

DATE: 01 AUGUST 2020

REPORT OF NIGEL DENNING, EARLY HELP TRANSFORMATION LEAD

LEAD OFFICER: JACQUIE BURKE. DIRECTOR FAMILY SAFEGUARDING

SUBJECT: FAMILY RESILIENCE – UNIVERSAL YOUTH OFFER

BACKGROUND:

Surrey County Council currently provides open access universal youth work that takes place in youth centres across the county. The youth centres are often underutilised and are not fulfilling their potential for the benefit of young people.

There is no statutory duty for Surrey County Council to provide open access universal youth work and the majority of universal youth work in Surrey is already delivered by the voluntary, community and faith sector.

Whilst there is no statutory duty, the youth centres themselves are a valued community asset and can play a larger role in achieving the Community Vision for 2030 that includes community participation as one of the priorities. Our aim is to increase the availability of the existing youth centres for the use of the community, voluntary and faith sector.

On the 26th November 2019, Cabinet agreed to consult on whether Surrey County Council delivers universal open access youth work and whether to enable the community, voluntary and faith sector to use the youth centres at little or no cost. Cabinet also agreed to delegate the authority to the Executive Director Children, Lifelong Learning and Culture to work with Cabinet member for Children, Young People and Families to agree and implement the local solutions following the conclusion of the consultation.

There are no budget savings attached to this strategy, neither is there any potential for growth therefore any proposals need to be achieved with the existing budgets.

The following report summarises the feedback from the consultation and recommendations for implementing the proposed strategy.

RECOMMENDATIONS:

1. Surrey County Council enables the community, voluntary and faith sector (CVFS) to use the youth centres for the benefit of young people at little or no cost. More detailed implementation recommendations are contained within this report.
2. It is recommended that Surrey County Council (SCC) acts as an enabler and facilitator of open access universal youth work rather than providing the service directly. The SCC expertise that is valued by residents and in particular young people

can then be remodelled to continue to support specific vulnerable groups. The learning from Covid-19 should be used to inform the service design to ensure SCC is able to respond to the needs of young people who would otherwise be vulnerable to poor outcomes.

CONSULTATION AND ENAGAGEMENT:

The consultation took place between the 18th December 2019 and 30th June 2020. The consultation was originally scheduled to conclude at end of April but was extended until the end of June due to Covid-19 restrictions. **552** responses have been received and analysed.

Engagement events took place across the county during January to April 2020. The engagement events were attended by more than 260 people and included children, young people, parents, elected members, members of the community and representatives from CVFS based organisations.

Additional meetings were also held with representatives from the CVFS including a meeting hosted by Surrey Youth Focus.

A public Webinar was held in June and provided participants the opportunity to ask questions about the proposed strategy. This webinar replaced three public engagement events that were cancelled due to Covid-19.

Young people were also given the opportunity to contribute and share their views during closed group sessions. The findings from the 'Our Voice Matters Survey' which was completed by more than 1200 young people has also been used to inform the consultation.

Formal responses were also received from some District and Borough Councils.

The full analysis of the responses to the questionnaires and other feedback are contained within Annex A of this report.

FEEDBACK AND RECOMMENDATIONS:

1. The consultation sought the views specifically on two proposals, this report summarises the feedback from the consultation against each of these proposals and recommendations for implementation:
 - Whether Surrey County Council enables the community, voluntary and faith sector to use the youth centres for the benefit of young people at little or no cost.
 - Whether Surrey County Council delivers universal open access youth work.

Proposal 1: Whether Surrey County Council enables the voluntary community and faith sector to use the youth centres for the benefit of young people at little or no cost.

Consultation Feedback:

2. There is strong support for this proposal with 81% of respondents agreeing with allowing the CVFS to use the Youth Centres owned or leased by SCC to deliver universal youth work. 78% of respondents agree that the use should be for little or no cost. The CVFS are almost entirely supportive of the proposal and welcome the opportunity to collaborate at a local level. The District and Borough Councils support the intention to maximise the potential of the youth centres and work in partnership with CVFS. Young People also generally support the potential for centres to be open more often and used more by the CVFS.
3. Through discussions with the CVFS we have also heard that:
 - The two highest costs for voluntary organisations are building/rental costs and staffing. Any new approach that relied on the CVFS to deliver services would need to reduce the potential costs for the service provider unless directly commissioned by SCC.
 - For the CVFS sector to be successful in applying for external funding having a lease of a building to deliver services is a significant advantage and whilst a long-term lease is preferable, 5 years was the minimum.
 - The ability to gain an income from other use of the building would enable CVFS provider to invest the income into service delivery that benefitted young people
 - Whilst the priority use of the centres should be for young people, other community use is essential to ensure the centres are used to their full potential.
 - Centres will be more responsive to local needs if they are managed at a local level by organisations embedded in the local community.
 - Whilst accepting there will be some costs associated with running the building that will be passed on to the lease holder they should be kept to a minimum.
4. Whilst overall the proposal is supported by most of the respondents, feedback has identified areas that need to be considered for the approach to be successful:
 - Any arrangement for use of the building either through a lease, licence or free rental use needs to be accompanied by a service level agreement that sets out the expectations for the service provider.
 - 72% of respondents agree that SCC should monitor the use of the centre by the CVFS. Arrangements need to have robust safeguarding arrangements in place and monitoring of the agreed outcomes set out in the service level agreement.
 - Young people in particular have expressed concern about the potential for services to be provided by faith-based organisations and whether that would then be a barrier for some young people.
 - The voice of young people needs to be actively heard by any organisation responsible for running a youth centre. There should be opportunities for young people to participate in decision making at the centre.
 - Some respondents raised concerns about the capacity of the CVFS to provide services from the centres. The impact of Covid-19 on the needs of

young people and impact of reductions of available funding was raised as a concern by District and Borough Councils.

- Existing building users have expressed concern about arrangements being changed or disrupted should the building be leased to another organisation and seek assurances their current use would be maintained should arrangements change.
5. During the consultation more than 60 individuals or organisations have expressed an interest in either being part of delivering services at a youth centre and/or taking on the lease of the centre. All of these services would be delivered at no cost to SCC other than the provision of the building to deliver from. The expressions of interest include opportunities for providing open access and targeted support for young people, increased community use and opportunities for income generation for the lease holder. Each centre has a unique set of interested stakeholders and opportunities, a one size fit all approach would not be appropriate and bespoke arrangements are needed for each centre. The expressions of interest broadly fall into three different categories of centres:
- Centres where providing a lease to an organisation would add the most value to the centre and the local community and a provider has already expressed an interest
 - Centres that have multiple expressions of interest and further collaborative discussions are needed to co-create the right option for that centre which could include identifying a future lease or holder or remaining under the direct management of SCC. There is the potential for a competitive process to be needed to determine a future leaseholder but this would only be necessary where a collaborative solution had not been successful.
 - Centres where a lease arrangement would not add value to service delivery or where no lease holder has come forward.
6. When asked how else the council could support the CVFS sector there has been a wide range of response which often reflect where any given organisation is with their own development. Some larger, established organisations would need very little support or input from the council whilst others are just emerging and will need to be supported to establish themselves with advice and guidance and potentially start-up funding.

