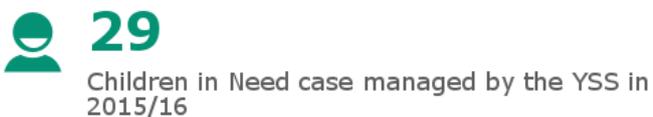
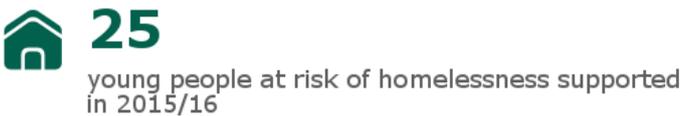
## Local narrative

The Youth Support Service (YSS) continues to function as the specialist service for adolescent vulnerabilities. With new responsibilities under the recent CAMHS (Child and Adolescent Mental Health Services) re-commissioning, it specialises in developing relationships with Surrey’s most vulnerable teenagers, supporting them to tackle issues such as unemployment, homelessness, substance abuse, poor emotional health, offending, and family breakdown. Increasingly the service plays a lead role in Surrey’s response to the Child Sexual Exploitation risk, and 2016 has seen the Sliding Doors programme, which works specifically with teenage girls at CSE risk, being unrolled across the South-East. The key tenets of the YSS approach – most notably that an integrated approach can target multiple vulnerabilities – can be seen in the case study that follow.

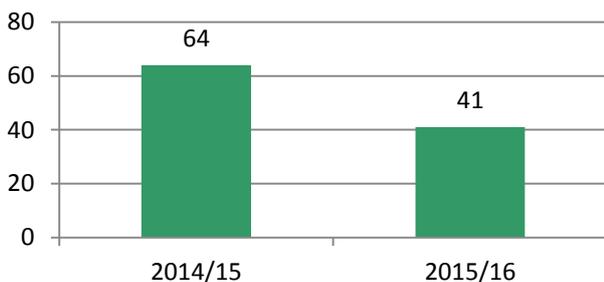
## YSS performance headlines



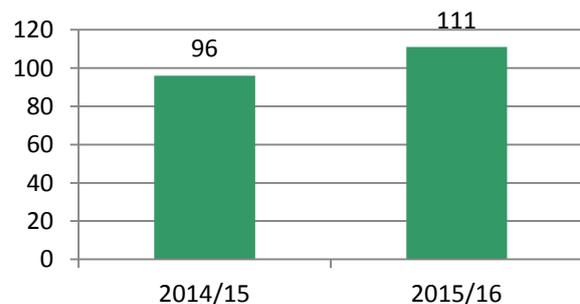
Only 1.3% of young people in Reigate and Banstead were NEET in March 2016, lower than the previous two years



**Number of young people receiving substantive outcomes as a result of offending**



**Number of young people receiving Youth Restorative Interventions**



**YSS case study - Sarah (names have been changed)**

Sarah was referred to the YSS as a Child in Need in early 2016. In an early session, she disclosed that she had been raped and sexually assaulted by a peer, and a multi-agency investigation was launched by Children's Services, the Police, and the YSS. During the months that followed, Sarah continued to be closely supported by YSS staff. Having dropped out of college due to the assault and depression, she was referred to the Farm, a family run project for young people who lack confidence and are interested in hands on skills (feeding and caring for animals/ carpentry/ cooking/ gardening etc). Sarah has just successfully completed 12 weeks and really enjoyed it. She would now like to complete her Bronze D of E which previously she did not feel the confidence to do so. Sarah has also been supported to sign up for the apprenticeship website and has applied for a dog grooming apprenticeship. She will get a guidance interview via the Ready for Work programme which will help her explore what her education options are, and she is also working with the YSS employability officer to look for part time work.

Life at home has been challenging for Sarah as her mum has significant mental health issues. A referral was made to Surrey Young Carers (SYC) and Sarah has met with her key-worker who has offered to fund a cinema loyalty card so she can go out with her friends more regularly. SYC also have meals and events for young carers which Sarah said she will attend.

