

# Services for Young People in Tandridge Performance Summary 2015/16

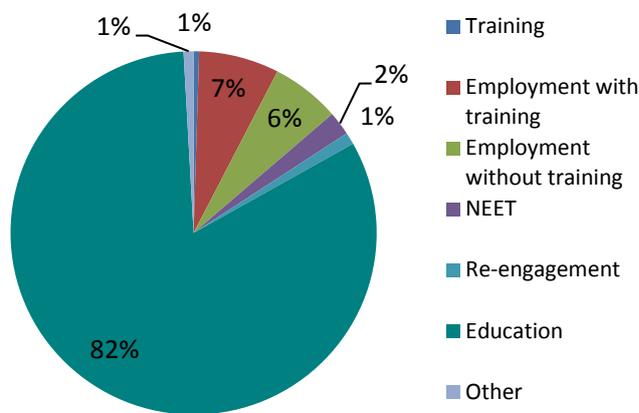


## Report purpose

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 Tandridge.

## Executive summary - Tandridge

District participation profile



Looked After Children in Tandridge were NEET in March 2016



Children in Need case managed by the YSS in 2015/16



95% 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



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.

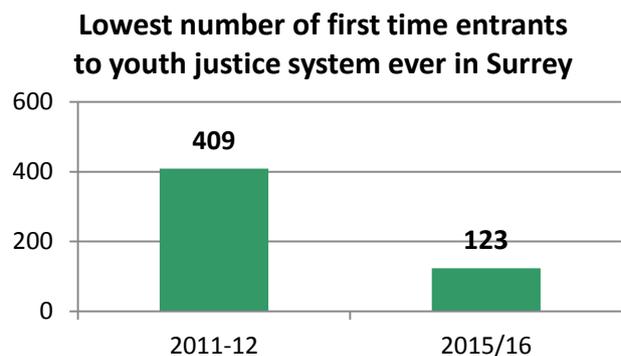
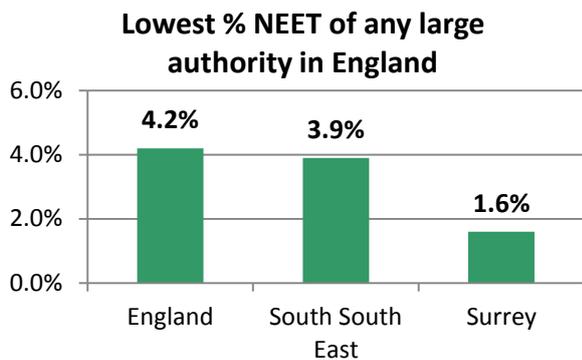
Key changes to our model have been: greater coordination of local services, through the YSS local leadership role; mobilising the new Community Youth Work Service, with 11% less budget and resources allocated in to local need; launching new Neighbourhood and 1-to-1 Local Prevention commissions in September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

## Partnership working in Tandridge *(Paula Desai, YSS Team Manager)*

Since my appointment in October 2015 I have been responsible for setting up the Local Young People's Network Meetings. The purpose of these meetings is to ensure effective joint-working across Services for Young People and external partners to achieve the best possible outcomes for young people in Tandridge. These meetings are held monthly and provide the opportunity for relevant local services to share information about areas, issues and specific young people so that we can understand and respond to local need and identified youth issues by allocating appropriate resources where need is greatest. The invitees include Police, Surrey Children's Services, Schools, East Surrey College, CAMHS, the Family Support Programme, Local Prevention Providers: Learning Space and YMCA, Education Welfare and Community Based Youth Workers.

For those agencies who regularly attend, the experience is positive as the meetings provide the opportunity to share resources and learn about local projects that services may have previously been unaware of. An example of this is a case raised by our 1:1 local prevention provider Learning Space. A young person had been referred for 1:1 support but it soon became evident that she was likely to be excluded from her vocational college placement due to poor educational attainment. Through discussion with members of the network, a mentoring service was identified that offers a buddying service to specifically support those on vocational courses to manage the academic elements of their course. Being part of the local network meant that a short conversation resulted in a solution to support this young person and prevent her from becoming NEET.