Recommendation:

7. There is strong support for the CVFS to be able to make use of the youth centres owned or leased by SCC for little or no cost. How this is achieved at a local level however needs a flexible approach that meets the bespoke needs of each centre. The following principles however need to be applied as the approach is implemented:
- a) Heads of Terms for potential lease arrangements set out clearly with what costs will be retained by the council and the expectations of the lease holder. Minimal costs will be passed on to the lease holder as set out in the Heads of Terms. The Heads of Terms should be consistent for all centres.

- b) Where a building is leased out, a term of 5 years will be put in place unless there are specific reasons for a shorter term, for example the existing SCC lease expires in less than 5 years.
 - c) The Heads of Terms will also permit the future use by SCC for delivering targeted work with young people and in some cases continued access to office space for no cost to SCC.
 - d) For all lease arrangements an individual Service Level Agreement (SLA) will be required that is linked directly to the lease. Whilst there will be scope for the SLAs to be varied to reflect specific centres and service providers all SLAs will include the following:
 - i. The requirement for existing centre users/hirers to have existing licence and booking arrangements maintained until at least the end of their currently agreed period. The leaseholder will also be required to establish regular user group forums or similar.
 - ii. All arrangements will require evidence of appropriate safeguarding arrangements and training for staff
 - iii. Evidence of how young people will be included in the decision making of the youth centre
 - iv. Evidencing how the income generated from the building is supporting the delivery of services for young people.
 - v. Evidencing the agreed inputs and outcomes expected as a result of the arrangement.
 - vi. A commitment that ensures the centre and services provided for young people are open to all young people of all or no faith and not used for religious or political purposes. Faith based groups are permitted to rent the use of centre as part of utilising the centre for the local community.
 - vii. Providers of services using the buildings for free are expected to not charge young people for access to the service with the exception of minimal subs where appropriate. The cost of participation for young people should not be a barrier and providers will need to evidence how services are accessible to all.
8. Where a youth centre is not leased but is available for free use by the CFVS to deliver services a Service level Agreement will also be required that covers points ii,vi and vii above.
9. If during the implementation of the strategy any centre is without a viable option as a youth centre it will be then reviewed as an asset by SCC Land and Property Department to consider alternative uses or options. This is anticipated to be only relevant in a very small number of centres.
10. During implementation phase or the agreed lease or license period there may be a need for SCC to consider alternative delivery sites and relocating services should a building become economically unviable or more suitable premises are identified.

Proposal 2: Whether Surrey County Council delivers universal open access youth work

Consultation Feedback

11. During the consultation we asked residents how they currently use or would like to use the youth centres. The number of responses that currently use centres was generally low but there is significant variation across the county. This is to be expected as there are significantly more youth centres in the east of the county compared to the west. Users of the centres describe a wide range of activities and services they are accessing with the top five responses being:
 - Somewhere to hang out with friends
 - Youth workers to talk to
 - Sporting activities
 - Emotional health and mental health support
 - General advice and guidance
12. Analysis of the service user data shows that approximately 40% of the available youth work hours provide services for young people that need support with specific issues such as being a young carer, LGBT groups or SEND groups. All of these specific issue groups are by referral/invite and therefore differ from open access universal youth work.
13. When asked why people did not use the youth centres responses generally fell into one of three categories:
 - Not living close to a youth centre or access to transport
 - Not actually knowing anything about what is on offer at the youth centre
 - The activities or services on offer were not something that interested them.
14. The Our Voice Matters survey of more than 1200 children and young people (CYP) in Surrey provides some additional insight into young people's needs and wants. 94% of CYP reported feeling safe at home, only 2% said they do not feel safe and the reasons given predominantly related to external factors and anxieties. 94% say they have a trusted adult they can confide in and only 5.3% said they didn't. 35% of CYP said they have been bullied in the past year. Only 6% of responses highlighting a need that could be fulfilled by youth work (needing someone to talk to, 1:1 help, activities and advice)
15. Through discussions with young people they have told us that:
 - They want more things to actively do and learn new skills, *'less just sitting around talking'*
 - Access to opportunities to earn money and jobs for young people a high priority

- Relationships with youth workers attributed to making the most difference in their lives rather than buildings.
 - Youth Centres open just once a week don't help or make a difference
16. The consultation survey responses support the direct comments from young people but also showed there was a small but significant number of young people looking for more support from specific issue groups to help with things such as emotional and mental health.
17. During the consultation the impact of Covid-19 and restrictions in society have had and will continue to have a significant impact on young people. This is a concern that has also been recognised by the District and Borough Councils. The impact of school closures has effected young people in a number of different ways. For some young people it has helped their emotional health, whilst for others their vulnerability, particularly those young people with higher needs. The impact on the economy is likely to have significant and lasting impact on young people in particular. We know there has been an increase in the numbers of young people experiencing bullying through online gaming and social media during Covid-19. Young people have told us that on the whole they are not worried about Covid-19 itself but they do worry about how it effects their education and employment opportunities. The learning from Covid-19 has shown the importance of youth workers in supporting vulnerable young people, this was only achievable in the lockdown period with the closure of open access youth provision and the youth workers being deployed differently. Youth workers have directly helped to repair relationships between young people and their parents/carers and keep families together. The learning from Covid -19 and adopting practices that meets the likely needs of young people should be fully considered when developing a new approach for the service.
18. Whilst there is no statutory duty for SCC to provide open access youth work, 65% of the consultation respondents did not agree that SCC should stop providing open access youth work. Similar views were also expressed during the engagement events. The engagement events and discussions with attendees including young people showed that people were mainly concerned with ensuring universal youth work was still accessible for young people rather than necessarily being delivered by SCC. A significant number of young people expressed the importance of their relationships with existing youth workers and didn't want that to change. Participants often wanted assurances that any provision was safe and good quality. Adults and young people consistently said they wanted to see more going on for young people. Feedback clearly showed that residents believe SCC should still have a role in ensuring the services are effective even if not provided by SCC. The importance of universal youth work in preventing issues for young people and communities were consistently expressed with most people stating the need for both open access universal services and targeted services for young people.
19. Analysis of the current availability of SCC youth work staff and feedback from residents has shown that the current service provision is spread too thinly and on its own will not be able to meet the expectations of residents for delivering open access youth work and targeted support. The youth centres have the capacity to host services for young people and the expressions of interest received during the consultation has demonstrated the untapped potential of working more collaboratively with the CVFS. This was supported at the engagement events and through the comments made in the consultation responses.

