

SLOUGH BOROUGH COUNCIL

REPORT TO: Education and Children's Services Scrutiny Panel

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CONTACT OFFICER: Ketan Gandhi – Service Lead Communities
Andalina Kolsawala & Carly Price – Young People's Service

(For all Enquiries) 01753 875500

WARD(S): All

PART I

FOR COMMENT AND CONSIDERATION

SLOUGH YOUNG PEOPLE'S SERVICE

1. **Purpose of Report**

This report is to inform the Education Scrutiny Committee of the work of Slough Young People's Service (Youth Service) in relation to working with vulnerable young people (and where appropriate families).

2. **Recommendations**

The Panel is requested to note the report and the positive work of the Young People's Service.

3. **The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan**

Youth services do a vital job in our communities. The benefits they provide for young people are real and long lasting.

A critical function of youth services is to ensure the personal and social development of young people. This work supports young people to make informed decisions about the health and well being as well as taking responsibility to become active citizens influencing and shaping the town in all aspects.

In Slough the Youth Service is an essential and integral part of Slough's Early help Offer.

3a. **Slough Joint Wellbeing Strategy Priorities**

The report highlights the links in supporting 2 of the priorities in the JSNA

1. Protecting vulnerable children
2. Improving mental health and wellbeing

Appendix A illustrates an example of areas within the JSNA that signify the importance of prevention work provided by the youth service.

3b. **Five Year Plan Outcomes**

Slough young people's services actively contributes to the following outcomes in the five year plan

Outcome 1: Slough children will grow up to be happy, healthy and successful

Outcome 2: Our people will be healthier and manage their own care needs

Outcome 3: Slough will be an attractive place where people choose to live, work and stay

It also has a bearing on outs 4& 5

4. **Other Implications**

(a) Financial

There are no financial implications of proposed action.

(b) Risk Management

There are no risk management implications to this report.

(c) Human Rights Act and Other Legal Implications

There are no Human Rights Act or other legal implications arising from this report.

(d) Equalities Impact Assessment

There are no Equalities Impact Assessment requirements as part of this report.

5. **Supporting Information**

5.1 Youth services do a vital job in our communities. The benefits they provide for young people are real and long lasting.

Statutory Functions

5.2 The Council has two key statutory functions it must meet in relation to youth services, the first is The Education and Inspections Act 2006 (s6) which places a statutory duty on local authorities to secure sufficient access to positive activities for young people, as well as seeking and taking account of their views in the development of services.

5.3 The second is The Education & Skills Act (ESA) (2008) which places a duty on all young people in England to participate in education or training until the age of 18. The provisions of the Act required that by 2015 young people must participate in education or training up to the age of 18. The intention is that young people will be able to participate in a way that suits them: for instance in full time education at school or college; through an Apprenticeship; or in part time learning if they are also working or volunteering full time.

Critical Impact of Service on Key Agendas

5.4 Over the past few years the Young People's Service in Slough has moved from operating in a silo to one which is now integral and critical to the following agendas:

- Economic Development
- Community Safety
- Early Help
- Education
- Skills

5.5 The service is highly valued by young people, families, wider communities, and a wide range of internal and external partners including the Police, Health, Schools, Slough Children's Services Trust, Slough CVS, Community Safety Team and Housing.

The Young People's Service

5.6 The Service is divided in to the following service areas:

- Universal Youth Provision – which has been commissioned out to YES (Youth Engagement Slough)
- Targeted Support – 1-1 and small group support based on referrals, primarily from Slough Children's Trust. This work incorporates the Engage Project which is a significant part of Slough's response to CSE, Return Home Interviews for children and young people returning from going missing and case work supporting young people with a wide range of issues / complexities they are facing.
- NEET Prevention and NEET Reduction (Not in Education, Employment and / or Training). This work also includes supporting our Children and Young People who are looked after / leaving care and live out of Borough.
- PHSE & Street based work – this work incorporates work with young people involved in or at risk of ASB, criminal activity and gangs. It also includes a Life Skills Programme for our Children and Young People who are looked after / leaving care.
- Youth Voice – this work supports a variety of youth voice mechanism including Slough youth Parliament and Young Inspectors.