Similarly, our local Police Youth Intervention Officer is able to identify areas where anti-social behaviour caused by young people is occurring and we are able to allocate resources such as the I-Bus or detached youth workers to attend and to either engage those responsible in outreach projects or to actively divert them to youth centres and/or specific projects. An example of which are the Creative Minds workshops, funded by the Police Commissioning fund and developed by the Community Youth Work team. These are running in Caterham and Oxted and offer sessions on media art, music production and graffiti art to young people. Our Youth Intervention Officer was able to identify specific young people and to refer them directly into the project.

One of the issues I will be looking to improve in relation to the network meetings is a commitment from our local schools to attend and form part of the core network. My intention is to develop a stronger working relationship with our schools so that we can identify ways to work directly to support them to prevent young people from becoming NEET. This is one of my priorities for the coming year and I will be asking members of the network to support me to identify relevant individuals within the schools and ways to support their commitment.

# Youth Support Service

## Local narrative

The Surrey Youth Support Service works with a wide range of vulnerable young people with varying needs. Currently in Tandridge we are actively working with 64 young people and their families with 77 open programmes (some young people may be open on more than one programme e.g. NEET and Teen Parent). Our cohort is made up of 35 males and 29 females, we currently hold 11 Court Orders, 1 imposed on a female, all others are on males. We also hold 4 Youth Restorative Interventions (YRI's), these are out of court disposals and are short pieces of work aimed at preventing further offending and diverting young people from the criminal justice system. We find that those made subject to a YRI will generally become an open case to us due to us discovering areas of need, which are typically what has contributed to behaviour and subsequent arrest. The breakdown of the other open programmes is: 12 Child in Need; 5 Homelessness Prevention; 25 NEET; 2 Mental Health and 11 Prevention cases (NEET or Offending).

The focus of our work with all cases, regardless of the open programme, is to identify vulnerabilities, strengths and risks and to find ways to empower young people to progress and transition as successfully as they can. We are working more closely with whole families than we have previously and within the Tandridge team we have a family's champion who supports team members to work with parents, she also supports workers with family mediation sessions. In addition to this, in the South East we also run a group for parents with challenging teenagers (PACT) which teaches communication, mediation and negotiation skills and provides a forum for parents to gain peer support and tools to manage the home environment and to establish relationships more effectively.

One of the issues we find to be prevalent within our cohort is Child Sexual Exploitation (CSE), we are currently working with 10 females identified as being at risk of sexual exploitation. We work on a 1:1 basis and also refer cases to our Sliding Doors programme which supports them to address the issues that underlie sexual exploitation and helps to develop strategies to keep safe and to boost self esteem in the hope that they may feel able to break away from their groomers. I also work closely with police and Surrey Children's Services to develop safety plans for other young people outside of our cohort who are at risk of CSE.

We will continue to work in the way that we have been with Tandridge young people but going forward I am also keen to work more closely with local schools to either prevent exclusion or to support those being sent on early study leave, by providing revision sessions as part of our Ready for Work (R4W) offer. A further area of concern in Tandridge is the lack of host families for our homeless young people, most of whom are sofa surfing or being housed in hostels a significant distance from Tandridge which means that they lose all local connections and support.

### Case study – YSS in Tandridge

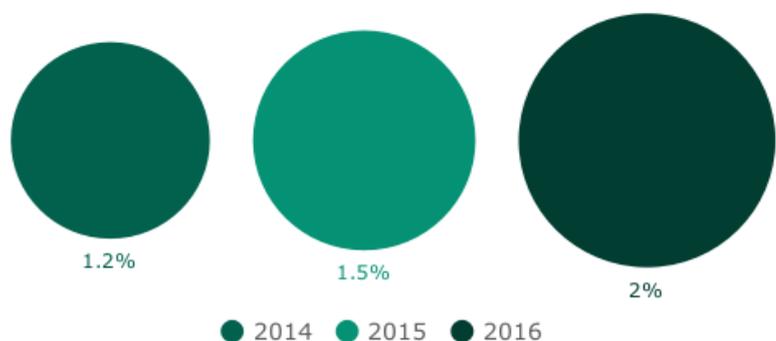
Chelsea is 17, she is open to YSS on Child in Need, Homeless Prevention and Neet programmes. She is too young to diagnose, but there is a suggestion that she has an emerging personality disorder. Chelsea misuses cannabis and alcohol and self harms by cutting. She was adopted when she was 10 months old.

