

Committee:	<b>Children's Services Scrutiny Committee</b>
Date:	<b>5 March 2012</b>
Title of Report:	<b>Targeted Youth Support – Evaluation Report and Progress Update</b>
By:	<b>Director of Children's Services</b>
Purpose of Report:	<b>To provide an update on the progress of Targeted Youth Support</b>

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**RECOMMENDATION: The Committee is recommended to note and comment on the progress of the new service**

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## **1. Financial Appraisal**

1.1 Progress has been made in relation to establishing a clear budget plan and appropriate information and control systems to ensure that the service remains within its budget limits for 2011/12. The current budget forecast indicates that the service will be within budget expectations at the end of the financial period 2011/12.

## **2. Supporting information**

2.1 The Targeted Youth Support Service offer commenced on the 1 September 2011 although there was a short transitional period relating to staffing changes which meant some teams were not fully staffed for a period up until November 2011.

2.2 Considerable work has been undertaken with all stakeholders to clarify what the keys aims of the new service are and provide a clear and consistent message for everyone about how the new service will provide support to young people and their families.

2.3 The key aims of the service are as follows:

- Support young people in school who are having difficulties either at home or in school which may be affecting their learning with the aim of reducing the risk of their poor attendance, attitude or behaviour and improving their aspiration and achievement in education.
- Working with young people who have been involved for the first time with the criminal justice system by providing an early intervention response and, together with key partners, such as the police, be both challenging and supportive to young people in changing their behaviours.
- Reduce the risk of young people being accommodated by the Local Authority through supporting families in understanding what the difficulties are in the home and by working directly with both parents and the young person in addressing the areas of conflict and creating a positive change .
- Improving emotional and physical health of young people by providing information advice and guidance on sexual health, teenage pregnancy, alcohol and substance misuse issues

2.4 Information on what Targeted Youth Support does and how it can help young people and their families is outlined within the briefing note for Members which was circulated in [members briefing issue # 72](#)

2.5 Each of the five District and Borough areas has its own Targeted Youth Support team and they are taking referrals now from schools and other agencies working with young people. Alongside this, each team is either setting up or running a number of targeted community based

group work sessions in the evenings to provide young people with focussed positive activities. Work has been undertaken to create a youth partnership within each of the five areas to ensure strong communication and local planning for the deployment of resources made available by all partners and in developing opportunities for young people to be involved in such decision making. The Eastbourne area is a pilot for a participatory budget project where young people will be involved in how a proportion of the budget locally should be spent.

2.6 To ensure effective monitoring of the performance within the service there will be the following measures:

- the amount of work (total caseload size and demographic breakdown, contacts through community interventions, number and location of community interventions),
- the quality of the work we do (caseload per worker, contacts per community intervention, satisfaction of service users and their parents, focus group feedback, mystery shopping and inspection by youth inspectors and observation of practice) and
- the effect the service had (number and percent of young people on caseload showing improved educational engagement, successful transition post-16 and staying out of local authority care, the criminal justice system and tier 3/4 substance misuse services) See **Appendix 1** TYS performance framework.

2.7 Performance information will be collected through the Aspire database. This holds robust information about young people of secondary education age and above, taken from the annual school census data. Aspire is a casework management tool and a groupwork session recording tool. It has been successfully used in East Sussex to manage the Connexions and Youth Service since 2008. Information collected through other systems (CareFirst and Youth Offending Information System) will be matched with the information on Aspire to produce some of the performance information. The quality of the information recorded by TYS workers will be monitored on a weekly and monthly basis to ensure it is entered accurately and on time. Key information collection exercises, such as for post-16 intended destinations and the September Guarantee, will be monitored more closely and reported to partners in the Schools and Learning Effectiveness Service. Details on current activity levels are outlined in **Appendix 2**.

2.8 The ongoing developments within the TYS service are closely aligned to the children's social care transformation programme THRIVE and the developments in terms of both the Early Help strategy and the Families with Multiple Problems project. The current service review being undertaken on TYS will allow a thorough and robust evaluation of the current service model and test it against other examples of practice nationally and ensure it fits appropriately within the County Councils strategic priorities for services to young people.

