



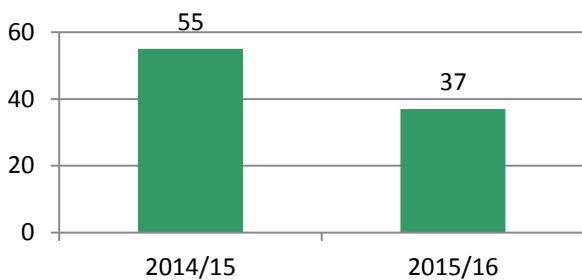
Services for Young People in Waverley Performance Summary 2015/16

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 Waverley.

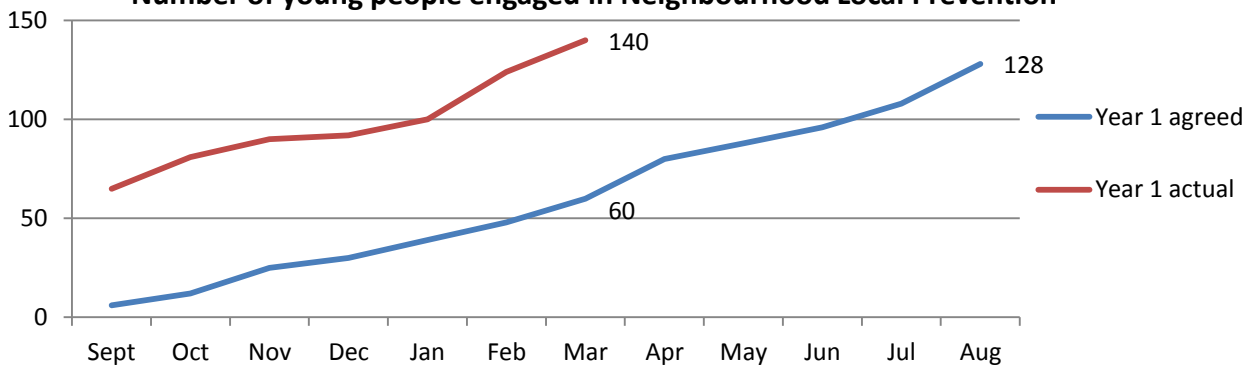
Selected Waverley performance headlines in 2015/16

Number of young people receiving Youth Restorative Interventions



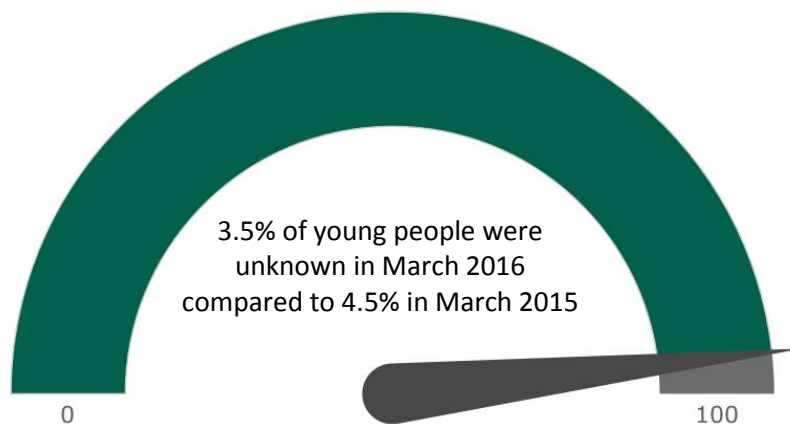
37 Youth Restorative Interventions (YRIs) employed with young people involved in low-level offending this year, compared to 55 last year

Number of young people engaged in Neighbourhood Local Prevention



0

young people who were looked after by Surrey County Council and placed in Waverley were NEET in March 2016.



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.

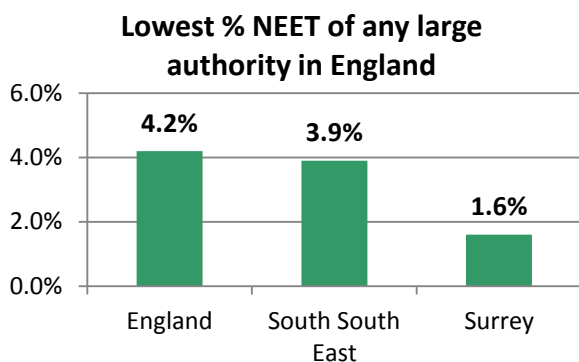
Key changes to our model have been: greater coordination of local services, through the YSS local leadership role; mobilising the new Community Youth Work Service, with 11% less budget and resources allocated in to local need; launching new Neighbourhood and 1-to-1 Local Prevention commissions in September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

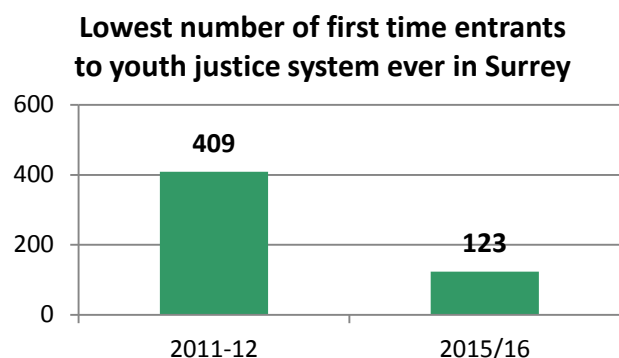
Alongside these changes, Surrey's overall performance has improved, with fewer young people not in education, employment or training (NEET), fewer first time entrants to the Youth Justice system, fewer young people sentenced to custody and fewer young people who were at risk of homelessness placed in 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.

Overview of the year from the Waverley Local Network

The Waverley Local Network consists of Local Prevention 1:1 (Step by Step) and Neighbourhood (Eikon) commissions, awarded by the Youth Task Group; the Community Youth Work Service (CYWS), Year 11-12 Transitions Team (U-Explore) and the Youth Support Service (YSS). These agencies meet 6 weekly to profile and respond to the identified needs of young people living in Waverley, and promote effective partnership working, sharing both knowledge and resources.

This is supported by a wider 'Services for Young People Partnership Meeting' which draws on the experience and knowledge of various young people's organisations across the statutory, voluntary and faith sector in Waverley and includes representatives from Waverley Borough Council (Leisure, Family Support Team, Partnerships Officer), Surrey Police, SEND Pathways Team and other adolescent services.