20. Feedback has clearly demonstrated the value that communities place on experienced youth workers but the skills are not always available to those young people who would benefit from them the most. Covid-19 has shown that youth workers working collaboratively as part of the overall Family Resilience approach can make a significant impact on outcomes for young people. The workforce would not be able to respond in the same way if they were also still doing universal youth work that could be provided by others.
21. A consistent message from young people is that over everything else it is the relationships with youth workers that makes the difference, not who they are employed by or what building they work from.

Recommendations

22. Open access youth work is clearly valued by Surrey residents, and in particular young people. The current model however is not sustainable and any existing and future national funding for universal youth work and increasingly targeted youth work is only accessible to the CVFS. SCC needs a different approach that builds on the existing assets within the existing budgets that are available.
23. A new approach is needed that maximises the potential of the youth centres and the skills of the SCC workforce by collaborating with the CVFS and adding value rather than duplicating support that is readily available.
24. Whilst there is no statutory duty for SCC to provide universal open access youth work the council does have a responsibility to ensure the services are of good quality and delivered safely. The council therefore needs to ensure the SLAs are being delivered as agreed.
25. It is recommended that SCC acts as an enabler and facilitator of open access universal youth work rather than the providing the service directly. The SCC expertise that is valued by residents and in particular young people can then be remodelled to continue to support specific vulnerable groups. The learning from Covid-19 should be used to inform the service design to ensure SCC is able to respond to the needs of young people who would otherwise be vulnerable to poor outcomes. Enabling the CVFS to maximise the potential of youth centres and SCC responding to vulnerable young people will provide a more comprehensive range of services for young people than exist now.

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| EQUALITY AND DIVERSITY: |
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26. As the consultation is very much focussed on services for young people, they are disproportionality effected by the proposals. The equality impact assessment has also highlighted specific vulnerable groups that currently benefit from the existing youth work offer. Notably the LGBT young people, young carers and SEND. Overall however the proposals will increase the amount of service provision for young people in Surrey compared to the current offer.
27. The recommendations however seek to mitigate the impact on young people and the vulnerable groups by increasing the availability of universal provision by enabling the CVFS to use the youth centres for little or no cost.
28. We are also recommending the existing SCC workforce is remodelled but continuing with delivering specific issue groups for LGBT, young carers and SEND as it does

now. This however needs to be reviewed to ensure the offer is fair and equitable across the county.

29. The concerns raised by young people in particular about youth centres not being attributed to any particular faith or religion will also be mitigated with robust service level agreements and monitoring by SCC.

RISK MANAGEMENT AND IMPLICATIONS:

30. The table below sets out the associated risks with the recommendations.

| Risk Description | Mitigation Activity |
|---|--|
| No or limited expressions of interest to deliver universal youth work and or take on the lease of buildings | The expressions of interest received so far have exceeded expectations and in most cases the youth centres will have more services available than they do now when the strategy is fully implemented. Further discussions at a local level with District and Borough councils, CVFS organisations will be fully exhausted before any centre is considered for alternative uses |
| CVFS service providers are unable to continue to meet the requirements of the lease, license or Service Level Agreement | The Service Level agreement will be directly linked to the continued use of the centre and regularly reviewed in partnership with the provider. In a situation where the provider can no longer meet the agreed service level agreement the lease/licence would end. |
| Existing Universal Youth Work provision provided by SCC ceases to be available for young people | In most cases existing provision would be replaced by services provided by the CVFS using the youth centres. In some cases this may not be possible or the youth work takes place in buildings not owned or leased by SCC. In these cases a transition plan will need to be implemented to accompany the service redesign. |
| The maintenance costs of a youth centre become financially unviable for SCC within existing budgets | SCC will consider alternative delivery sites and relocating services to more suitable premises. |

FINANCIAL AND VALUE FOR MONEY IMPLICATIONS

31. The building and workforce costs will be remodelled and contained within the existing budgets of £975k and £657k respectively.
32. Although significant progress has been made over the last twelve months to improve the Council's financial position, the medium term financial outlook is uncertain as it is heavily dependent on decisions made by Central Government. With no clarity on these beyond 2020/21, our working assumption is that financial resources will continue to be constrained, as they have been for the majority of the past decade. This places an onus on the Council to continue to consider issues of financial sustainability as a priority in order to ensure stable provision of services in the medium term.

33. As set out in the body of the report, the County Council does not have a statutory duty to provide universal access to a youth service. The Council has a duty under the Education Acts which requires it to “secure, so far as reasonably practicable, provision of educational and recreational leisure time activities for young people”.

34. In carrying out this duty, the Council must ensure that young people are consulted and have a say in the local offer. This is often referred to as the “youth service duty” which will be met in the proposed consultation programme set out in the report.

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| WHAT HAPPENS NEXT: |
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35. The implementation of the new approach will be split into three different work streams as set out below:

- **Work stream one:** Youth centres where there is a clear expression of interest to take on the lease of the building and provide services for young people will progressed from September 2020. The actual implementation timeline for each centre will depend on the individual circumstances and any work required to agree the terms of the leases and accompanying service level agreement,
- **Work stream two:** Some centres require further discussions between the different expressions of interest at a local level before either a lease is progressed or alternative arrangements can be put in place. These local, centre specific discussions will also commence in September 2020.
- **Work stream three:** The SCC service will undertake a period of engagement and design of new service with staff effected in September before the formal restructure process commences.

36. All existing centre users will have their existing licences extended until the end of March 2021 with a one month notice if the existing arrangement is to transfer to a new lease holder

Contact Officer:

Nigel Denning, Early Help Transformation Lead

Annexes:

Appendix A Consultation Analysis

Appendix B Engagement Analysis

APPENDIX A: FAMILY RESILIENCE – UNIVERSAL YOUTH OFFER STRATEGY CONSULTATION ANALYSIS

INTRODUCTION

Surrey County Council (SCC) provides open access universal youth work that takes place in youth centres across the county. Open access youth work is often provided in youth centres and is open to all young people without referral or a specific need. Whilst there is no statutory duty for SCC to continue to provide open access universal youth work, SCC recognises that the youth centres themselves are a valued community asset and can play a larger role in achieving the Community Vision for 2030 that includes community participation as one of the priorities.