### **3 Conclusion and Reason for Recommendations**

3.1 The new service has been in operation for just over 6 months. It has made strong progress in both defining its role with key stakeholders and in delivering a service to vulnerable young people.

3.2 The current service review will allow an opportunity to measure the current service model and make recommendations if necessary to continue to improve the service for young people and their families.

3.3 The Committee is recommended to note the progress of the new service.

MATT DUNKLEY  
Director of Children's Services

Contact Officer: Brian Hughes, Acting Head of Targeted Youth Support and YOT  
Tel: 01273 335137

Local Members: All

Background Documents

None

## 1. Summary

1.1. The new TYS service started in September and has been providing services to young people across the five District and Borough areas. Referrals rates show a level of appropriate understanding from key agencies about what the service is designed to provide for young people and the development of a programme of community interventions across the five areas in partnership with key stakeholders shows a positive move forward in delivering on the TYS offer as a whole. The performance framework below will allow the opportunity to measure activity and outcome across all areas of activity for the cohort receiving services.

## 2. Background and Context

2.1 This Strategy will be based on Outcomes Based Accountability

2.2 The key Population Outcomes for TYS are to:

1. Support young people in school who are having difficulties with the aim of reducing their risk of exclusion and improving their educational engagement
2. Diverting young people away from criminal behaviour
3. Reducing the risk of young people being accommodated by the Local Authority
4. Improving young people's physical and mental wellbeing.

2.3 To ensure effective monitoring of the performance within the service there will be the following measures:

- the amount of work (total caseload size and demographic breakdown, contacts through community interventions, number and location of community interventions),
- the quality of the work we do (caseload per worker, contacts per community intervention, satisfaction of service users and their parents, focus group feedback, mystery shopping and inspection by youth inspectors and observation of practice) and
- the effect the service had (number and percent of young people on caseload showing improved educational engagement, successful transition post-16 and staying out of local authority care, the criminal justice system and tier 3/4 substance misuse services)

## 3. Performance Information

3.1 Performance information will be collected through the Aspire database. This holds robust information about young people of secondary education age and above, taken from the annual school census data. Aspire is a casework management tool and a groupwork session recording tool. It has been successfully used in East Sussex to manage the Connexions and Youth Service since 2008. Information collected through other systems (CareFirst and YOIS) will be matched with the information on Aspire to produce some of the performance information. The quality of the information recorded by TYS workers will be monitored on a weekly and monthly basis to ensure it is entered accurately and on time. Key information collection exercises, such as for post-16 intended destinations and the September Guarantee, will be monitored more closely and reported to partners in SLES.

3.2 Performance measures:

- Performance measures are set out in full below and have been set to reflect the Outcomes of the service and to provide evidence of its effectiveness. We will also monitor the amount if the TYS budget allocated through participatory budgeting.

3.3 User satisfaction:

- User feedback will be collected from all young people who have been on TYS caseload and their parents; this will be collected through a standard questionnaire. As part of an annual programme focus groups will be used to get more detailed feedback about their experiences of the service.

3.4 External evaluation:

- The youth inspectors and mystery shopping will be used to provide external evaluation of the service. Both approaches were used successfully to evaluate the performance of the YDS community interventions and one-stop-shops. The service will have a full review starting in January 2012.

3.5 Case work audit:

- Operations managers will carry out monthly case work audits to ensure the quality of recording and that the service is working with the right referrals. This will also ensure consistency of work across the county.

3.6 Support young people in school who are having difficulties with the aim of reducing their risk of exclusion and improving their educational engagement. To monitor this, the TYS will report on:

✓ How much work was done

- Number of referrals to TYS
- Number on TYS caseload
- Number of referrals from schools
- Number of referrals from Secondary Behaviour Support service
- Number of referrals with primary presenting issue of NEET risk
- Which schools the TYS caseload come from

✓ The Quality of the work done

- Number on caseload per TYS worker
- % Positive feedback from young people
- % Positive feedback from parents
- Proportion of cases from target wards and schools

✓ The outcomes for young people

- Number and percent on caseload with improved attendance
- Number and percent of Yr11s on caseload transferring successfully to post-16 education and training