Key outcomes achieved by the Waverley Local Network over the past 12 months include:

- Establishing a new 'tiered' partnership structure for the effective coordination and delivery of services for young people across Waverley, including open access, early help and targeted support provision.
- The successful launch of a dedicated 'early help' service (Future Steps) to provide support and interventions for vulnerable young people (aged 13-18), who are on the 'edge of the social care system' or at risk of negative outcomes.
- Establishing a new mobile provision (Eikon), delivering outreach services in those 'priority neighbourhoods' identified by the Youth Task Group as having the highest number of young people at risk of NEET. Eikon have also delivered a well received 'SWITCH programme' in a number of schools across Waverley.
- Strong performance by the Year 11-12 Transitions Team and effective work with local schools to secure September destinations for all those young people identified at risk of becoming NEET.

Whilst most young people live in supportive family environments and make successful transitions from school to work, a small percentage experience family disruption or may be struggling with personal, social, emotional or physical challenges; placing them at a disadvantage and limiting their 'life opportunities'. One significant benefit of the 'joined up' approach has been to identify those young people who might benefit from early intervention - many of these young people would not previously have met Children's Social Care thresholds for a service; assertive outreach services ensure that irrespective of where a young person lives, they will get access to services at a time and location that is appropriate to their needs and personal circumstances.

The Local Network has created a 'one stop shop' where any young person can access one part of the service, then can be signposted for additional support to any other part of the service – providing a holistic and youth friendly response for young people who traditionally may not choose to engage with mainstream services. A good example of this is where the Eikon mobile bus has met with young people in local neighbourhoods and encouraged them to access individual support via 'Future Steps', YSS or the local Youth Centre offer.

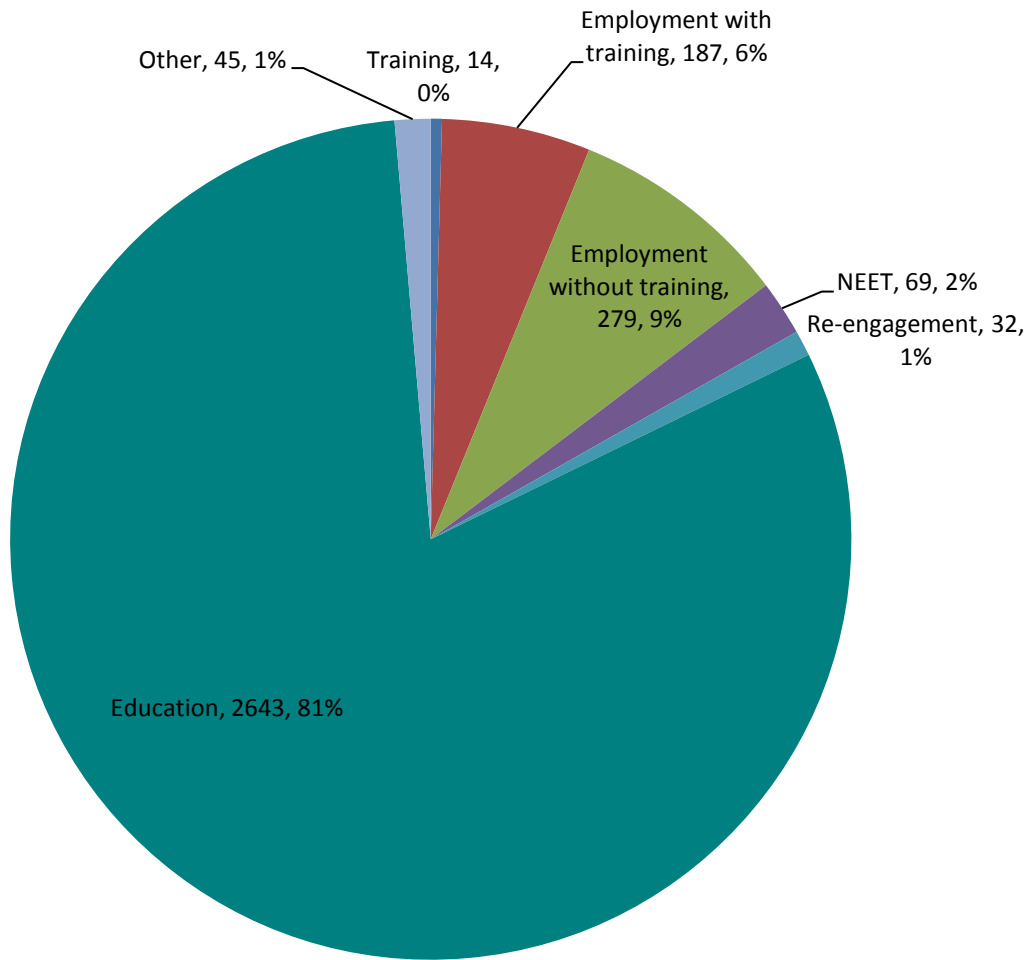
Good communication and cross agency participation are features of a successful local network of services for young people and this places Waverley in a strong position to promote and develop the new Early Help offer for young people aged 11+ in 2016. In terms of future developments, I am keen to encourage the development of a 'Directory of Services for Young People' on the Waverley BC website, giving information on all available youth sector provision within the Borough.

Local Network Case Studies

Case Study 1: Jo, is a young woman age 16 who has been involved in significant self-harming episodes over a long period, resulting in A&E admissions; some which were potentially life threatening – she had refused support from CAMHS. On first meeting Jo she presented as depressed and socially withdrawn, she was not attending school, appeared unhappy at home and in conflict with her parents. Jo was initially referred to the YSS, however as she built a positive relationship with her allocated Youth Support Officer, her confidence increased, she agreed to leave the house and engage with the local youth centre – this included accessing a youth counsellor. Jo started to become more socially engaged, conflict within the home reduced and to date there has been no further admissions to A&E – she also hopes to start college in September.

Case Study 2: The Smiths are a family who are well known to Housing, Police, Waverley Family Support Team and Children’s Social Care; the children have come to the attention of the police for anti-social behaviour within the local community and the family are involved in neighbourhood disputes. Three of the children have accessed the Eikon Mobile Bus; two have received onward referrals to the 1:1 Future Steps programme and three have received criminal justice interventions via the Youth Support Service. The young people concerned have engaged well with services and at a recent multi-agency partnership meeting (JAG) the local police report a decrease in the incidents of reported antisocial behaviour and crime on the estate. The family are engaging positively with services and the Community Youth Work Service are also looking to engage the children in voluntary support activities within their local area.

