

Wednesday, 17 April 2024

Youth Work Provision

Purpose of the Report: Review the provision of youth work and outcomes for all young people at county and district levels and outcomes for service users since a decision in 2020 to replace universal youth work with targeted youth work; compare and contrast data from new provision with that of previous provision and seek assurance of the adequacy and impact of current provision.

Introduction:

1. In 2018 a restructure of the Children and Family Service sought to strengthen the capacity and means to respond to young people who needed additional support with the creation of the targeted youth support and safeguarding adolescence teams.
2. At that time universal youth work was provided by Surrey County Council's community youth work service and delivered through approximately 30 youth centres across Surrey open to young people of all ages. Most of the buildings were owned by the county council with others leased from District and Borough Councils or private landlords.
3. In November 2019 Surrey County Council agreed to consult on whether they should continue to deliver universal open access youth work and whether to enable third sector organisations to use the youth centres at little or no cost.
4. Whilst there is no statutory duty for Surrey County Council to provide universal open access youth work, the youth centres themselves were valued as community assets with an ability to play a larger role in achieving the Community Vision for 2030 that included community participation as one of the priorities. The aim was to increase the availability of existing youth centres for the use of the voluntary, charity and faith sector and where young people could be engaged and access a programme of activities without needing to be referred.
5. Recognising that many voluntary, charity and faith sector organisations delivered universal youth work already, supporting them to maximise the potential of youth centres could provide a more comprehensive range of services for young people locally within the community.

6. It was agreed in August 2020 that Surrey County Council would:
 - 6.1 Support the creation of management committees and providing them with a lease for the building with an agreed set of outcomes.
 - 6.2 Provide leases to already established organisations with an agreed set of outcomes.
 - 6.3 Enter into a Service Level Agreement to provide universal open access youth work including covering our responsibility to ensure the services are of good quality and delivered safely.

Performance Reporting

7. Historic data for Surrey's youth services had encapsulated two types of internal service: 'open-access universal' services, including a range of leisure, cultural, sporting and enrichment activities mainly based around youth centres; and more targeted provision for vulnerable young people, including teenage pregnancy advice, youth justice teams, and drug and alcohol misuse services.
8. Between 2018 and 2020 Surrey's community youth work service documented delivery of 794 universal open access youth work hours per week across 30 sites in total, averaging 26.4 hours each youth centre per week. This reduced in 2019 to 618 hours per week, averaging 22.8 hours per week through 27 centres. The reach in these universal open access youth work hours ranged from 15 through to 50 young people each week per session, dependent upon location and which could result in additional hours of targeted 1:2:1 youth support. The reduction in hours in 2019 / 2020 followed the change and restructure of Surrey's youth services to a targeted approach.
9. The community youth work service was made up at that time of approximately 100 staff but only 19.6 full time equivalents as most staff had contracts for only a few hours a week.
10. During 2019 and throughout Covid Surrey's Targeted Youth Service supported 1,149 children aged 11-18. In 2021/2022, 1,784 young people, 2022/2023 1,613 young people and in 2023/2024 to date a total of 1,669 young people aged 11 – 18.
11. These figures do not include any referencing to any voluntary, charity or faith based or other community organisation that was delivering universal youth work at that time, where data would not have been readily shared due to lack of presence of any data sharing or contractual relationship existing to give the mechanism for data reporting and collection.

Comparison between Old Provision and New Provision

12. Between March 2020 and March 2022, Covid impacted delivery of all services due to challenges around restrictions in lockdown, redeployment of staff into Covid-operational needs, people needing to isolate and learning to adapt to deliver services in alternative ways including virtually, or by telephone.
13. During 2023 we have also been working with third sector providers who want to deliver universal youth work but for whom taking a youth centre building was not feasible. We have sought to support on a collaborative basis by offering them delivery time, space and infrastructure within 4 Surrey County Council managed youth centres and networking facilities with other services and community partners. Our Community Link Officers have additionally supported this work, by leading on engagement with young people to seek their views and feedback over what they would like to see, talking to partners and organisations locally to create and bring together a partnership network and sourcing supporting for local providers and community groups to become involved. Delivery has started slowly with an average of 15-20 individual young people in attendance each week at each centre.
14. We are currently part of the Towns and Village collaborative and partnership working on mobilising the team in the community approach on the 27 towns and 2 villages initially identified and in connection with the Borough and District Councils.
15. The youth centres have always historically operated in a hub model being used by the community for a wide range of events and regarded as a place of voluntary, drop-in attendance.
16. The original terms of the Open Access Youth Work Transformation offer were that Surrey County Council would operate a managed building and provision of space at little or no cost to third sector providers to provide a universal youth work offer.
17. Surrey's 2021 census noted we had a population of 1.2 million residents, 119,631 aged 10–17-year-olds, 26,380 17–19-year olds and 20–29-year-olds estimated at 129,845. In May 2023, Targeted Youth Support Service (TYS) and Safeguarding Adolescent teams (SAT) were supporting approximately 1,150 children with a monthly average of 527 by YYS and 517 children by SAT.
18. 15 Targeted Youth Support Teams sit across four quadrant-based service areas. The service was created to support up to 1,125 young people with practitioners holding an average caseload of 12 young people with a mixture of each help including family support programme joint work, youth justice and joint work with safeguarding adolescent team.
19. The Youth Offer team delivers a range of targeted youth work in communities and schools, with youth services and the police supporting young people across a range of services including CYP Havens, Skill Mill, Turnaround, Bike Project, Engage Team, and Building Belonging (Vanguard). The Reparation and Unpaid Work Coordinator is also located within the Youth Offer team. This team currently work with an average of 33 young people a week offering a minimum of 3 hours each young person per week input directly into participation in projects.