When Chelsea was initially referred to us in October 2015 she was residing at a single sex hostel but had alleged that she had been raped by another resident's boyfriend. As a homelessness prevention service we moved Chelsea to a different hostel immediately. Our preference would have been to return her to the family home but her adoptive parents would not allow her to return as they felt unable to prevent her from self harming. Chelsea is also working with CAMHS and HOPE and we work closely as a core group of professionals to keep her safe and to move her forward.

Whilst at the new hostel Chelsea took advantage of the fact that she did not have her parents monitoring her behaviour. Her misuse of alcohol and self harming escalated and she began to spend time with people who posed a risk to her. Chelsea also made a further six allegations of rape against hostel residents and members of the public in a very short timeframe and police and ambulances were called on approximately eight occasions due to her self-harming during November and December 2015. Chelsea was sectioned twice during this period, she also disclosed that she had been contacting strangers on the internet and was having sex with males in exchange for cannabis and alcohol.

### YSS performance headlines

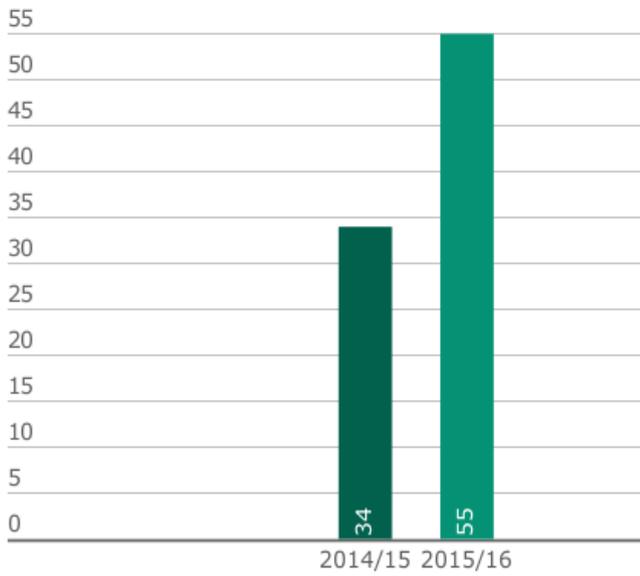
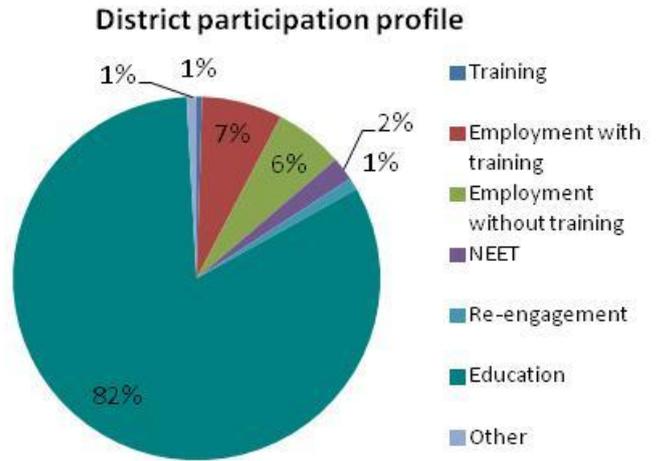
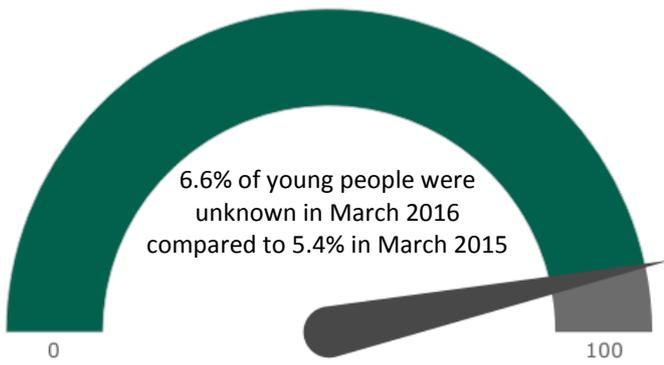
2.0% of young people in years 12-14 were NEET in March 2016 compared to 1.5% in March 2015 and 1.2% in March 2014