5.7 **Universal youth provision** – appendix B outlines the work of the YES consortium in delivering a Universal Youth Offer. All quality assurance inspections of the work have rated the work as good or better. The attached report appendix A, only outlines work funded through the SBC commission, however it is important to note the YES offer is significantly greater than the commissioned contract and the commission enables the consortium develop and enhance voluntary sectors groups in Slough to develop, secure funding from other sources and grow Sloughs offer to young people wider.

- 5.8 **Targeted Support** - the team supports young people with a range of issues including; emotional well-being, healthy relationships and building confidence. Each young person referred to the service is allocated a youth worker to support them on a 1-1 basis. A Young People's service Assessment form is completed from which a bespoke action plan is developed in conjunction with the young people. On completion of the action plan recorded outcomes are evidenced and recorded on the YPS recording system and a feedback form is completed with the young person via survey monkey in order to ensure that the correct form of support has been put into place and learning gained from the feedback gathered to facilitate future positive support for young people assigned to one to one intervention.
- 5.9 The targeted support team is a valued recourse which receives regular positive feedback from professionals, young people and families for the support that has been put in place. The team are also championing areas including , Early help, DA, Autism, MASH with team members playing an active part in helping shape support in those areas.
- 5.10 Referrals into the service by Reason for Financial Year 2017 – 18 and quarter 1 18/19:

Referral Reason	Q1 2017-18	Q2 2017-18	Q3 2017-18	Q4 2017-18	Q1 2018-19
~Group Work	1				
CLA Career Guidance			1		
School - at risk of exclusion	3		1		
Positive Activities	3	1	1		
Self-Harm				3	4
Offending Behaviour				2	6
Family & Relationships	10			1	1
School Attendance	1	1	4	5	1
Anger Management	5		4	1	4
Domestic Violence		7	1	5	12
CSE	18	10	14	14	10
Challenging behaviour	10	12	19	20	19
Other	7	7	39	22	20
Emotional Well Being	23	21	32	35	36
MISSING PERSON	71	76	123	70	103
Grand Total	152	135	239	178	216

- 5.11 It is important to note that in many cases, the initial referral reason is not what is at core of the young person's scenario e.g. when young people are referred to the service as a result of challenging behaviour, there is often a more significant and embedded issue at the heart of why the young person is behaving in the way they do. It is the skill and the relationship youth workers have that enable young people to open up as well as taking responsibility for their actions, building resilience and developing skills to overcome their barriers. Appendix C provides a case study of targeted support.
- 5.12 **Child Sexual Exploitation (CSE)** - work on CSE is reported through mechanisms including the LSCB, as a result data on CSE is not provided here.

- 5.13 The Engage team offer tailored CSE specialist support following receipt of referral form, CSE indicator tool and available risk assessments. Each young person referred to Engage will be supported through a programme of interventions according to their individual needs. Mainly, this is through tailored sessions with one of the 3 Engage specialist CSE youth workers and group sessions enabling peer support and learning. Support may also be in the form of advocating for young people with police/social care and/or health involvement.
- 5.14 In addition to direct face to face work with young people (and often their families) the team are effective contributors to the following:
- Strategic CSE & trafficking sub group- support with the delivery of the CSE action plan.
 - Licensing splinter group- tackles initiatives to inform accommodation sector, taxi trade & other licensed premises about CSE.
 - SEMRAC (sexual exploitation risk assessment conference) - to provide updates and advice to support the care plans of young people involved in CSE/missing and to share intelligence with other outside agencies.
 - Joint Wellbeing Board- to give adhoc presentations on our contribution to the joint wellbeing strategy.
 - CSE audits in collaboration with SCST- multi agency audits of CSE cases to share good practice and look at lessons learnt.
 - LSCB training sub group- contribute and discuss the training offer to raise competency skills with practitioners.
 - Strategy meetings- Multi agency meetings to discuss recommendations to support young people directly at risk of CSE and to share intelligence in the form of mapping.
 - Raising awareness in schools
- 5.15 The Engage team have been recognised nationally as a team by receiving a runner up 'Working Together Award' by the National Working Group for our continued contribution to the CSE agenda. Appendix D provides a case study illustrating a CSE Intervention.
- 5.16 **Return Home Interviews** – the Young People's Service is responsible for undertaking Return Home Interviews for children / young people in Slough who have returned home after going missing. Data on this work is reported directly to SCST and the LSCB.
- 5.17 Return home interviews should be completed 72 hours from receiving a police referral that the young person has returned home. The reason why the Young People Service undertakes this work is that youth workers are seen by young people as neutral and trusted individuals. Young people are more likely to open and share information with youth workers than many other professionals especially those from statutory services. Appendix E outlines the return home interview process.
- 5.18 **Young Carers** – the Young People's Service leads and coordinate Slough's work in identifying and supporting young carers. Screening tools and clear pathways of support have been embedded and a multi agency steering group has been in place for two years.