Waverley participation profile



Youth Support Service

Services

The YSS provides a dedicated 1:1 case management service to some of the most vulnerable young people in Waverley, including:

- NEET - those not participating in education, training or employment (aged 16-19)
- Youth Justice - young people coming to the attention of the police or courts (aged 10 -17)
- Children in Need - those assessed by Children's Services as requiring targeted support (aged 14 - 17)
- Homeless Prevention Service - 16 – 17 year olds that are homeless, and
- 'No Labels' - Young people (aged 13 – 18) with significant emotional or mental health problems, who have disengaged from CAMHS

Each young person is allocated a named Youth Support Officer; this creates the opportunity to build a trusting, professional relationship, providing continuity and consistency in meeting ongoing support needs. This is further complemented with access to a range of staff with specialist knowledge regarding Education, Social Care, Housing, Mental Health and Substance Misuse issues. We work together with young people, parent(s) and carers in completing holistic assessments, agreeing plans of intervention and reviewing progress on a regular basis

I consider myself fortunate to lead such an skilled, dedicated and enthusiastic multi-professional staff team who place young people at the centre of all they do; the result is securing positive engagement and outcomes for some of the most hard to reach young people living in Waverley.

Developments

The Waverley YSS Team relocated to Godalming on 1st September 2015, this new base has embedded us within the local community, encouraged closer links with partners and seen the development of a wider range of initiatives, including the Godalming based Ready for Work 'Drop In', co-location with the Community Youth Work Service (CYWS), delivery of Child Sexual Exploitation (CSE) groups with vulnerable young women and the introduction of the Fresh Start' Programme, supported by the Dan Eley Foundation (a local charity). Local leadership and partnership working has been enhanced by the Waverley Local Network, building on the previous arrangements for the coordination of services for young people

A new Early Help offer has also been developed from 1st June 2016, providing a preventative service for those young people aged 11+ referred to Children's Social Care who do not meet the threshold for a Child in Need service, but where the young person and their family may benefit from additional support.

Services are provided across Borough from the four major centres of population (Farnham, Godalming, Haslemere & Cranliegh), in addition to all outlying rural locations.

Numbers of young people & characteristics

The YSS (Waverley) work with between 100 – 150 young people at any one time; including up to 50 young people who are NEET; 30+ Children in Need programmes; up to 10 homeless; 10 – 20 suffering with significant emotional / mental health issues and 10 – 20 young people subject to out of court disposals or statutory court orders. The recent introduction of an Early Help offer has generated 48 new referrals in the first 3 months and represents a significant increase in demand for services.

A small number of young people have complex needs and are subject to multiple programmes – these young people often require considerable support and are in contact with the team 2 - 3 times a week. In

terms of the profile of young people we work with, it includes young carers, teen parents, those with learning difficulties or special educational needs, those at risk or subject to child sexual exploitation, those with emotional/mental health needs or who are experience relationship difficulties or family breakdown.

Performance

There is strong performance demonstrated by the team in work across all core strands – including reductions in NEET, homelessness and first time entrants to the youth justice system. However, many of these ‘headlines’ disguise the progress made by young people, much which is not captured in performance measures but which nonetheless represent significant individual milestones. This includes restoring family relationships, building trust, keeping safe, gaining skills and qualifications, leaving the house, finding alternative coping strategies to getting angry or depressed, reducing dependence on drink or drugs – asking for support and accepting it. The YSS have an ethos of ‘not giving up on young people’ and ‘doing with and not to’ – these principles inform our daily work with young people and their families and secure positive outcomes and futures.



YSS Ready for Work Programme
Dec 15 – March 16

Duke of Edinburgh Award – July 16
Supported by the Dan Eley Foundation

YSS Case Studies – a young person’s journey with the YSS

Case Study 1: NEET - SEN

Michael has high functioning Autism, he self referred to the ETE Drop In aged 18 having left college – he presented with low self esteem and Mum was at her ‘wits end’ believing Michael not capable of sustaining employment

Michael’s confidence increased through interaction with others, participating in a cookery project and playing pool. In January he attended the Ready for Work Programme (1 day a week for 12 weeks) with 7 other young people - he successfully completed two sections of his Bronze Duke of Edinburgh Award and achieved 4 AQA certificates in team building and communication skills. Michael’s YSO referred him to the ‘Employability’ Team who supported him to gain ‘sheltered work experience’ with a Children’s Pre School, followed by a placement with a Charity Shop. Michael also attended the Kane FM project where he gained skills in music mixing, and had the opportunity to produce his own one hour long show. He has since completed an Arts Award and continues to attend Kane FM weekly.

Case Study 2: Child in Need / SEN / Young Carers

John has special educational needs (ASD / Speech & Language difficulties) – he cannot tell the time or tie his shoe laces, he cannot budget money or remember to take prescribed medication; his personal care skills are lacking, he has difficulty travelling on public transport, cannot cook for himself, is socially isolated and only has one close friend.

He is one of 4 siblings who were removed from their mother for serious neglect, they lived in a house that was covered in dog faeces - the children were taken into foster care, three were later returned to their father, who had separated from his wife.

Two years ago the children presented as angry, tired, unfed and unkempt in school; Children's Services completed a further assessment and discovered Dad's health had deteriorated significantly; the two older boys were caring for their youngest sister, in addition to supporting Dad with his acute health needs (he is reliant upon oxygen to breathe, sleeps a lot and has routine hospital admissions, many lasting several weeks). The children were placed on a CIN plan, the two eldest were referred to YSS for additional support; the youngest sister was placed in foster care as there were significant concerns regarding her failure to thrive.

The work completed in the past two years has required significant emotional support for both boys; interventions have included transport to school to complete exams, seeking further education placements, travel training, cookery classes, attending all Children Services meetings, assisting Dad with food parcels, referrals to the Young Carers Service, sourcing funding for clothing and equipment needed for college placements, supporting Dad with benefits claims, DLA appointments and housing applications.

John attends the weekly YSS Drop In, participates in the Ready for Work Programme, and commenced a Public Services course; however he found the physical fitness requirements too demanding. YSS are now trying to secure a volunteer mentor to work with John post 19, in addition to referring him to the CYWS Health Hub, which will continue to provide John with longer term support in his local area.

Case Study 3: Emotional and Mental Health

Annie was referred to the YSS as a NEET/No Labels case in summer 2015; she wanted help securing an apprenticeship.

CAMHS had assessed Annie as being of low mood, suicidal and struggling to cope with the death of her father; she had threatened to kill herself by jumping off a road bridge. Her low mood impacted on her confidence, she was overwhelmed with a sense of grief, felt socially isolated and was not keeping appointments with CAMHS. She also had difficulties with emotional literacy in terms of self regulation, motivation and social skills.

Through weekly one to one support with her Youth Support Officer (YSO) Annie has re-commenced fortnightly appointments with CAMHS, attended Waverley Training Services, managed to complete her educational work, pass exams and undertake a work placement with a media company, where she was offered an apprenticeship.