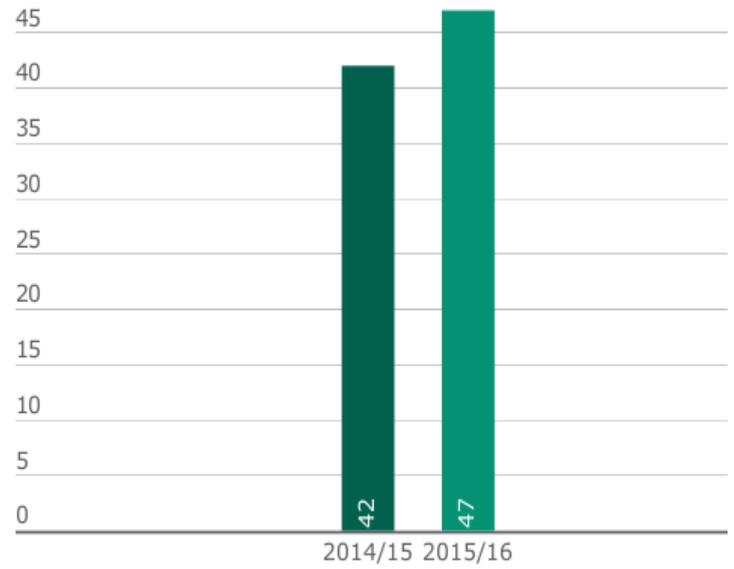
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of the Looked After Children in Tandridge were NEET in March 2016

ANNEX 1



55 disposals given to young people as a result of offending in 2015/16, compared to 34 in 2014/15



47 Youth Restorative Interventions (YRIs) employed with young people involved in low-level offending this year, compared to 42 last year



3

young people at risk of homelessness supported in 2015/16



19

Children in Need case managed by the YSS in 2015/16

## Community Youth Work (£78,200)

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 district. 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 was 1 full-time equivalent (FTE) JNC qualified youth worker in the district, 0.9 FTE of Worker in Charge time and 2.22 FTE of Assistant Youth Worker time.

### Local narrative

The Community Youth Work Service has completed its local restructure. The transition has been a challenging one due to numerous staffing changes, however the service has done all it can to minimise the impact on young people and delivery of youth work sessions. During the year we successfully recruited a new Youth and Community Worker to Street and more recently added a trainee Neighbourhood Youth Worker to the team.

**Street Youth Centre:** The youth centre has continued to deliver two drop-in sessions on Mondays and Thursdays, which have been steadily increasing in numbers with new young people attending. Sessions average around 20 - 25 young people. We have also maintained the Duke of Edinburgh Award Group and we currently have a group of 10-15 working on their Bronze Award. During the year the team also supported Dfest in Caterham and had a stall at the Christmas Fair.

**Harrys Youth Centre:** The youth centre has maintained its senior drop-in on Monday evenings, with an average of 10 - 12 young people attending, and has changed the time of its second drop-in to an after school slot on Thursdays to coincide with the finishing time at Oxted School, which has an average attendance of 10 -15 young people.

**Outreach / Detached:** The team are delivering detached youth work in the following locations: Caterham on the Hill near the Arc, in response to anti-social behaviour (ASB), and Godstone, using the i-bus.

**Community Projects:** The team delivered a successful community day in Smallfield during February half-term and have been running a series of ASB workshops in Caterham (Arc) and Oxted (Harrys) with young people. The team have also worked in partnership with the Tandridge Trust to deliver a dance project for young men and women

**Twister:** The team have maintained its project supporting young people around LGBTQ. The group is currently offering support to 12-15 young people

### District headlines



# 439

hours of youth work delivered in 2015/16



# 229

young people engaged.