5.19 Over the last year we have identified:

- 80 Young Carers identified
- 69 Young Carers Assessment Completed
- 11 require assessment action

5.20 The multi agency young carers group are currently awaiting outcomes of funding bids that will enable to secure sustainability for work with young carers.

NEET Prevention & NEET Reduction (Not in Education, Employment and or Training)

5.21 Slough performs in the top quintile in the country when it comes to having the lowest numbers of NEET / Destination unknown young people (up to cohort academic year 13).

5.22 **NEET prevention** – there is a very strong prevention programme (RONI – Risk of NEET Indicator) in place built on a foundation of identifying early and then supporting young people to make a successful transition to Education, Employment or training post year 11.

5.23 The RONI programme is delivered across Slough secondary schools, providing intensive support for year 10's and 11's across Slough. This ensures that the most vulnerable young people access positive Education, Employment and Training (EET) provision post 16 as part of the Raising Participation Agenda (RPA). This provision is also offered to Slough residents within Churchmead School and Burnham Park Academy; as we identify a proportion of Slough residents access both of these schools.

5.24 As part of the referral process all Slough Children Looked After (CLA) are prioritised within the first phase of the project if there is a need identified by the school or Virtual School.

5.25 RONI Project overview:

- Specialist Career's Information Advice & Guidance
- 1:1 and group work delivered over a 12 week phase focusing on reducing the barriers that young people face when at risk of becoming NEET
- 10 referrals per school per phase if a full day has been allocated within the provision or 5 referrals for schools providing a ½ day provision – Phase 1 & 2 – Year 11 prioritised and Phase 3 is year 10 as Years 11's are participating in exams during the summer term
- Outcomes per referral agreed at the beginning of the phase and mapped across to the Gatby Bench Marks
- Midway review between schools and practitioner to review progress
- Evaluation report completed - specifying outcomes achieved through programme and report given to SLT
- Report written per phase evidence delivery against Gatby Bench Marks

5.26 **Haybrook College RONI provision** – year on year a significant amount of young people that attend Haybrook College become NEET, which is often due to the significant barrier these young people face. Due to this intelligence we have relaunched our approach to work with Haybrook College to help reduce the number of young people becoming NEET from this provision.

- 5.27 There is a dedicated resource two days a week over an academic year supporting young people within the 6 sites with Haybrook College. This resource has been integrated into the support provision within Haybrook College ensuring that there is collaboration and no duplication.
- 5.28 Further to this we have established tracking mechanisms with Haybrook College of student's post 16 that will allow a joined up approach when trying to engage some of the hardest to reach young people within Slough.
- 5.29 **RONI Continuous improvement** – despite performing well nationally, we are committed to preventing all our young people from becoming NEET when they leave school.
- 5.30 In analysing our Intensive RONI programme we recognised that in previous years when students graded as low risk RONI they did not receive the necessary support from their school and as a result often by September of the following year they would become NEET. (Historically the YPS has supported high risk RONIs and schools have supported low risk RONIs).
- 5.31 Within the academic year September 2018-August 2019 schools will be able to access the following workshops as part of the RONI programme to reduce the number of low risk RONI's becoming NEET. We are also delivering workshop to the wider Year 10/11 cohort including:
- Workshop/Gatsby Benchmark
 - Lets Explore: Post 16 Opportunities/GB 2,4 & 8
 - Learn about Apprenticeships / GB3
 - Labour Market Trends/Information/GB 2, 4 & 8
 - Lets Talk about Skills – Identifying your skills strengths, Skills & Qualities/GB 4 & 5
 - Positive Progression: Building confidence, resilience and self esteem/GB 3
- 5.32 These workshops will provide opportunities to link both employer and schools together to help schools and young people understand their skills gaps.
- 5.33 In the Academic year 2016/17:

RONI data

- 205 young people across Slough in year 11 were identified as Risk of NEET
- support was provided to all of these and 185 successfully transitioned in to a EET destination
- 20 becoming NEET. All of these were allocated a NEET Reduction Youth Worker to help them support transition in to EET.