Sarah, her Mum and her sister have all been engaging in family mediation once a month with the YSS as well as Mum attending Parents of Challenging Teenagers (PACT), a YSS run 12 week parenting group. Mum has spoke very highly of PACT and explained what she learns there is helpful and she has made friends with other parents who offer her support.

Building on the trusting relationship established with her YSS worker, Sarah has begun to discuss the sexual assault. She was referred to Rape Crisis, and whilst awaiting the start of these sessions is receiving emotional health support from the YSS Primary Mental Health Worker. She is due to start Sliding Doors on Monday, a 12 week girls group run by YSS to help build self esteem, healthy relationships and awareness of CSE risks. She meets regularly with her YSS worker for one to one meetings and to explore topics such as healthy relationships and building self confidence.

A child protection conference was held on 11<sup>th</sup> April 16 at which point it was decided that Sarah was making such good progress that she did not need to become a child protection case. The key factors in the progress have been establishing a trusting relationship and for one service to have the range of skills to meet a variety of needs, including trauma, CSE, employment, and family relationships.

## Community Youth Work (£285,900)

Community Youth Work is an in-house Surrey County Council service that delivers open access youth work, targeted groups and 1-to-1 support in the borough. Its resources are allocated in response to local need, as agreed in consultation with the Youth Task Group and Local Committee.

At the end of March 2016, there were 4 full-time equivalent (FTE) JNC qualified youth workers in the borough, 1.9 FTE of Worker in Charge time and 1.4 FTE of Assistant Youth Worker time.

### Local narrative

The Community Youth Work Service has completed its local restructure with minimal impact on delivery to young people. All six areas / centres which we now are working in have a minimum of two open access sessions being delivered on a weekly basis with the high need areas also offering project based work in small group work settings providing more intensive work with those in need of youth work interventions. The impact in the areas of delivery is supporting those young people who may be experiencing a range of challenges in their daily lives whether it be due to school, family, where they live, ASB or other factors. The teams have been working on building good relationships with young people so that they feel they can talk openly to youth workers and seek support on these issues when needed.

**Redhill:** The Community Youth Work Service is now delivering its core offer of two open access sessions from the Family Centre Annexe on Monday and Friday evenings. Friday evenings is run in partnership with Raven Housing Trust. Both open access sessions will get an average of 12-15 young people aged 12 - 18 The youth work team are also delivering one detached session which covers Cromwell Rd Estate, Town Centre and Memorial Park each week. The youth work team also works closely with the YMCA detached teams on these evenings.

**Merstham:** We have continued to deliver from St Nicholas School and the Merstham Community Facility on Portland Drive for two open access sessions per week and when numbers have been low we have continued to deliver detached sessions and during holiday times when access to the school is not possible. The Senior session at St Nicholas school remains the most popular with a regular attendance of 15 young people. Youth workers are currently working with young people on the internal design for the new community facility.. The team also continues to deliver Duke of Edinburgh Award and now work in partnership with Warwick School.

**Tadworth:** The new Phoenix youth centre has been open to young people since December 2015. The transition from the old youth centre to new youth centre was difficult for young people and staff due to the time gap of almost 4 months when the old centre closed to when the new centre was able to open to young people. The young people and staff are now settling into the new centre. The youth work team are delivering three open access sessions to different age groups on a weekly basis and a project evening. The open access sessions are attracting attendance of around 25 per session

**Banstead:** The Community Youth Work Service is delivering its core offer of two open access sessions on a Monday and Thursday evening. In addition the team have managed to keep the junior club going with more adult volunteer support and the YMCA are delivering an additional youth work session on Tuesday evenings