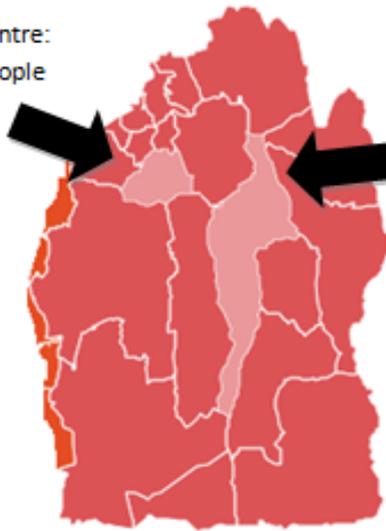


# 17.7

average hours each young person was engaged

### Where does Community Youth Work deliver?

Harestone – Street Youth Centre:  
247 hours and 147 young people  
engaged since April 2015



Oxted North & Tandridge: Harry's  
Youth Centre: 192 hours and 82 young  
people engaged since April 2015.

## Neighbourhood Local Prevention (*YMCA East Surrey - £31,200*)

Neighbourhood Local Prevention providers have been commissioned by Youth Task Groups to work in locally identified communities to deliver specific outcomes for young people. In Tandridge the grant is held by YMCA East Surrey.

### Local provider narrative

In January we moved the session time for our Hurst Green session to after school slot, after a period of seeing no young people during an evening session running up to Christmas. This has worked well as we are now engaging on average 10 young people a week who are congregating behind the shops after school. Using the iBus has been beneficial as older young people had previously engaged with the Youth Support Service team who utilised the iBus in the last contract. We have become aware that some of these young people are presenting high needs including truancy, cannabis use and involvement in anti-social behaviour. We took these young people on an ESCAPE trip during May half term to help further build trust and stronger relationships.

During this term we have offered our Express Yourself project to rural youth clubs in an attempt to support them in the work they are doing and hopefully pick up any 'at risk' young people they are engaging with. Unfortunately we have yet to deliver this but we will be going back to these groups over the next month to find out more about their work and how we can best support them.

In February half term we partnered with Surrey's community youth work team to offer a community event in Smallfield after a perceived increase in young people's anti-social behaviour. The event was well attended by a wide range of children, families and young people with them having the opportunity to take part in activities including football, rock climbing, green screen photography, dancing and street golf.

Over the last term we have continued to take the iBus down to Smallfield Park on a Friday after school. We have had a consistent engagement from a small group of young men who play football at in the park and enjoy the iBus coming down, but these young men are not presenting any issues and or of being at risk. We are going to consult with partners at the next practitioners meeting to discuss if our resourced could be used elsewhere in the district.



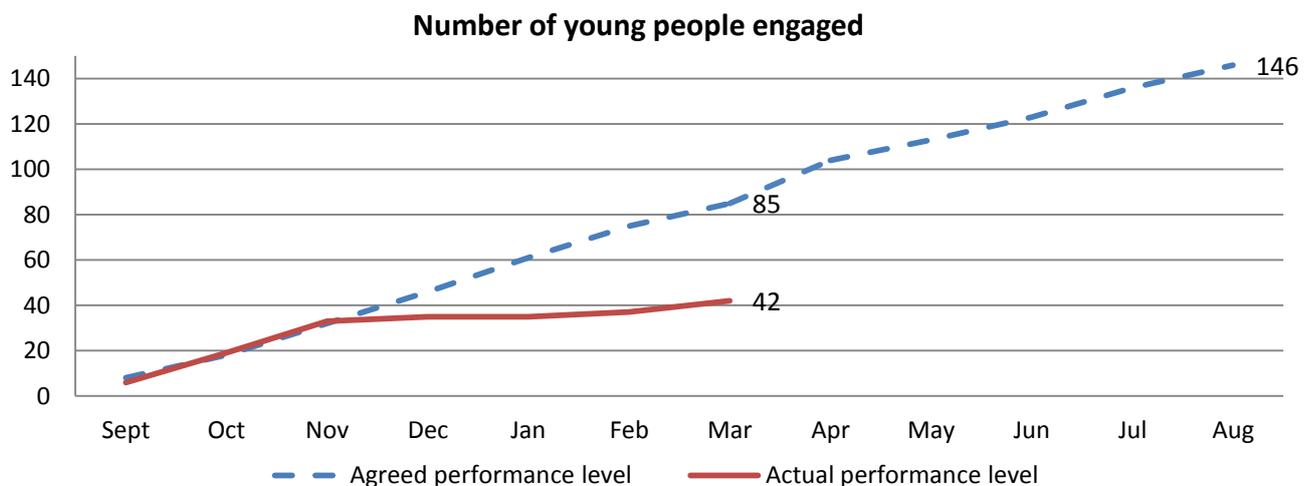
### How is the commission responding to the Youth Task Groups needs and priorities?