Appendix G provide case study examples of RONI work

- 5.34 NEET Reduction – absolutely critical to managing effective NEET Reduction services is identifying as soon as possible who is NEET and knowing as soon as possible that they have become NEET. It is with this in mind that we have two dedicated staff who track the education / employment status of all Slough residents post academic year 11 until the end of academic year 13.
- 5.35 This work not only enables us to respond at speed, but ensures our figures are accurate. Many authorities have moved away from this function which results in them reporting low NEET numbers but high levels of unknown destinations. This is why the combined figures of NEET and Unknown destinations are what the DfE pay most attention to. See report figures below.
- 5.36 Whilst Slough’s figures for young people who are NEET are relatively low, many of these young people have entrenched, complex and often multiple life issues they need to overcome before even thinking about employment or a return to education.
- 5.37 All young people who are NEET are allocated a youth worker who is either skilled in providing a high standard of careers education, information, advice & guidance or in supporting young people in overcoming complex life issues (And in some cases both).
- 5.38 Critical to the success of this work is perseverance. Often young people do not want to engage, they have more complex issues facing them and many are far away from either work readiness or even a return to education readiness. The role of the youth worker is to engage, inspire and motivate young people and then utilise their specialist knowledge of careers information and guidance to help the young person identify their pathways to a positive destination (and support them in getting there).
- 5.39 National/regional/Slough figures

NEET

- England – 2.9%
- South-east – 2.3%
- Slough – 2.1%.

EET destination Not Known

- England – 2.9%
- South-east – 3.8%
- Slough – 0.8%.

Combined

- England 5.8%
- South East 6.2%
- Slough 2.9%

- 5.40 Our NEET and Not Known figures are better than the national and regional figures. For NEET figures we are ranked 43rd out of the 152 LAs which is the 2nd quintile.
- 5.41 For Not Knowns we are ranked 15th out of 152 which is the 1st quintile. For the combined NEET/NK figure we are ranked 8th which is the 1st quintile. As mentioned above, the DfE pay significant attention to the combined figure as it provides the most accurate picture. Appendix H provides an example of NEET reduction intervention.
- 5.42 Young People Looked After / Leaving Care / or in the Youth Justice System –the service provides dedicated resource to ensuring that our young people who are NEET and are one of our looked after / leaving care cohort, are supported in securing meaningful and sustainable EET destinations. In terms of this cohort, we offer this support irrelevant of whether the young people live in or out of Borough.
- 5.43 The data on this is a significant part of the Ofsted Inspection and the work is one of our key areas of responsibility as corporate parents. This work is reported to the Joint Parenting Panel and will be on of the key themes reported at the December meeting of the panel.
- 5.44 We also provide a collaborative service working with the Youth Offending Team to ensure any young people who are in the Youth Justice System are effectively supported in securing meaningful and sustainable EET destinations. This work is reported through the YOT Board.

PHSE and Street Based Work

- 5.45 This small team currently focuses on the following:
- Gangs and Anti Social Behaviour
 - Life Skills Programme for Children and Young People looked after / leaving care
 - Responding to police intelligence about ASB
 - Targeted Community based responses
 - Targeted individual support
- 5.46 Gangs – t he Council with key partners have this year undertaken significant research and intelligence work to gain a better understanding of Slough’s situation in relation to Gangs. This work is driven through Slough Safer Partnership; however it’s important to highlight here, the key role the Young People’s Service has played in engaging those involved or at high risk of being involved in gangs. The team predominantly operate through a detached youth work method which means they operate on the streets and go and engage young people on their own ‘territory’.