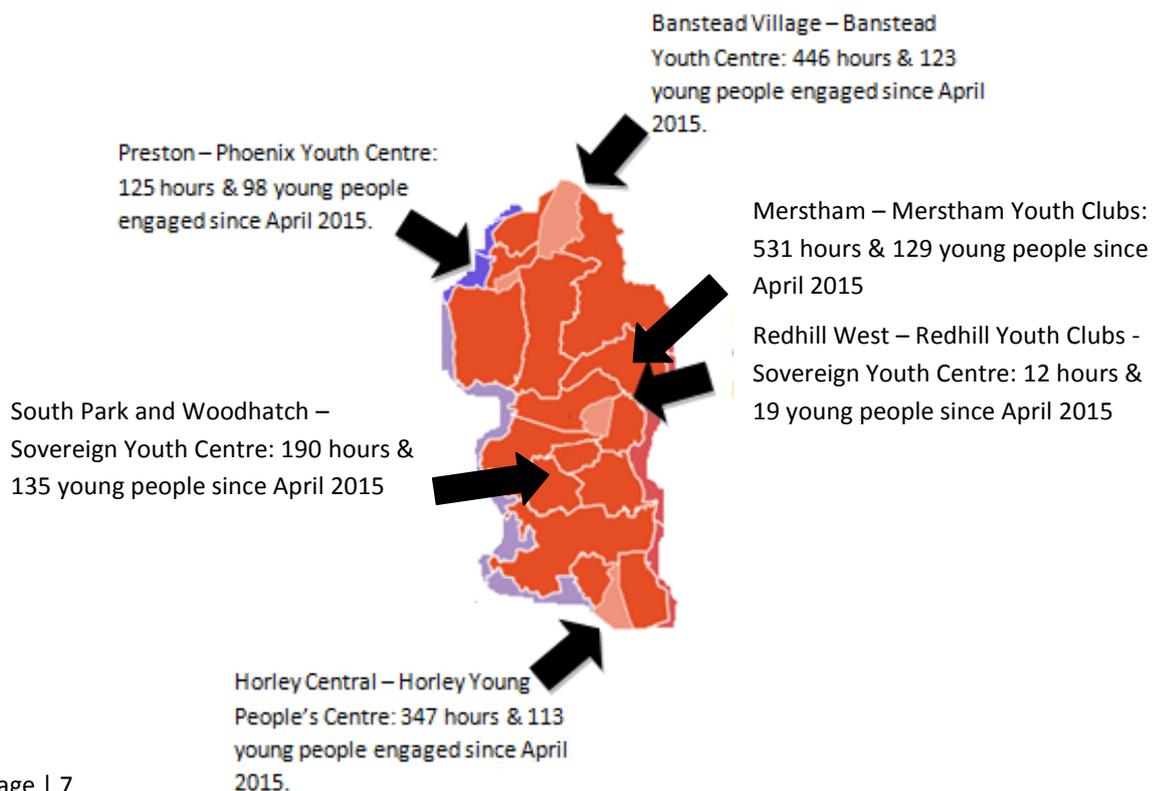
**Horley:** Horley Young People's Centre continues to deliver two open access sessions on Mondays and Thursdays. The youth work team also provide opportunities for projects on a weekly basis. The team have been redeveloping the cafe project and have had some successful community events where young people have developed their employability skills through running the youth cafe. The open access sessions continue to get an attendance of 15 young people on average. Throughout this year the team have closely worked with young people from local children's homes

**SouthPark / Woodhatch:** The Community Youth Work Service has continued to deliver two open access sessions for juniors and seniors from the Sovereign Youth Club. Attendance averages 15 per session and these numbers are increasing especially on the senior night.

**Borough headlines**



**Where does Community Youth Work deliver?**



## Case Study – Feedback from young people at the Phoenix Youth Centre

### What was the need to be met (need not wants)?

**Needed** a “good kick up the .... to stop me from doing stupid stuff”!

....somewhere I felt I belonged

... a lot of support but felt I had to do it on my own

... people to like me – I was known as a Crack head

... to be in education but I smoked everyday

... to stop

... somewhere to talk without being judged

### What was the intervention?

Something constant and reliable that I trusted

Gave me options and choices

Talked through and discussed and learnt how to draw a line under things by going on a residential

### What was the impact of the youth work?

Made me feel like I mattered

Made me feel like my achievements were really worth something (like getting back into school)

Taught me violence isn't the answer

Gave me a new direction by becoming a Junior Leader

Helped me get help for depression and drugs and getting myself back into the school system

### What was the outcome (including on the demand for other services, why was youth work the best intervention)?

My own free will

I was a normal local Tadworth boy on the streets

It was my choice to go to the youth club; I wasn't made to go there

Youth Worker knew I needed help long before I asked

Youth Worker knew how to deal with me, waited until I came to talk to them

Youth Worker engaged with Family Support worker, Social Worker, School, Catch 22 and

Team Around the Family

Youth Club gave me more than I can give back!