Through contact with the YSS, Annie has also participated in a girls' residential, attended the YSS 'Drop In', worked on a film set in London and joined a young people's interview panel. As a result Annie states she feels much more positive about her future, she has developed employability skills, a CV and is more confident and motivated to work and pursue an active lifestyle. There have been no more recurrences of self harm or threats of suicide.

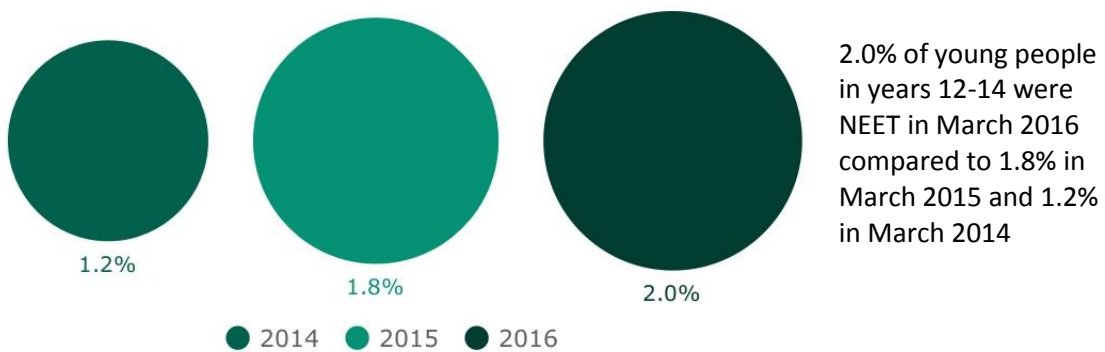
Case Study 4: Year 11 at risk of becoming NEET

Ross is a Year 11 student who recently returned from the USA; he was placed at a secondary school not of his choosing and found it difficult to fit in – consequently he avoided attending school. He is of White - Black African origin but living in a predominantly White British community. He lives with his Mother, Step Father and two younger half siblings. Mother works long hours as Step Father has an injury that prevents him working.

Ross has no knowledge of his natural father and wants to find him. He misses the diversity of the USA, his cousins who live there, participation in sport and the outdoor lifestyle. He feels isolated and lacks attachment to his community, school and family. He is a bright boy and has ambition. Since working with Ross we have:

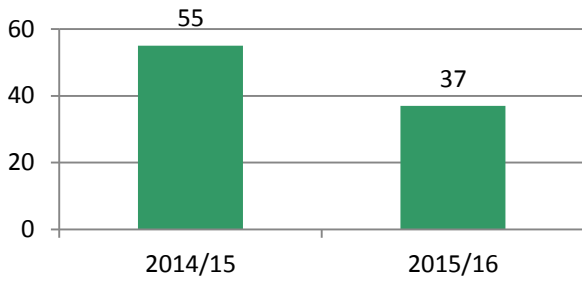
- Alerted school to ‘racist’ language and discrimination he was subjected to by other pupils.
- Collected revision papers from school and marked a few papers he has completed.
- Sent him a text every evening prior to an exam, arranged transport and taken him to one exam.
- Sourced a bicycle from our Bike project - so he can cycle to and participate in football practice.
- Facilitated face to face mediation discussions between Ross and his parents.

YSS performance headlines



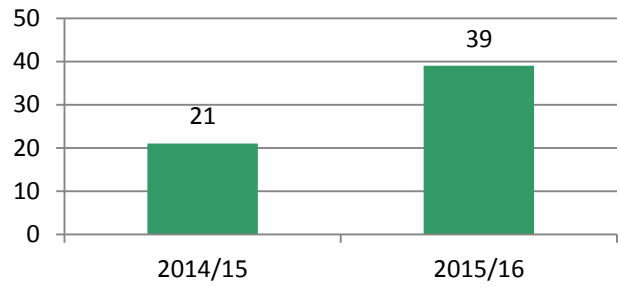
young people who were looked after by Surrey County Council and placed in Waverley were NEET in March 2016.

Number of young people receiving Youth Restorative Interventions



55 Youth Restorative Interventions (YRIs) employed with young people involved in low-level offending this year, compared to 37 last year

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



39 disposals given to young people as a result of offending in 2015/16, compared to 21 in 2014/15



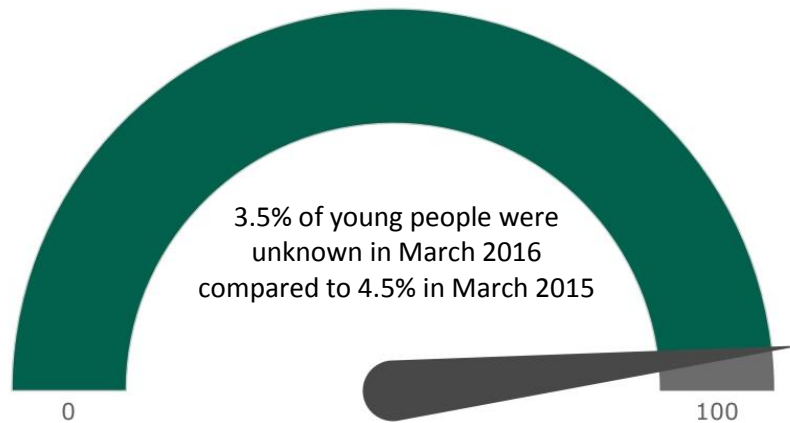
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young people at risk of homelessness supported in 2015/16



26

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



Community Youth Work (£143,400)

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.