- 5.47 The work includes project based work through which they engage with a cohort of young people meeting the criteria above and involve them in projects that put young people in a better position to make informed choices about their life choices. An example of this was a project over the summer that took away 14 young people over two 4-day residential projects to really home in on behaviour, consequences, aspirations and life choices. This project was an integral part of Sloughs informative work that will lead to a Gangs Strategy in the coming months.
- 5.48 **Responding to ASB** – a key part of the teams work is to respond to police intelligence on ASB and go and engage with the young people involved. This work succeeds on the ‘trust and respect’ relationship the team have with young people on the streets. Often the key to this work is to follow up engagement with individuals away from their peer group so that time can be spent on developing aspirations and pathways that lead to positive Education, Employment or training destinations or positive life choices.
- 5.49 **Life Skills** – the life skills programme for Children and Young People Looked After / leaving Care was developed with young people and came on the back of young people informing Slough’s key Agencies that there was a need for them to be better prepared for the transition to adult hood and independent living. This work is reported through the Joint Parenting Panel and is a key aspect of our corporate parenting responsibilities. Appendix I outlines the programme.
- 5.50 **Targeted Community based responses** – t he team are regularly called in to engage with young people in specific communities. An example of this is the substantive work being undertaken with Roma Young People as part of a wider community integration project. The team have been really successful in building up a honest, respectful, and trusting relationship with Roma Young People resulting in many of the young people developing new skills and more importantly helping them to understand and abide by behaviours more akin to ‘British Values’. This work is integral to dealing with a range of community issues.
- 5.51 **Targeted Individuals** – the team have developed a slough wide positive reputation for being able to engage with young people who won’t engage with others. This is very specific work that changes from individual to individual, but the key is to work with them so that they become receptive to engaging with other agencies.

Youth Voice

- 5.52 The most prominent work of this very small team is the Youth Parliament. A separate report on the Youth Parliament is being presented. However, it’s important to note that the team also undertake and support other youth voice activities, this includes:

- Young Inspectors
- Young Commissioner
- Spectrum
- Young People’s Question Time

5.53 **Young Inspectors** – the purpose of the Young Inspectors Programme is to:

- Place young people at the heart of inspecting services to ensure compliance against standards, analyse if they meet need and inform service improvements.
- Ensure the views and experiences of the Young Inspectors and children, young people and families are actively listened to, and acted upon to make a difference.
- Provide young people from across Slough with opportunities to develop their skills, raise their confidence and self-esteem; all of which can lead to improved life chances.
- Increase uptake and participation in services by those children and young people who have previously not engaged with Services and increase their participation in volunteering and social action.

Appendix J is an example of a young Inspectors Report.

Young Inspectors are committed to undertaking a minimum of two Inspections a year.

5.54 **Young Commissioners** – young commissioners are young people that have been trained to participate in commissioning processes. Most recently young commissioners have helped to secure the following:

- Integrated Sexual Health Services across East Berkshire
- Universal Youth provision in Slough

5.55 **LGBTQ (Spectrum)** - Spectrum is Slough's voice for its young people from the LGBTQ community. It's a very active group that not only acts as a peer support group but also raises key issues of importance. They have been instrumental in the move to the Council having a 'gender neutral toilet'. Key issues of importance that Spectrum is currently working on are:

- Sss
- Peer Support
- Equality Issues
- Challenging homophobia

Appendix K provides further information about Spectrum and their current programme.

5.56 **Young People's Question Time** – Young People's Question time takes place a minimum of 3 times a year. It is modelled on the BBC Question Time event. The initiative is jointly supported by the Youth Parliament, Young People's Service and Aik Saath one of the key partners within the YES consortium. YPQT as its known provides a fantastic opportunity for Slough's Young People to question and learn from panel members on a wide range of issues. Over the last 3 years panel members have included elected members, police commanders, senior business and education representatives, academics and activists.

The question time panel is always chaired by a young person, with a young person always on the panel as well.

6. **Comments of Other Committees**

No other committees at Slough Borough Council have received this report.

7. **Conclusion**

The Young People's Service has become an integral and critical part of Slough's Early Help Agenda as well as significantly impacting on both economic development and community safety.

The Service has built up a very good reputation for both impactful delivery and engagement with young people and key partners.

Key for young people is the trusting relationship and perseverance demonstrated by youth workers. For partners it is the knowledge and security of having a service that is reliable and able to effectively work with young people that many of them struggle to engage.

Demand on the Young People's Service is rising year by year and will continually need to be reviewed as resources are now at full capacity.

8. **Appendices Attached**

'A'	-	Joint Strategic Needs Assessment
'B'	-	Youth Engagement Slough Annual Report
'C'	-	Case Study – Targeted Support
'D'	-	Case Study – CSE
'E'	-	Return Home Interview Process Map
'F'	-	Young Carers Identification
'G'	-	RONI Case Study
'H'	-	NEET Case Study
'I'	-	Skills for Life Assessment
'J'	-	Young Inspector's Report – The Curve
'K'	-	Spectrum LGBT Group

9. **Background Papers**

None