YTG local priority needs and outcomes	Response so far
Violent crime and gang culture to be addressed	Although this has not stood out as a key issue so far, our detached youth work has been engaging with young people on the streets in priority areas
Transition from school into further education or work	Our work has been building young people's confidence and skills and we are planning to build stronger links with FE providers
Mental Health – particularly pressure at school, counselling needed for lower tier young people	We are meeting this need through referrals to counselling through Heads Together

Transport – from the outlying villages to the town centres (Caterham, Redhill, Oxted) as well as between Caterham and Caterham-on-the-Hill	No young people have so far said this is a key issue, but We have been delivering our services where young people are in priority communities
Homelessness to be addressed	No young people have so far said this is a key issue
Young people’s access to provision due to the rural nature of Tandridge	Express Yourself programme has been offered to rural community groups
Employability skills, attitudes and behaviours developed	Employability attitudes improved through informal youth work activity
Increased experience of the workplace	We are looking to increase volunteering opportunities to under 16s
Emotional and wellbeing improved	We are meeting this need through referrals to counselling through Heads Together
Mental wellbeing improved	We are meeting this need through referrals to counselling through Heads Together
Social wellbeing improved	The group activities and ESCAPE programmes we offer particularly support this outcome
Reduced impact of offending	Delivered Smallfield event in response to local feedback about ASB in the area
Young People’s safety in communities is improved	By engaging young people on the Streets through detached youth work we provide young people with a safe activity in their community
Informed decisions made about accessing services and support	Information, Advice and Guidance given by youth workers across the offer

**Grant performance**

At the end of March the provider had engaged 42 young people in an average of 4.5 hours against the profiled target of 85. Partnership meetings with the provider have explored the reasons for this, including the challenge of establishing a detached youth work project during the winter months and some difficulties engaging with some of the local, non-SCC youth clubs in Tandridge, who the provider is looking to work with. This is being closely monitored with the provider and our expectation is that numbers will increase as we move into the warmer summer months.



## 1-to-1 Local Prevention (*Learning Space - £43,000*)

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 Tandridge and they are offering 1-to-1 solution focussed 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 provider narrative

We have worked with different agencies to identify young people in Tandridge who need 1-to-1 support, including: the SE Early Help Pilot; the Youth Support Service; Surrey Children's Services; the Family Support Programme; local schools and colleges; Surrey Young Carers; and the Education Welfare Service

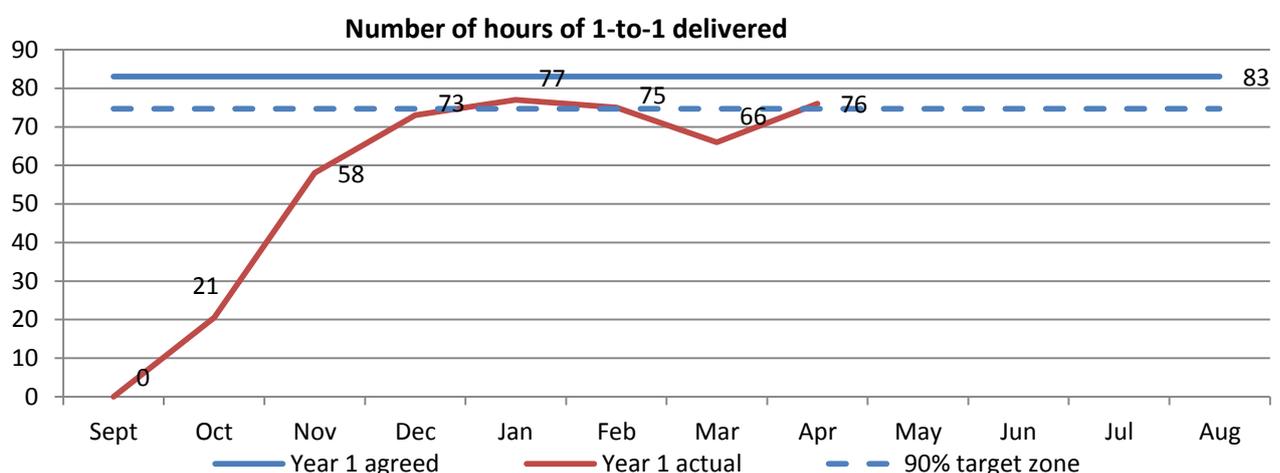
We have used a range of approaches to ensure that we best meet the needs of young people, including: school based work; community based work; family work, including early help assessments and taking on the Lead Professional role for some families; drop-ins for young people no longer receiving more intensive weekly support; and groups when and where appropriate to young people's needs.