However, Surrey's Youth Centres are often underutilised and are not fulfilling their potential for the benefit of young people. Surrey County Council is proposing to increase the availability of the existing youth centres for the use of the voluntary, community and faith sector.

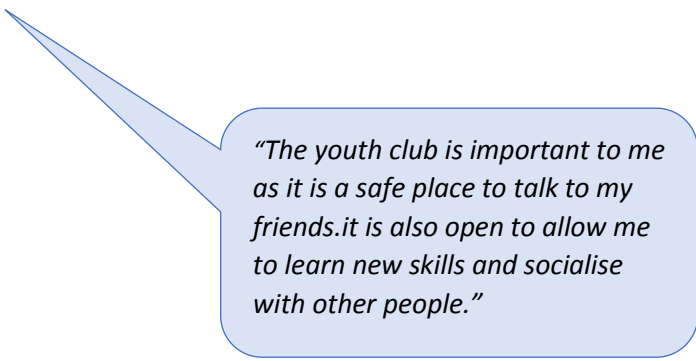
The consultation was designed to obtain views on whether Surrey County Council should continue to deliver universal open access youth work and whether it could enable the community, voluntary and faith sector (CVFS) to use the youth centres at little or no cost.

The consultation commenced on the 16th December 2019. Whilst the consultation was originally scheduled to close at the end of April 2020 it was extended until the end of June 2020 because of Covid -19.

The consultation questionnaire was available for completion online, PDF and paper copies were also available including a large print and an Easy Read version.

At the time of closure 522 completed consultation questionnaires were received by SCC. The following report analyses the responses to the questions posed in the consultation.

The use of speech bubbles has been used throughout the report to share comments from the questionnaires to support the statistical analysis. Some comments have been edited to ensure individuals are not identifiable.

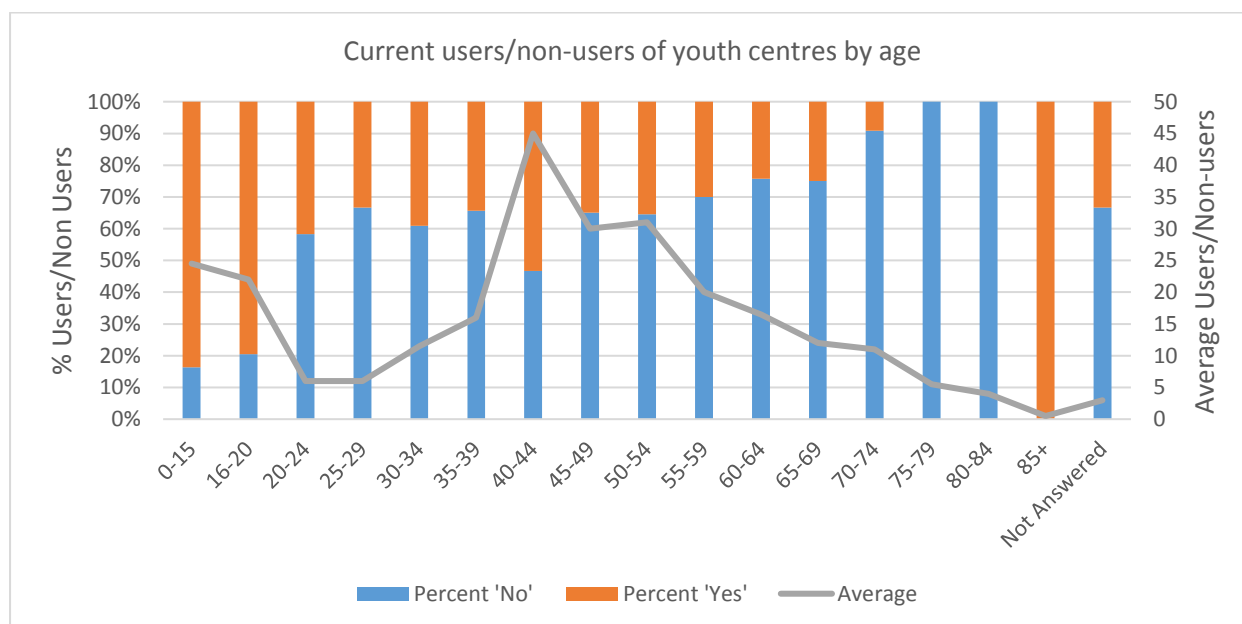


"The youth club is important to me as it is a safe place to talk to my friends.it is also open to allow me to learn new skills and socialise with other people."

CONSULTATION QUESTIONS

1. Are you, or is a member of your family a current user of a Surrey Youth Centre?

More than half (57%) of respondents were not 'current' users of youth centres. An analysis of the demographic analysis however shows that most of the respondents aged under 20 were current users of the youth centre.

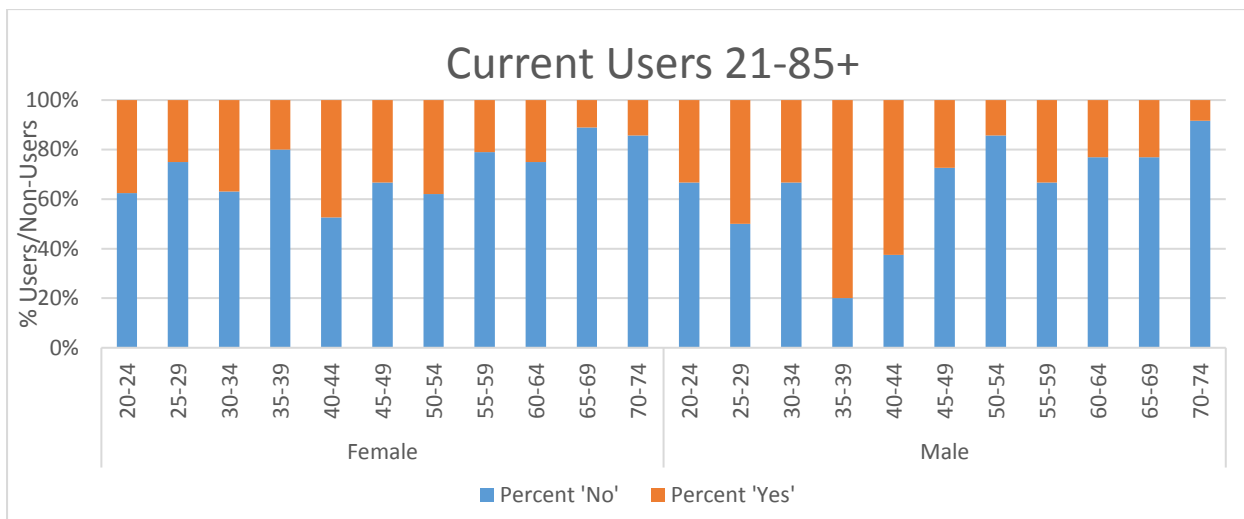


Comments noted by participants suggest that adults completing the questionnaire fell broadly into the following categories:

- Parents/Carers or other family members
- Members of the local community
- Community, voluntary, Faith sector organisations
- Local government officers and elected members.