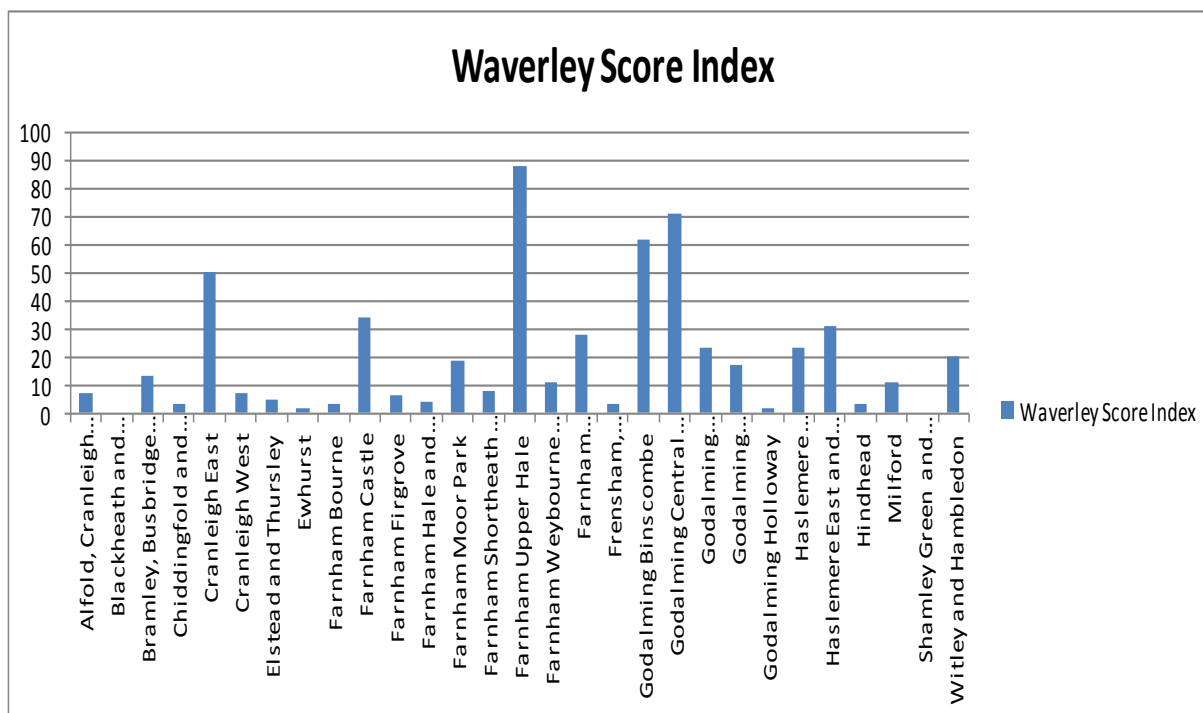
At the end of March 2016, there were 2 full-time equivalent (FTE) JNC qualified youth workers in the borough, 0.9 FTE of Worker in Charge time and 1.2 FTE of Assistant Youth Worker time.

CYWS Highlights for 2015-16

2015/16 has been a redefining year for the Community Youth Work Service. The service has worked closely with the Youth Task Group to agree new priorities and communities within the borough to focus our resources based on the needs of young people. Waverley was the only borough in the county which required a formal restructure in order to rebalance the resources. Now this is complete the results of the service are impressive. The service also added a second full-time worker to the team – which has enabled a broader and more sustainable offer.

Due to the application of the ‘Resource Allocation System’ (allocating resources to need) both Haslemere and Cranleigh areas were allocated less resources. However, the service is thrilled to be able to build strong partnerships with Cranleigh Parish Council to pool funds to develop a new offer for young people based on their needs. CPC now jointly fund our work in Cranleigh and we are pleased to be co-designing our youth work offer with young people in partnership. A similar approach has been developed with Haslemere Town Council who are equally keen to pool resources and a new youth work offer in Haslemere will be available from October 2016 (subject to final agreement).

A local needs assessment for Waverley was completed in 2015 and from this a ‘score index’ was produced (each indicator of need is given a ranking and all these aspects are added together to show the totality of need across the borough). The graph below demonstrates the levels of need among 11-19yr olds in Waverley.



ITEM 11

Version 1.0

The Community Youth Work Service has focused its efforts since September 2015 on Farnham and Godalming. Work is ongoing to grow the offer in Farnham in particular (Wrecclesham).

This needs assessment helped us allocate the Hub and Spoke Model as follows:

- A youth work HUB – Farnham (CYWS primary provider)
- SCC Spoke – Godalming (staffed by CYWS)
- Partnership spokes – Cranleigh (joint staff SCC and VCFS/CPC)
- Community Spoke – Haslemere (lead by VCFS)

Key highlights from CYWS:

- The Sandy Hills area of Farnham is one of highest need areas of Surrey. Our Sandy Hills project provides a vital link for young people to access professional support two evenings per week. Our team are supporting 60+ young people with needs such as housing, health, and well-being (personal safety, sexual health, drugs and alcohol).
- 40 Degrees youth work is lead by the CYWS working with the team at 40 Degrees. CYWS has established a base at the centre and our sessions are well attended – our offer includes a focus on employability, health and well-being and prevention of anti-social behaviour
- There are two core priority delivery areas in Godalming. Our work in Farncombe and Ockford Ridge has grown and developed over the last 9 months. These high need areas are benefiting from a focus on health and well-being and community cohesion.
- The CYWS has worked with Cranleigh Parish Council to secure new funding for the service to safeguard four sessions per week. The initial focus is on health and well-being and support for young people with SEND.

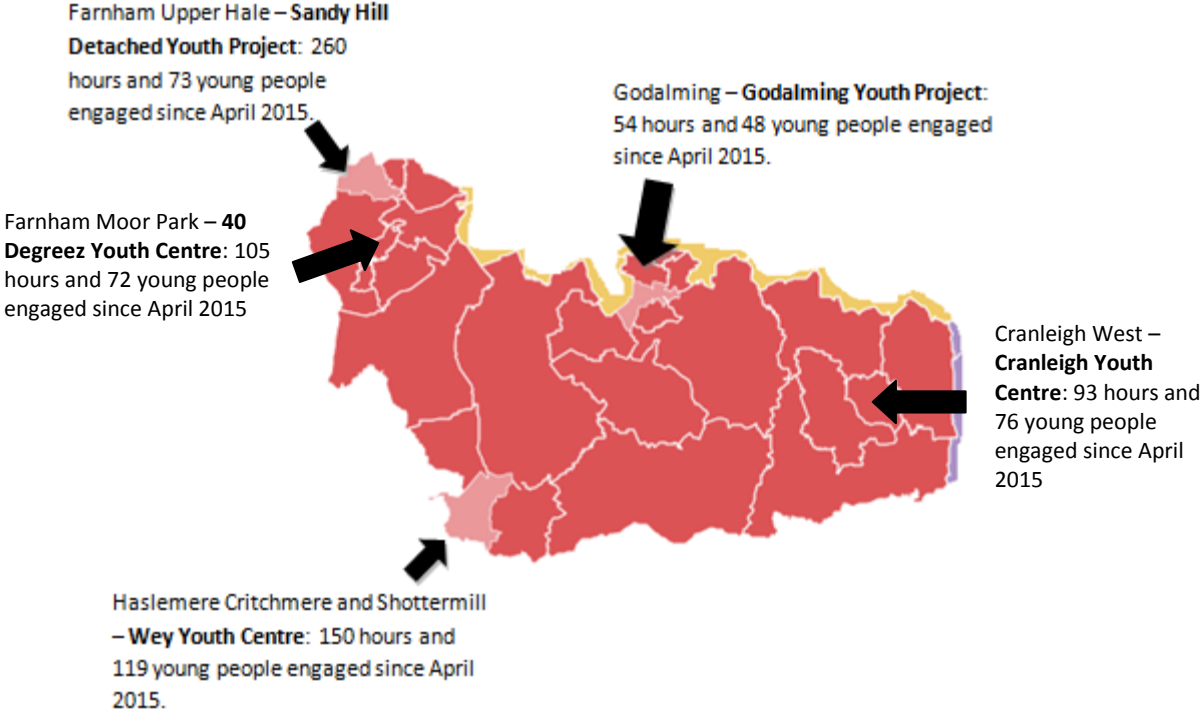
Future priorities:

- The service is keen to develop a new offer in Wrecclesham – existing staff are unable to work the one evening per week we can use the Community Centre. The service is actively recruiting new workers for this area and speaking to Waverley BC to explore alternative venues. An interim offer is being planned for September 2016 until a broader offer can be implemented.
- Securing final agreement with Haslemere Town Council to offer a 'health and well-being' provision for young people. This was the highest need aspect of the Waverley needs assessment for Haslemere.
- Additional partnership work and support for Sandy Hills. The service has faced significant challenges due to the high complexity of the needs of young people and will seek to further enhance partnership work to maximise the services impact.
- Our work in Godalming is growing and the service will seek to broaden the offer to more young people. Our current focus is the highest need young people across Godalming.

Borough headlines



Where does Community Youth Work deliver?



Case Study

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

Building professional relationship with local voluntary organisation

Young people can identify healthy and unhealthy relationships 'Risky Behaviour'

Pilot part of the educational 'Healthy Relationships program'

What was the intervention (be specific)?

School based learning for young people in year groups 10 & 11

Covered key aspects of healthy and unhealthy relationships

Group work and individual classroom based approach.

What was the impact of the youth work?

Young people were able to begin to understand key indicators of a healthy and unhealthy relationship

Promotion of group discussions and deeper understanding of relationships

Young people covered key material around consent, the law and develop awareness around what is a healthy relationship for them.

Stronger links with the community

Partnership working with local voluntary organisation

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

CYWS were able to deliver a bespoke program covering key aspects of the social and emotional education young people are required to learn.

Trained professionals confident in teaching young people

Young people have started to explore what types of relationships they have

The youth work approach is able to use its tools and expertise to learning objectives

Flexibility to meet the needs of the school and young people i.e. during school hours

Neighbourhood Local Prevention (*Eikon* - £39,200)

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 Waverley the grant is held by Eikon, who deliver their group work Switch programme and outreach work using their mobile bus.

Local narrative

Switch Case Study at Broadwater School

12 participants took part in the Switch at Broadwater School over 6 weeks. This course focused on Self esteem and team work in young people who struggle with integration and social skills. During this time we were able to see and evidence young people developing life and employability skills alongside good personal qualities with:

Outcomes Met	Priority Outcomes Identified
Young people overcoming significant shyness to lead an icebreaker game	2.2 - Emotional wellbeing improved 2.4 - Social wellbeing improved
Young people wrote a song about mental health and self esteem	2.2 - Emotional wellbeing improved 2.3 - Mental wellbeing improved
Young people learning to encouraging others	2.2 - Emotional wellbeing improved 2.4 - Social wellbeing improved
Young people developing confidence and leadership skills to lead a small team in a group activity	2.2 - Emotional wellbeing improved 2.4 - Social wellbeing improved
Young people overcame their fear of speaking in front of a group, speaking proudly and boldly in front of a group	2.2 - Emotional wellbeing improved 2.4 - Social wellbeing improved
One young person who started off refusing to make eye contact with staff was fully engaged in all discussions by the last session	2.2 - Emotional wellbeing improved 2.4 - Social wellbeing improved

Switch Case Study at Rodborough School

11 participants took part in the Switch at Rodborough School over 6 weeks. This course targeted young carers' confidence and emotional health. During this time we were able to see and evidence young people developing life and employability skills alongside good personal qualities with young people:

Outcomes Met	Priority Outcomes Identified
Young people gaining confidence in conversation	2.2 - Emotional wellbeing improved 2.3 - Mental wellbeing improved 2.4 - Social wellbeing improved
Young people acknowledging feelings rather than keeping them pent up	2.2 - Emotional wellbeing improved 2.3 - Mental wellbeing improved 2.4 - Social wellbeing improved
Young people building trust with youth workers to talk about family issues	2.2 - Emotional wellbeing improved 2.4 - Social wellbeing improved
Young people raising aspirations to exploring difference career paths	2.2 - Emotional wellbeing improved 2.4 - Social wellbeing improved 4.1 - Young people prevented from becoming NEET
Young people increasing perceived self esteem	2.2 - Emotional wellbeing improved 2.4 - Social wellbeing improved

Waverley Outreach

The Needs identified in the area were:	How we met these needs through our Outreach Service:
<ul style="list-style-type: none"> • Social isolation 	<p>Our Outreach bus has been key in enabling us to tackle social isolation in areas of need. It has enabled us to locate our session at the heart of where young people gather, rather than expecting them to travel to us. Once our presence became established young people would be waiting for the big blue bus to arrive. We were able to build strong and consistent relationships across the mixed age groups, who also worked and socialised with one another. Confidence shined from the young people when meeting the youth workers and informing us about their week.</p>
<ul style="list-style-type: none"> • Mental health • Drugs and alcohol 	<p>At both Godalming and Farnham we addressed the identified needs of mental health and drugs and alcohol. We were frequently seen to be able to support young people in regard to their various mental health needs and talk about their families and friends close to them. This was possible as result of our relationship approach were they felt comfortable enough to talk to us about their lives. At both locations in our weekly sessions, we discussed substance misuse. Our discussions started by posing a question to the group and they would state what they thought. The group learnt a lot and questioned each other on the answers given. This ended in a quiz night at both sessions in January.</p>