## Neighbourhood Local Prevention (*YMCA East Surrey - £51,200*)

Neighbourhood Local Prevention providers have been commissioned by Youth Task Groups to work in locally identified communities to improve specific outcomes for young people of secondary school age.

### Local narrative

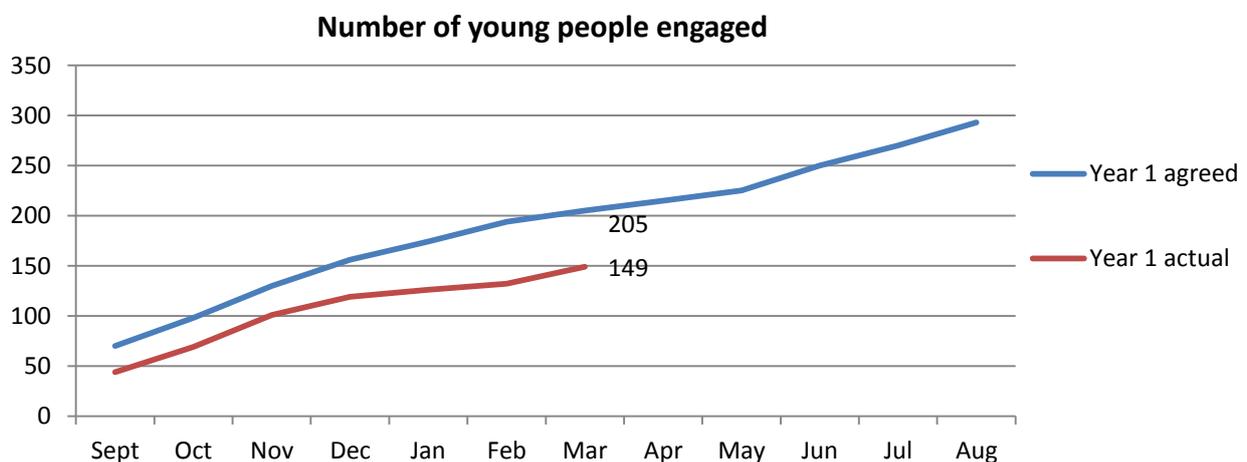
Detached sessions over the winter months have been challenging with less young people spending their leisure time on the streets. This has been particularly difficult in the Woodhatch and Merstham areas where we have struggled to engage with any regular groups of young people. Reflecting upon this we are already thinking that for next year’s winter season we look at how we could utilise some of the wider youth services buildings to deliver some targeted group work to maintain engagement we have had during the summer months.

We have continued to visit the Annex youth club in Redhill after we handed this over to Surrey in December to maintain existing relationships with young people and support the new team whilst they settle in. The young people have displayed their disappointment at losing the music production workshop element of the session that we used to facilitate. We are planning to offer further music sessions in the future as part of an Express Yourself project and can hopefully feed some of these young people into it.



In the Preston Ward, Tadworth, a group of young men who have engaged well with the detached and sports on the MUGA have worked alongside youth workers to write a bid to Raven Youth Bank for a trip in the Easter holidays to go paintballing. 8 young people attended the trip and enjoyed a day of capturing the flag, defending the castle and rescuing the president! Due to the nature of some of these at risk young people, at times behaviour of the group became an issue and some key learning points around choice of venue for refreshments have be learnt.