"I'm answering on behalf of a family member so the answers may seem odd. The specific answers about facilities is on behalf of a teenager and a ten year old."

Analysis of the users of the youth centres did not identify any disproportionality between male and female users with the level of use being similar for both genders in the 0-20 age range



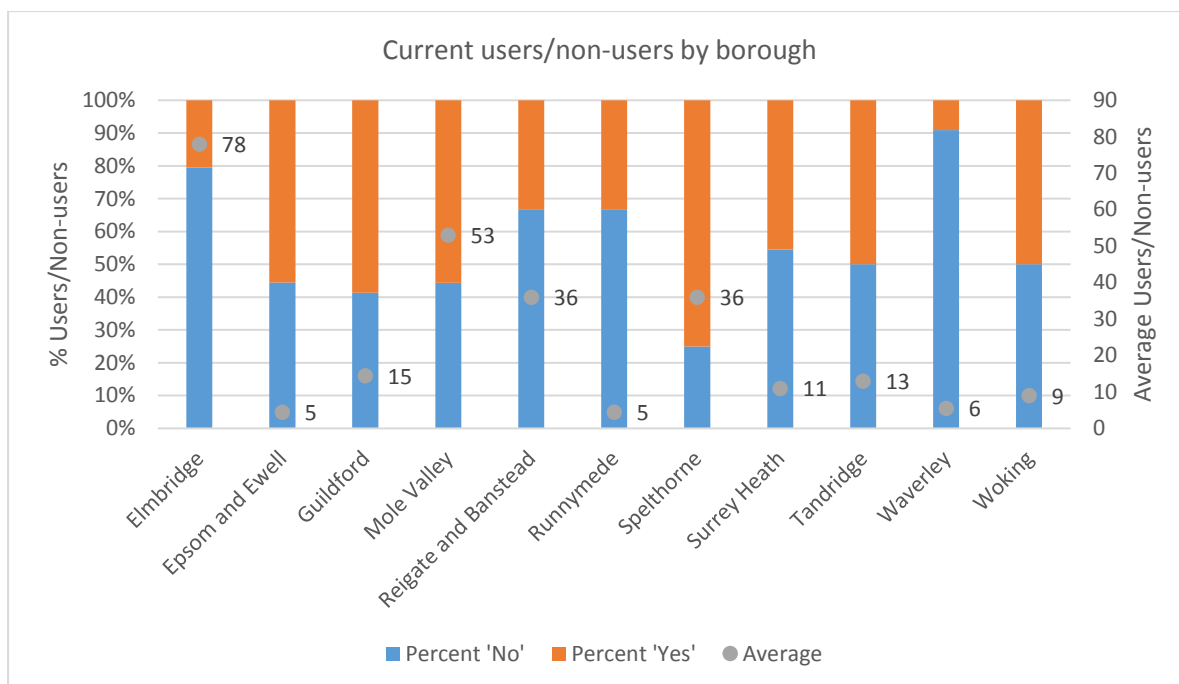
A total of 36 responders currently attending youth centres have their day-to-day activities limited due to a disability. 17% of current users have children with SEND. This group of respondents has reported being a user more frequently.

A total of 31.7% of respondents who are either current users or have family members who are current users of youth centres said they gave support to family members, friends, neighbours or others because of either: long term physical or mental ill-health/disability and/or problems related to old age. 22% of current users who are putting in some hours of support are between 0-20 years, which might make them young carers.

"[...] I have been at this Youth Club for nearly 8 years and it has helped me a lot with my home life as well as meeting new people throughout the years.

From those currently attending youth centres, 19% preferred not to disclose their sexual orientation. There was a small but significant number respondents under the age of 20 that use the youth centres and identify as either Bi-sexual, Gay or Pansexual.

Eight respondents reported not having the same gender as at birth. Of those, six are currently using youth centres. 66% of these users are between the ages of 0-20 years.



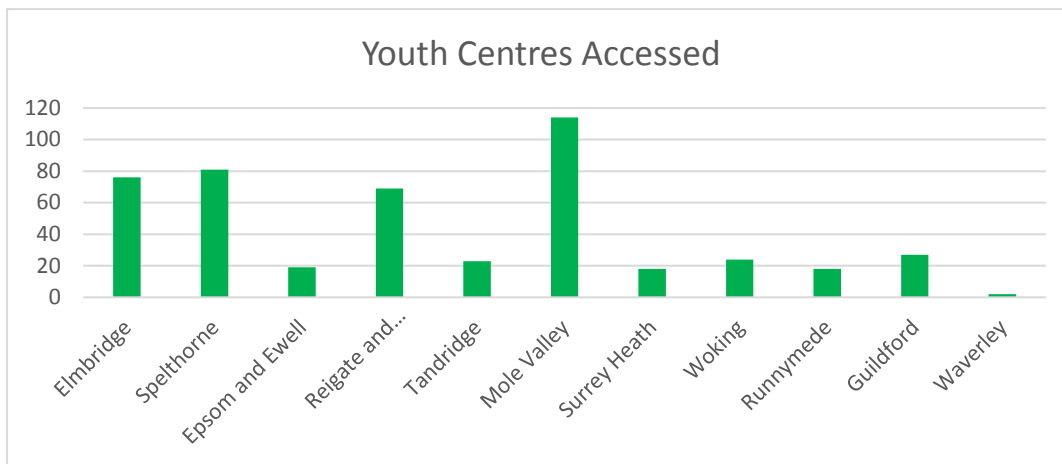
2. Have you, or a member of your family accessed a Surrey Youth Centre in the last 12 months?

52 respondents were not current users of youth centres but had accessed or had a family access the centres in the last twelve months. Most (49) of these respondents were in the age range above 20 years and may have responded on behalf of young people they were responsible for.

3. Which of the following Youth Centres have you and/or the members of your family accessed in the last 12 months?

Youth centres located in Mole Valley were attended most among respondents. The chart below shows significant variation between areas of Surrey in terms of who has accessed youth centres, with centres in Mole Valley selected 114 times and centres in Waverley selected only 2 times. The three most attended centres were:

- Ashted Youth Centre (Mole Valley, 62 respondents of whom 26 under the age of 20)
- Claygate Youth Centre (Elmbridge, 49 respondents of whom 6 under the age of 20)
- Ashford Youth Centre (Spelthorne, 36 respondents of whom 6 under the age of 20).