Farnham Outreach Case Study

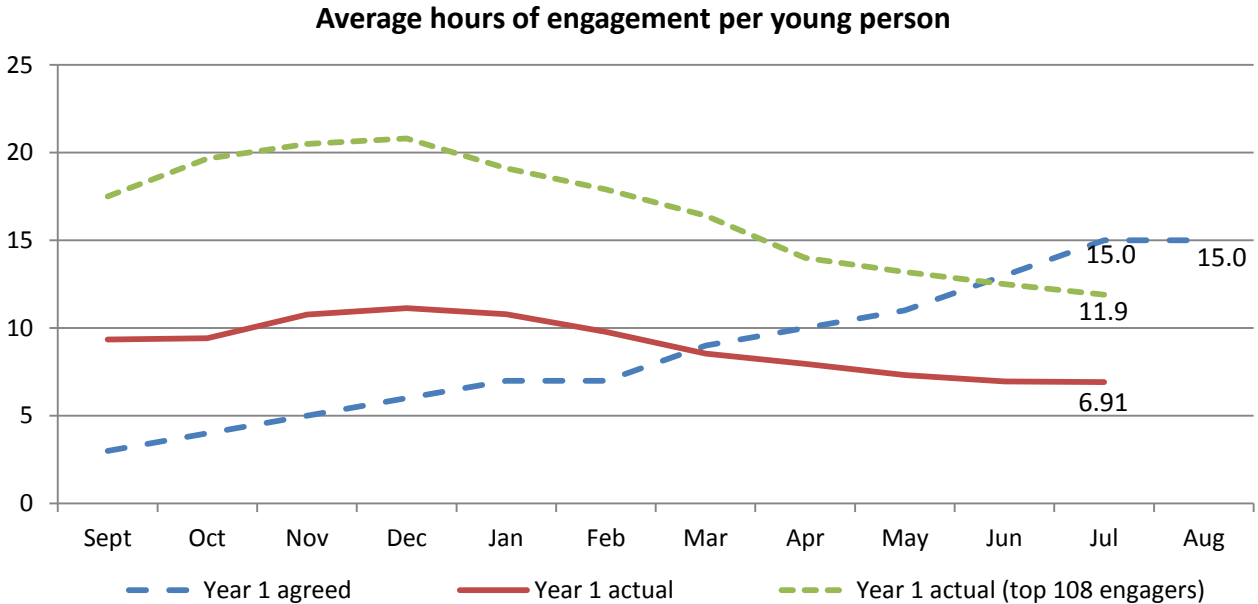
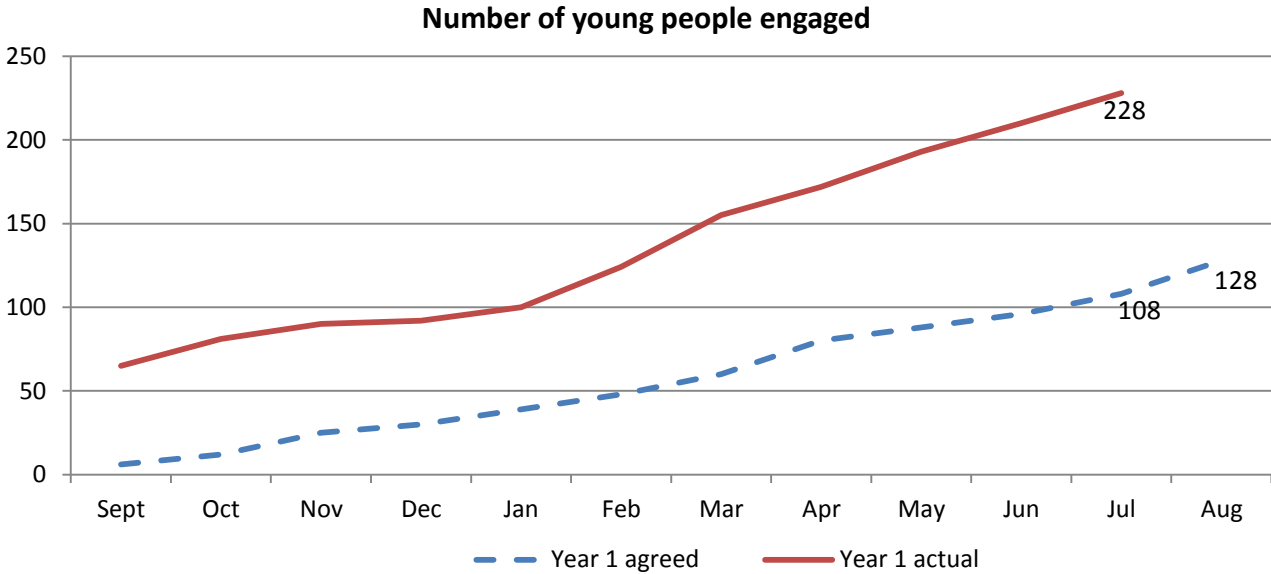
In our sessions young people in Farnham voiced their concerns about their local playground with surrounding grass area which was frequently fouled upon by neighbours’ pets and not being cleared up. This lead to us being able to positively empower the young people to write a letter to the local authority about the issue, who subsequently replied requesting additional information to take further steps to see an end to it.

Godalming Outreach Case Study

Outreach has been a good bridge between having nothing in their area to the start of a weekly youth work session on a Monday in the local scout hut for the Godalming group. This has reduced the feeling of social isolation. When we visited the group in January to wish them a “happy new year” and see how they were. We stood engaging in conversation with the group until we all were suitably cold and one young man said to the youth workers “I thought I’d never see you again” and had a big smile on his face.

Grant performance

Eikon had engaged 228 young people at the end of July 2016, more than double the profiled performance level of 108 and markedly higher than the end of year goal of 128. Having engaged higher numbers of young people than planned, the average hours of engagement per young person is lower – 6.91 compared to 15.0. Although significantly more young people have been worked with, these additional young people have tended to be engaged less intensively. When only the 108 young people with the highest engagement are considered (in line with the original delivery forecast) the average hours per young person is 11.9, closer to the 15.0 hour profile.



1-to-1 Local Prevention (*Step by Step - £52,000*)

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. Step by Step is the commissioned provider in Waverley and they are offering 1-to-1 talent coaching 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

Future STEPS© was successfully launched in September 2015 and is the one to one local service provision for young people in Guildford and Waverley aged 13 to 18 years old. The service was commissioned to meet the need for specialist targeted one to one support required in Guildford and Waverley, designed as an Early Help intervention reaching those young people on the edge of the social care system or at risk of negative outcomes in the future. The main aim is to prevent a young person needing a referral to further specialist services either during or 3 months after receiving support.

Each young person works towards completing the programme over a 12 week period, however this is open to flexibility when required. Direct support with the following key areas can be accessed dependant on individual need:

- Education and Training
- Employability
- Drugs and Alcohol awareness (Tier 1 + 2)
- Welfare and benefit
- Health and Emotional Wellbeing
- Community Involvement
- Sexual health and relationships (Tier 2)
- Family Mediation

Future STEPS© offers a unique programme of support where our Talent Coach works alongside young people to harness their potential, develop skills, increase self-esteem, build motivation and ultimately maximize their life chances.

The STEPS to Achievement programme provides the overall framework for the service. Following the initial ACE conversation assessment there are three formal stages. These consist of Inspire (goal setting), Perspire (Review + Talent Grant application), and On Fire (evaluation) created to be young person friendly to assist in engaging to make a change.