### Grant performance – 72.7%



## 1-to-1 Local Prevention (*Learning Space - £64,000*)

1-to-1 Local Prevention providers have been commissioned by Youth Task Groups to deliver quality hours of 1-to-1 achieve local outcomes for young people referred to the commission as part of Surrey's Early Help system. Learning Space is the commissioned provider in Reigate and Banstead and they offering solution focussed 1-to-1 mentoring to young people.

Please note - Surrey County Council is currently working with providers to agree developmental changes to the 1-to-1 Local Prevention commission. These will increase capacity for the work, reduce administration for providers and ensure the service is well positioned as part of Surrey's early help offer, to support the Council's preparation for the re-inspection of Children's Services in the autumn.

### *Local narrative*

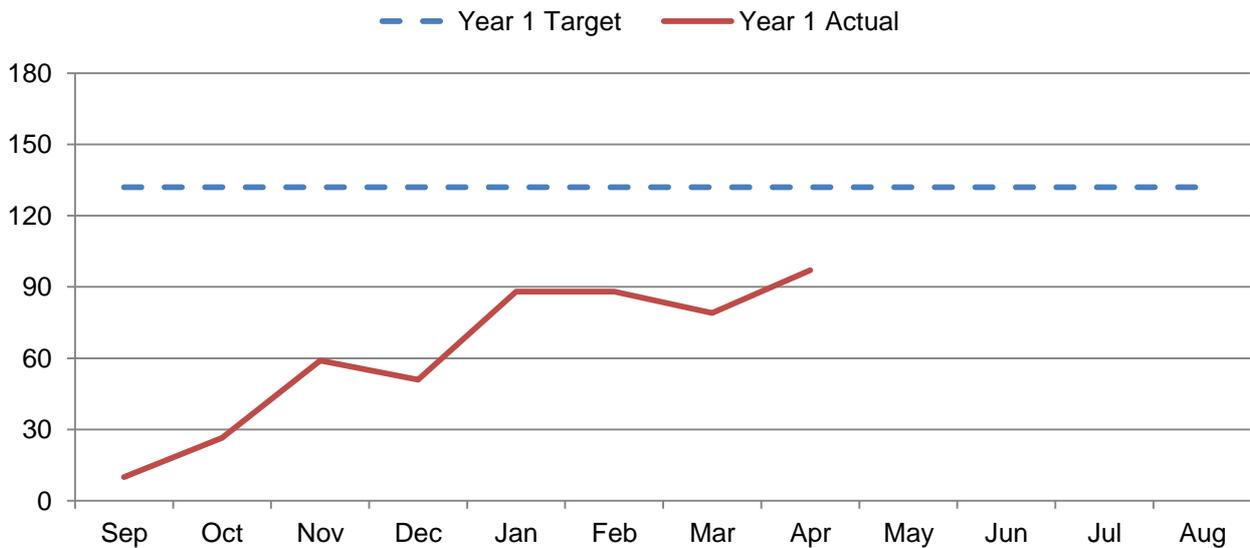
Learning Space currently have referrals from EH Pilot, YSS, Surrey Children's Services, Family Support Programme, local schools and colleges, Surrey Young Carers, Education Welfare Service. Their range of interventions are school based, community based, family work and Early Help Assessment/Lead professional, drop-ins for young people no longer receiving weekly support and groups when and where appropriate. Some of the challenges they have encountered this year include accessing the youth app on the iPad, lots of time (more than anticipated) spent travelling across the borough as well as the level, intensity and length of support needed for some of the high need young people referred to the service. Ongoing developments to the programme include evaluation processes to support impact with young people, support following case closure, and further developmental needs and opportunities, including a triage process to assess need and avoid long waiting list and accreditation opportunities.

### **Learning Space - Case Study**

C has been participating in weekly mentoring sessions, some of which focused on her art work. She had an art journal which she worked in and between 1:1 sessions. Although very quiet initially, her drawings became her form of communication in which to express herself. Work has also focused around what is within and without the young person's control along with providing opportunities for her to express her needs and explore options where she has a greater sense of hope and control.