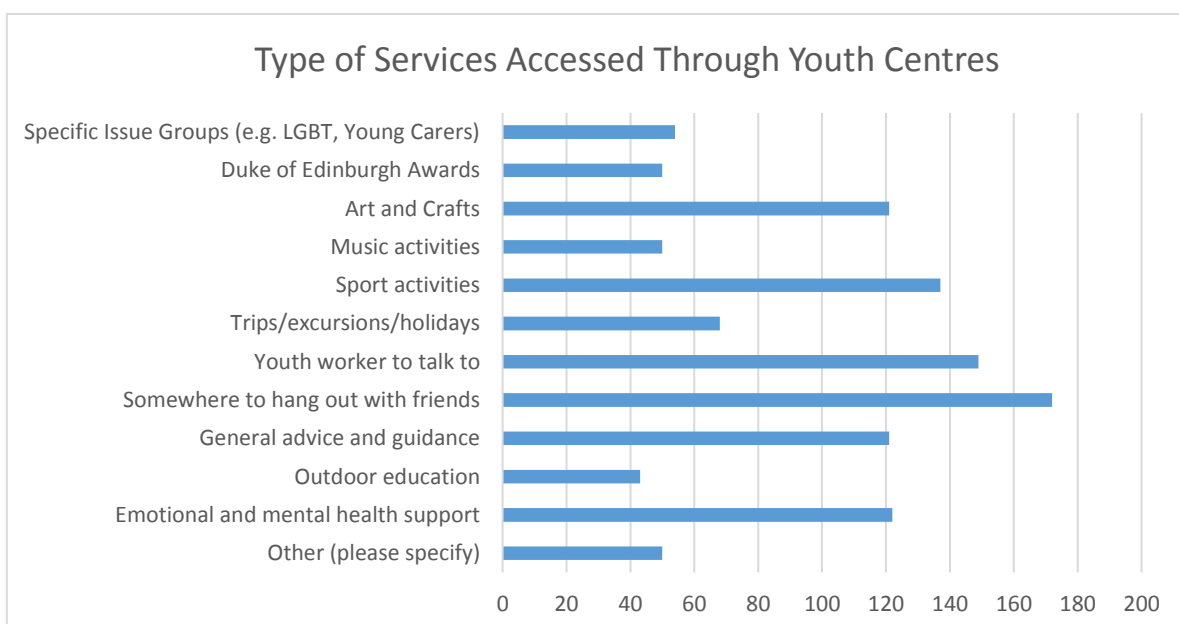
4. What kind of activities, events or support do you or any member of your family access through the Youth Centres you have visited in the last 12 months?

According to respondents, the most common purpose a youth centre is used for is somewhere to hang out with friends in a safe environment. This is followed by support services (youth worker, general advice and guidance, emotional and mental health support) and recreational activities of which the most commonly cited are sports and arts and crafts. It is important to highlight the specific role of youth centres in offering a space for specific issue groups, quoted 54 times.

“The youth club is important to me as it is a safe place to talk to my friends. It is also open to allow me to learn new skills and socialise with

“It gives people a break from school.”

“The youth club is important because it brings people together and is a good place for people to have fun. Main point is to bring people together. If I didn’t have the youth club I would be bored and be at home doing nothing.



Respondents who selected “other” specified a number of activities taking place at youth centres, including life skills, disability support, specific service user meetings, sexual health and relationship advice, faith-based activities, quiz nights, breakfast/coffee/after school clubs, photography, community projects. Respondents expressed different views on the appropriateness of some services being run by faith-based and voluntary groups. These dealt specifically with issues of access for young people who do not hold compatible religious views, but also with the necessity to recognise the experience and professionalism of these groups.

“Voluntary groups often have a Faith agenda which will stop some vulnerable young people attending. Plus they may charge disadvantaging young people who are on low incomes.”

“Recognise that many voluntary groups and faith groups are already doing a lot of youth work, are very capable and are just as professional in many cases as Surrey county council youth workers”

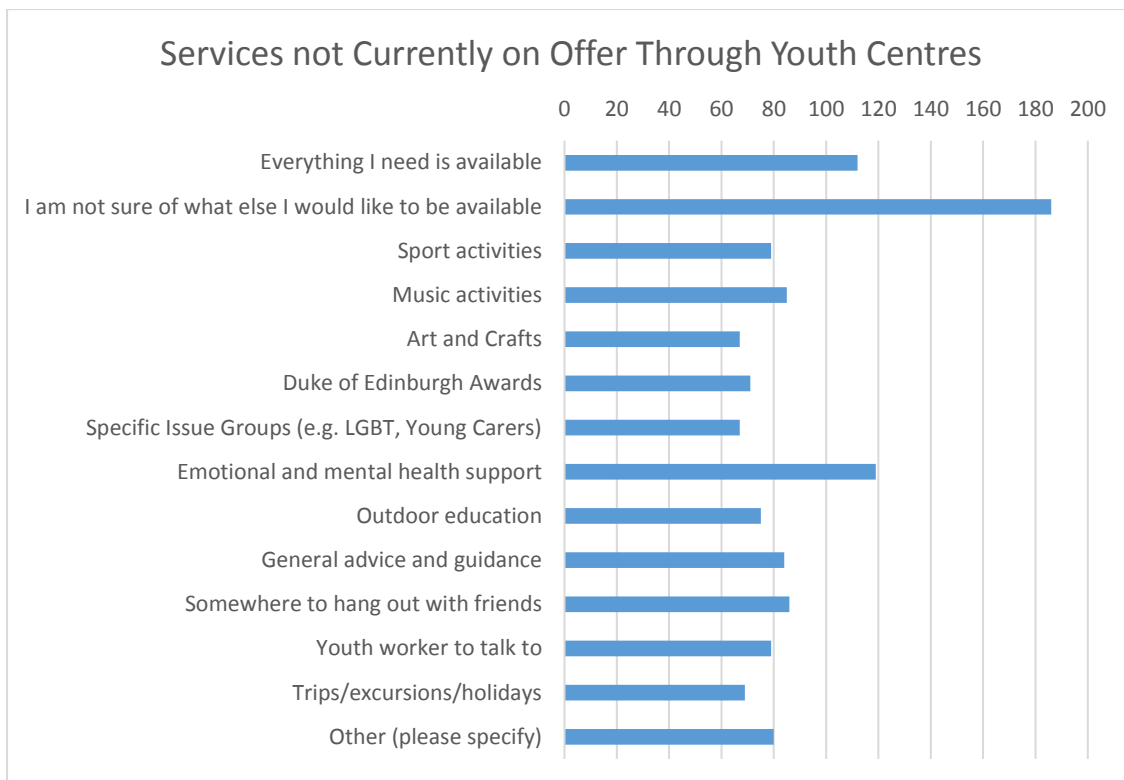
“I do not want to go to a faith based youth club because I don't believe in god.”