Between each formal stage with the Talent Coach weekly 1-1 STEP sessions are held to motivate and encourage progression to the next level in the programme. These STEP sessions are carried out with our Future STEPS© Student Social worker, volunteers and Peer mentors that are integral to the service delivery.

During the Perspire Review the young person also has the option to apply to the Future STEPS© Talent Grant which provides from £50- £250 per young person to support the development of their future aspirations. The application must link directly to their initial goals set out with the Talent Coach and is used as incentive to continue their progression.

The initial three months of the service delivery were primarily focused on promoting Future STEPS © within Guildford and Waverley and establishing working relationships with all referral sources available in each area. This was successfully achieved by attending meetings, delivering presentations and workshops to the various professional teams, schools and Youth Services across both counties. Along with networking and promoting there was work being done on establishing a solid framework for the service and developing support package to effectively deliver the outcomes in preparation for the first referral in January 16.

The challenges faced have been in regard to referrals to the Future STEPS © service which is to be expected for a new service in the area. The Early Help Training was delayed for the professionals in the youth services and this created a knock on effect to our service. It took time for the Early Help provision to be understood and clear to all parties that were eligible to refer.

Following on from this the completion of the Early Help Assessment form has presented, in some cases, as a slight barrier. Feedback has been that the form covers a great deal of information and can be a lengthy process to complete. To address this issue there have been discussions about making this simpler and our Talent Coach supporting with this process when needed.

It has been difficult engaging schools in referring to Future STEPS © as contacting the schools directly to inform them about Future STEPS© was not successful as referrals were not fed down through Early Help. We are now working with other Early Help providers such as U-Explore who are sharing school contacts and inviting Future STEPS © to meetings with SENCO's and Education Welfare Offices. This appears to have been positive and resulted in a better referral path; however this is still a large referral source that needs to be fine tuned.

Case Study – A

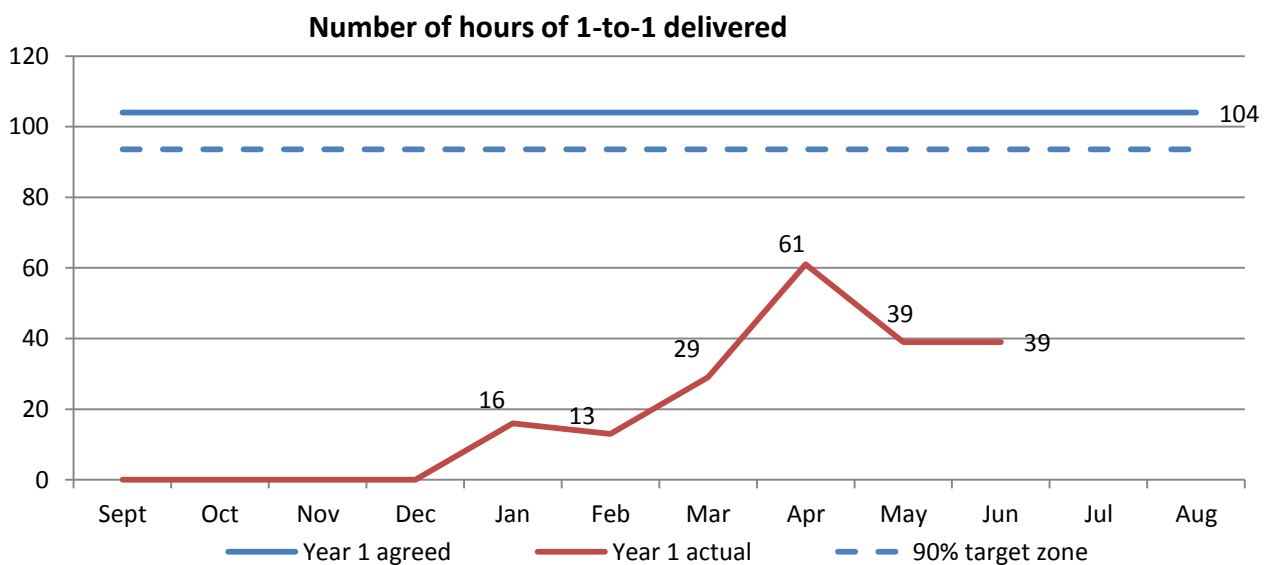
Young Person A has PTSD and Autism and was not attending school for over a year. Our Talent Coach has slowly been able to develop a working relationship with him where he feels comfortable to engage. It has been a challenging piece of work with the main objective to return to school again. It has been a slower process due to his support needs but to reflect this Future STEPS to Achievement programme has been tailored to smaller achievable goals over a slightly longer period of time since January 16. He wanted to start engaging back in school but struggled with forming friendships and this created severe and complex anxieties around school. During the support, young person A has been able to establish his interests and hobbies with the Talent Coach and this is becoming the platform to begin developing his self esteem and confidence. He has now been supported to source an alternative school placement during the past month that can better meet his additional needs – it became apparent very early on during Future STEPS support that the school was not suitable and many of the issues presented were linked to this. Our Talent Coach has been there every step of the way during this process, a great outcome for the young person and they are still receiving support until stable and attending the new school for a longer period.

Case Study - B

Young person B needed support around education, training or employment and has been engaging with our Talent Coach in the STEPS to Achievement programme very positively. The support has been around looking at her passion for a career and also supporting with budgeting and money management. Since accessing the service she has been supported to apply and interview for college and has successfully got an unconditional offer at Merristwood College to study animal management. With an increased confidence in managing her money she is now also learning to drive and funding the lessons independently to increase her employability prospects in the future. Young person D has reached the Perspire Review stage of the programme and has applied to the Future STEPS talent grant to fund her membership to the Wolf Sanctuary in Reading. She wants to have a career in animal management; with specific interest in wild animals, and has always dreamed of becoming a member of the sanctuary to aid her skills and continue her passion. With the support of Future STEPS © she is now able to make this happen.

Contract performance

The delivery of the 1-to-1 contract in Waverley got off to a slow start. This was not a reflection of Step by Step’s readiness to deliver, but instead challenges associated with generating referrals of young people to the service. It is worth highlighting the effort of Step By Step to engage locally during the first four months of the work, meeting with local partners and raising their profile in the community. As the result of local work to unblock the system of referrals, there has been an increase in referrals since January 2016, with 17 now having received direct support. Local partners continue to work together increase referrals and changes to Surrey’s overall early help system (which are taking effect from June onwards) will increase referrals further.



Year 11/12 Transition (*U-Explore* - £17,566)

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.



96.6% 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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