3.7 Diverting young people away from criminal behaviour. To monitor this, the TYS will report on:

✓ How much work was done

- Number on TYS caseload
- Number of referrals to TYS
- Number of referrals from the Police
- Number of referrals from the YOT
- Number of referrals with primary presenting issue of Crime and Anti Social Behaviour
- Number on caseload with Anti-social Behaviour Contracts

✓ The Quality of the work done

- Number on caseload per TYS worker
- % Positive feedback from young people
- % Positive feedback from parents
- Proportion of cases from target wards and schools

- ✓ The outcomes for young people
  - Number and percent on caseload who did not enter the Criminal Justice system
  
- 3.8 Diverting young people away from the care of the local authority
  - ✓ How much work was done
    - Number on TYS caseload
    - Number of referrals to TYS
  - ✓ The Quality of the work done
    - Number on caseload per TYS worker
    - % Positive feedback from young people
    - % Positive feedback from parents
    - Proportion of cases from target wards and schools
  - ✓ The outcomes for young people
    - Number and percent on caseload who did not enter the care of the local authority after a TYS intervention
  
- 3.9 Baseline targets
  - a) 85% of cases with improved educational engagement (indicated by improved attendance)
  - b) 15% of cases needing intervention from a specialist service (U19s SMS, YOT, YST or CAMHS)
  - c) No more than 10% of cases becoming looked after following a TYS intervention
  - d) 85% of cases where young people and family report that the TYS intervention has had a positive impact
  - e) 85% of cases where the young people and family agree that their views were listened to by professionals
  - f) 100% with Intended Destination recorded, a September Guarantee and successful progression post-16

## TYS Activity Data

1. Data on referrals to the Targeted Youth Support Service between 1<sup>st</sup> October 2011 and 31<sup>st</sup> January 2012

Referral Source	Total
School Referral	257
YST Referral (Social Services)	94
TYS Internal Referral	46
Parent/Guardian	43
Police Referral - Eastbourne	18
GP/Health Centre	13
A&E	12
Police Referral - Hastings	11
YOT Referral	10
CAMHS	8
Self Referral	8
U19s SMS Referral	7
Voluntary Organisation	7
Secondary Behaviour Support Service	4
Police Referral - Lewes	2
Police Referral - Rother	2
Police Referral - Wealden	2
<b>Grand Total</b>	<b>544</b>

Referring Issue	Total
Primary Issue: Health*	121
Primary Issue: Crime	82
Primary Issue: NEET risk	71
Primary Issue: Substance Misuse	63
Primary Issue: Emotional Wellbeing	59
Primary Issue: ASB	49
Primary Issue: Accommodation	36
Primary Issue: Sexual Health	25
Primary Issue: Behaviour	20
Primary Issue: Pregnancy	18
<b>Grand Total</b>	<b>544</b>

\* the presenting issue of "Health" was removed at the end of December 2011 and replaced with "Behaviour" and "Emotional Wellbeing" as these more accurately reflected the issues the young people were presenting with.

2. This data explains how the new service is working in each of the geographical areas. It has proved very difficult to provide benchmarking data with services prior to TYS. Because of this there is no method of comparing like by like activity as the new TYS service is distinctly different from any provision that was in place prior to its start in September 2011.

The number of open cases on 21<sup>st</sup> February 2012 was 446

Eastbourne: 118  
 Hastings: 113  
 Lewes: 64  
 Rother: 88  
 Wealden: 63

East 221 (Hastings and Rother)  
 West 245 (Eastbourne, Lewes, Wealden)

There have been 99 closed cases. Of the closed cases only 4 were referred on to a specialist service, 7 were referred to another support agency (such as CRI) and 30 refused the offer of support from the service, the remainder were successful engagements.

3. The number of community based interventions (sessions) was 972, by geographical area in quarter 3 was:

Eastbourne: 173 (12.4/week)  
 Hastings: 162 (11.6/week)  
 Lewes: 240 (17.1/week)  
 Rother: 136 (9.7/week)  
 Wealden: 261 (18.6/week)

The service had contact with 3557 young people, of these 2346 were named individuals and of these 1434 were regular participants. Once again because of the targeted and focused aspect of the community based interventions it is difficult to compare like by like activity prior to the commencement of the new service in September 2011. The range of activity within each area is outlined in detail within the Members Briefing report #72 for which the link is outlined in the main report.