“I believe faith groups are great BUT you have to understand the need for young people and unfortunately some will not relate to this. They want somewhere safe to hang out play a bit of footie, pool, eat some food and generally just chill.”

5. Is there anything that is NOT currently on offer through the Youth Centres you currently access and that you would like to be available?

Most respondents were not sure what else they would like to be available at the centres. This is however, followed by the need for support service provisions (emotional and mental health, youth worker to talk to, specific issue groups (E.g. LGBT, young carers), outdoor education and recreational services of which music activities and somewhere to hang out with friends were most common.

The need for specific issue groups was cited 67 times.



Many of the respondents that specified 'Other' did not know about the activities that were held in the youth centres. Respondents commented on not knowing what was currently available and therefore were unable to say what else could be offered.

"A means of better advertisement and access to the services/facilities available at these venues"

"All the above sounds great - just didn't know it existed"

"I'm not sure what is available there."

"It's very hard to find out anything about what is going on [...]. Doesn't seem to be anything online and I have never seen the courts at the back in use. [...]"

"I am unable to say as I don't know what is currently offered"

Many respondent stated the need for support provisions for special needs and disability which included autism, mental health, learning difficulties and other specific issues such as sexual health, substance misuse, training for young mothers, activities for refugees.

Other uses also included faith-oriented groups, internet based games, higher education training, reading and writing, the need for community projects/activities, indoor activities, martial arts classes, skill-gaining activities, more afternoon and evening access, intergenerational and charity use with a variety of activities available.

Responders often referenced working in partnership with the local scout groups, other agencies and the need to have the centres opened not just to the young people but also the wider community, in a safe space without an agenda.

"Wider use of the centre for family and community events"

"We would like to work in partnership with other agencies to support our students in the NE Boroughs."

"Support for those with learning disabilities."

"Sexual health advice"

"Mental health support for anxiety and depression in young adults"

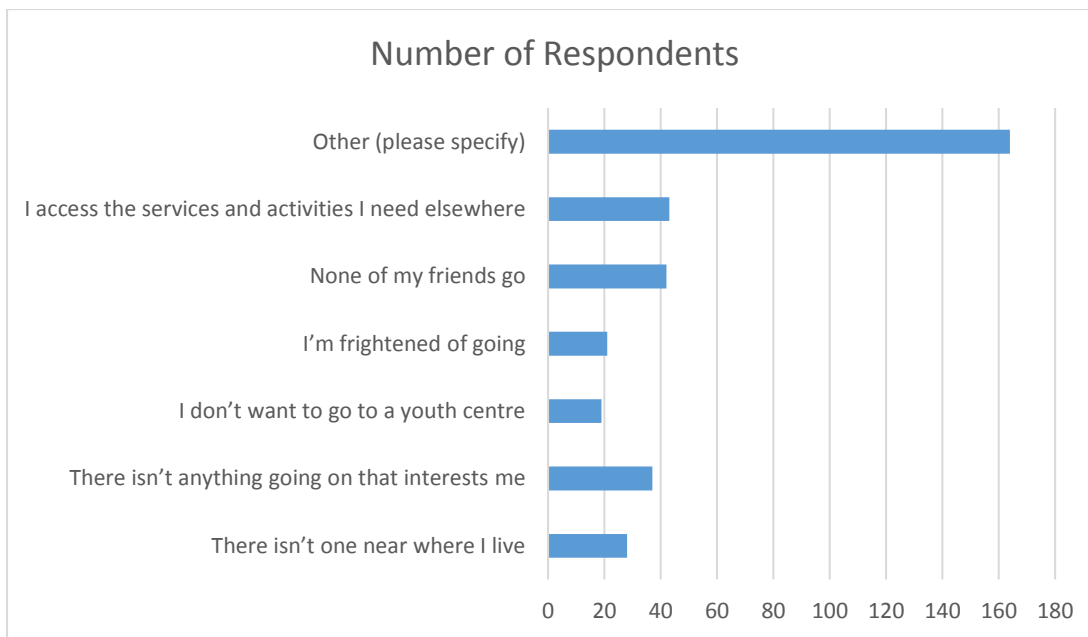
"EYFS training for young mothers to support them in their children's development"

"sessions targeted at older young people and open more frequently"

"ASD/Special needs"

6. If you or a member of your family do not use youth centres what are the reasons?

The most popular reasons provided for why youth centres are not used from respondents aged 0-15 and 16-20 years was 'None of my friends go', 'I access the services and activities I need elsewhere', and 'There isn't anything going on that interests me'. 28 respondents (across all age groups) that provided a response around the location, answering 'There isn't one near where I live'. Just under half of all those responding that services are accessed elsewhere were located in Elmbridge.



For those providing responses using the free text functionality, many responded that they or the member of the family they were answering on behalf of were “too young” to go to the youth centre. Issues that were highlighted was the lack of advertisement of the services available and that the centres are not accessible at times that are convenient to the child.

“Don't know what's on offer or where the nearest one is, no advertising locally”

“I don't know enough about what's going on or if my children would feel comfortable there given their differences ... are activities truly inclusive or led by people who truly understand what it is to be autistic; could we start something ourselves?”