Some of the challenges we have experienced so far are: use of technology and accessing the youth app (we are working with the Commissioning Team to address this); lots of time (more than anticipated) spent travelling across the district to support young people referred to the service; and the level, intensity and length of support needed for many of the higher need young people referred to the service.

Ongoing developments for 2016/17 include: developing our evaluation processes to support measurement of impact; supporting work around case closure, further developmental needs and opportunities for young people reaching the end of interventions; an improved triage process to assess needs of young people and avoid a long waiting list for support; and exploring more accreditation opportunities for young people.

### Contract performance

Since December, Learning Space have been delivery in or close to the 90% target zone (75 hours and above). They are engaging well with local agencies and Surrey's early help processes to ensure support to young people is coordinated and delivers the best possible outcomes.



**Tandridge Case Study - Charlotte, Age 14**

Charlotte was referred from Family Support Service via the Early Help hub. Bulimia had been a large barrier to her school attendance and she hadn't attended school for two years. Her older sister has a vast range of complex needs and has had a huge impact on the household. She has some close attachments to family members (in particular mum). At the time of the referral, an Early Help Assessment had just been completed and a Team Around the Family (TAF) was due to start. Previous agency involvement at the time of the referral included: the Family support service; and Child and Adolescent Mental Health Service (supporting re-engagement in school).

The main needs that were identified for Charlotte were: low self-esteem and confidence; her health needs; being a young carer due to older sisters complex mental health needs; and school engagement, as she was just starting accessing a few lessons at school each week. The handover of the case to Learning Space was good, with a detailed referral form and a good relationship with the Family Support Service, who made the referral.

Our worker began their engaging with Charlotte through an initial home visit, where she made a clear offer of service and explored with her how mentoring might support her needs. Through a series of these home visits she built trust with the family and was able to then begin meeting the young person outside of the family home. This helped to further build the relationship and trust and established our future way of working with Charlotte.

We have been actively attending TAF meetings and arranging mentoring in partnership with the school, which has helped to support her access to education. Mentoring has really helped Charlotte to increase her school attendance, by working with her after her half school day in school and then outside of school in a more informal environment. Mentoring has focused on her journey, recognising hers and her families' achievements and setting goals. She takes pride in her journal / scrap book, which is used during mentoring sessions. Through the process she has been encouraged to take increasing responsibility for decision making, for examples a recent trip to London

The work has achieved a number of outcomes including: the family all have a good relationship with mentor and she is able to act as lead professional for the EHA and TAF; Charlotte confidence increased and she is pushing herself to increase her timetable at school; she is well prepared to answer other pupil's difficult questions about why she hasn't been at school, doing so confidently and without getting upset; and, although she still gets anxious before a new milestone, she is able to overcome this and celebrate her developments.

The key next steps that we have identified with Charlotte are for her to access the full curriculum in school and, with support and encouragement, to access small group work, to develop her confidence among her peers.

## Year 11/12 Transition (*East Surrey College - £24,000*)

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.



**95% of young people supported in  
Year 11 remained in positive  
destinations at the end of March  
2016**

Please note – as a result of a re-commissioning process, undertaken during 2015, the Year 11/12 Transition contract in the SE of Surrey will be delivered by the organisation U-Explore from 2016 onwards. U-Explore have been the Year 11/12 Transition provider in NW, NE and SW Surrey since 2012 and have a good track record in achieving excellent outcomes for young people during their transition alongside excellent value for money.

## 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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