*"I've been thinking and talking a lot about housing and my living situation - how it's affecting me and what can we do. It was a 6/7 (on scale of 0 – 10 where 10 represents the best it could be and 0 represents the worst it could be) when we started but that was because I was in denial about the effect of my living situation. It then became a 5/6 - it got worse When we first started, I didn't really think about it, I just pushed it to the side and now I've actually realised how it's affected me and my family Since mentoring I realise that I do need help particularly for my mental wellbeing. Sitting and talking about everything and realise what is going on. I never used to talk about anything but this gave me fresh eyes on the situation. Mentoring hasn't been about risky situations I have put myself in: mentoring has been about me. It's been focused on me and my wellbeing and everything that meant a lot to me. I want to continue to work on me."*

**Contract performance – 73.4%**



**Year 11/12 Transition (*East Surrey College - £58,000*)**

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.



**89% of young people supported in Year 11 remained in positive destinations at the end of March 2016**

## Countywide updates

### 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.

A particular area of focus in 2015/16 has been building on initial work to implement the new Education, Health and Care Plans for children and young people, to ensure processes are effective, efficient and that the voice of children, young people and families is listened to.

### 16-19 Education and Skills

Plans for Surrey's £13m University Technical College (UTC) have made major strides during 2015-16. Highlights include: designing a computer science and engineering curriculum; developing a marketing and communications strategy; and procuring a contractor for the work. The UTC is being developed by Surrey County Council with Royal Holloway University, IT management consultancy CGI, Guildford Education Partnership (a multi-academy trust) and Guildford College. The UTC will be based in the Park Barn area of north Guildford, but have a Surrey-wide remit.

### Online Youth Platform

U-Explore delivered online careers and education IAG to young people in Surrey for the 9 months to December 2015, when the contract came to an end. The decision not to re-commission was largely due to the availability of newly developed free resources, many of which schools and colleges were already using, that provided a similar service, although it is recognised that these were not exactly the same.

SCC has continued to deliver '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. During 2015/2016 we have continued to review the provision in response to the needs and concerns of young people to ensure we are getting the best outcomes, and we are anticipating more developments in 2016/2017.



*Content from wearesurge.co.uk reached people on 344,096 occasions in 2015/2016.*

## Youth Collective

Surrey's Youth Collective is a Youth Council for young people in Surrey. It was formed in 2014 and was set up as a result of eager young people within Surrey who questioned why young people were not represented at Council level. Their interest in setting up a youth council came at a pivotal point and has been integrated into the new 2015 to 2020 commissions for Services for Young People in Surrey, with the aim of encouraging young people to participate within their community.

Surrey's Youth Collective is a group of young people who live, go to school and/or work in Surrey aged between 11 to 19, or 25 if they have special educational needs, and want to instigate positive change within their community. 11 are democratically elected to represent each of Surrey's boroughs and districts and are joined by appointed young people to represent particular groups.

Youth Collective aims to tackle issues and improve services that are important to young people in Surrey. By working alongside Surrey County Council, the Collective provides an opportunity for young people to make positive change not only for those involved but the whole community.

During 2015/16 Surrey's Youth Collective become members of the British Youth Council and 5 UK Youth Parliament representatives were elected to represent Surrey in Youth Parliament. Their work during 2015/2016 was to encourage young people, local schools and youth organisations to take part in 'Make Your Mark' campaign voting on the 10 issues that were important to young people in Surrey. In late summer 2015, Surrey received the highest participation in voting that we have ever had in Make Your Mark due to the engagement of Youth Collective members.

Surrey's 5 UK Youth Parliament representatives attended the Annual Sitting on 13th November 2015 in the House of Commons presided over by Speaker John Bercow to debate and ultimately vote on the issue of most concern to young people nationally and represent the voice of all of Surrey's young people.

The Youth Collective through their Youth Voice work within Surrey continue to influence and bring awareness of issues important to young people and their community and feedback insight. During 2016/2017 they aim to develop their work further by engaging more young people in community related concerns.

## Surrey Outdoor Learning and Development (SOLD)

SOLD offer outdoor learning opportunities to young people across Surrey and neighbouring areas. In 2015/16 they became self-funding and continue to provide opportunities in Surrey.

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