20. CYP Havens is a team of six mental health youth workers commissioned by the Integrated Care Board who deliver drop-in style sessions and 1:2:1 county wide support as well as supporting the Extended Hope.
21. The Engage Team is an initial pilot run in Guildford custody suite where we operate a rota of youth work staff on duty between 9am and 10pm to support children where a youth worker engages with them in custody with the aim of supporting them at reachable, critical moments, alongside other custody-based services. Over six months 47 young people aged 11 -18 have been supported in custody with 39 of whom went on to participate in youth offer projects such as carpentry, cycle workshops, hair and beauty, music, boxing, horticulture and emotional and mental health support. 882 hours of support were offered to these 39 young people over a six-week period as typically this engagement is 6 weekly 3-hour sessions over 6 weeks and then a review.
22. The Building Belonging Programme (Vanguard) is prototype project designed to support children at the earliest opportunity to reduce first time entrants at risk of entry into the criminal justice system, improve family mental health, reduce substance misuse, improve relationships and achieve stable accommodation for parents and children. A key aim is to ensure and support access to education, training and employment. The project is delivered by Clinical, Local Authority and voluntary sector staff working collaboratively as 'one team' community and locality based. Whilst the programme's first year of delivery will not be completed until September 2024, it has since September 2023 to date supported 42 children, where 15 were experiencing school-based issues, 13 needing support around family dynamics and the remainder split between a range of support needed for family bereavement, housing and family financial instability, missing and peer influence.
23. An Adolescent diagnostic was commissioned in 2023 which produced the Surrey Adolescent Safeguarding – An Integrated Pathway report dated September 2023. This revealed a variety of issues looking at a much wider overview of services other than the targeted youth services, finding the system was not operating effectively despite attempts in the 2019 restructure and 2021 Adolescent Strategy 'Joining the Dots' to have made better attempts to integrate services and had not achieved the aims they set out to achieve. Those findings including the 2022 evaluation of the Safeguarding Adolescent teams evidence a case for system wide change which is a key focus of the Directorate's transformation plan.

Conclusions:

24. Following completion of the adolescent diagnostic and Surrey Adolescent Safeguarding – An Integrated Pathway report dated September 2023, consultation has commenced on the proposed changes to Adolescent Services which includes youth work services, proposed role changes and ration of wider services to align into a more integrated and hub-locality based approach. Formal staff consultation ended on 8th March 2024. The go-live date of the start of changes to take place is 1st April 2024 and by October/November 2024 anticipate

that we should have six months information available to see the impact that the change has had.

25. This model will also include - the blended approach of third sector and community organisations co-locating not only with our adolescent services but also other stakeholders and partners such as Surrey Police and Health delivering a wide and diverse range of universal and targeted services collecting based in the community and within the same space whether it is youth centres, libraries, local borough council offices, community halls etc.
26. Offering support, training, upskilling and inclusion to our third sector providers of training, data sharing, supervision and case conferencing, sign-posting and sustainability within the community to deliver quality assured universal services of benefit and in addition to the targeted services that will offer a range of support for children aged 0 to 18 and their families.

Recommendations:

27. It is recommended that the Select Committee:

27.1 Reviews and notes the updates outlined in this report and the on-going work around system wide change working towards integrating services better and including third sector organisations and stakeholders and partners.

27.2 Agrees to receive a further update on developments post new structure no earlier than six months after the go-live date of 1st April 2024 to give enough time for changes to be implemented and outcomes to start being able to be evaluated.

Next steps:

28. Once the consultation has ended on 8th March 2024, the new implementation of the new structure and transition of staff into new roles will be implemented working towards the start date of 1st April 2024 for the new Adolescent service.
29. We are working with a range of internal SCC directorates and external stakeholders and partners such as Police, Health and third sector organisations in coming together with the aim of utilising buildings more effectively between us all so that more services can be delivered locally for the benefit of residents and families. Working also with our internal SCC Hub programme team we are sourcing additional space such as libraries, community buildings, health practitioner spaces which can then be shared with a range of partners not just our adolescent and youth services but in a wider and more diverse range of spaces such as libraries, community buildings, police stations, health practices as part of the Community Vision 2030 strategic aims.

30. In addition with the strategic objective of a hub-community based approach as a golden thread, we will continue with the proposals for Surrey held youth centres to operate as a managed building multi-agency delivery centre offer co-production and co-location of a wide and diverse range of services based locally for the benefit of children and their families including universal youth work.
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