“No idea they existed”

“Youth Centres are for younger kids I feel, around the age of 14, so the vision of a youth centre to me just doesn't seem appealing”

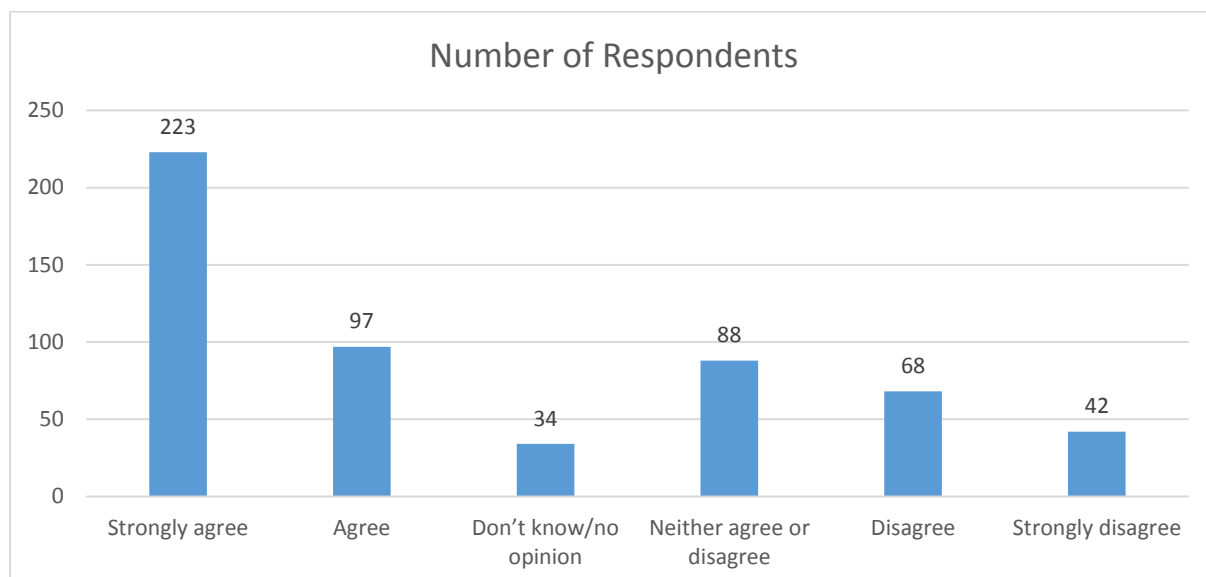
“I would like to try but I am not sure that I can go when I want to”

“There isn't a youth centre open when I want to go”

Q7. Surrey County Council is planning on changing the way youth centres are managed. Please tell us to what extent you agree to the statements.

7.A. Surrey County Council should continue to directly manage the Youth Centres it owns or leases to deliver universal youth work.

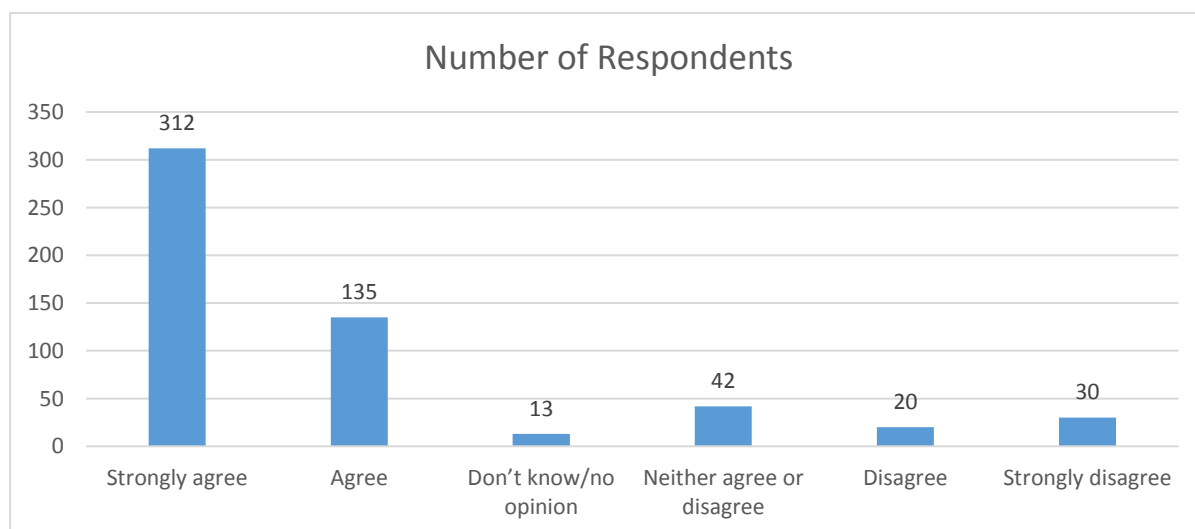
A total of 58% (320) agree that SCC should continue to manage the Youth Centres it owns or leases. 52% (165) of these respondents currently use the centres and 16% (50) having their daily activities limited a little or a lot as a result of health problems or disability. 20% (65) of these respondents were between the ages of 0 and 20 years.



7.B. Surrey County Council should allow the voluntary, community and faith sector to use the Youth Centres it owns or leases to deliver universal youth work.

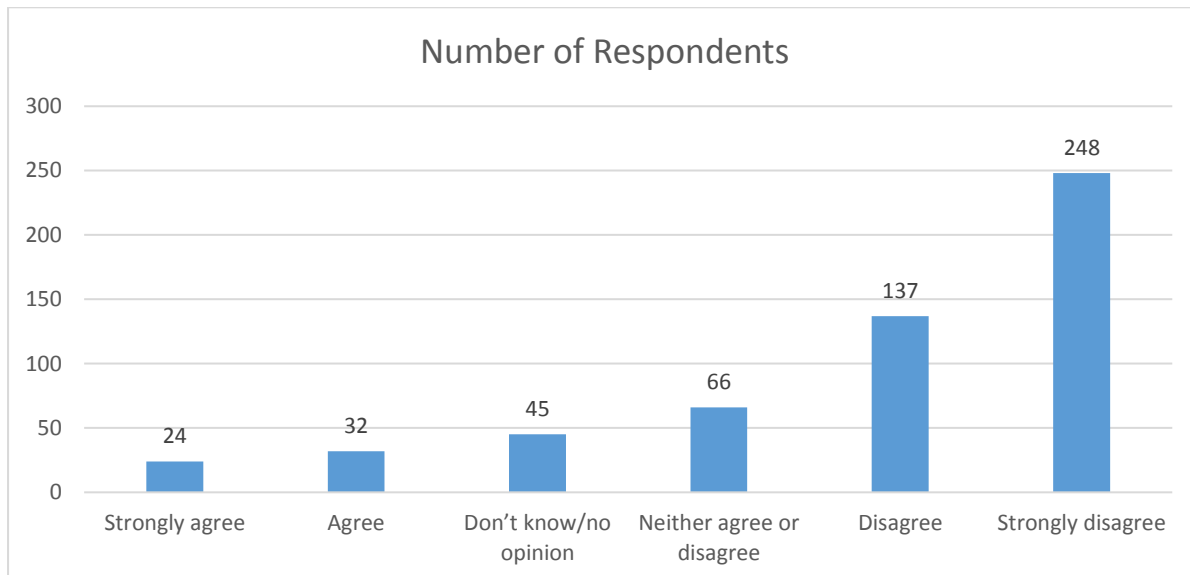
81% of respondents agree with allowing the voluntary, community and faith sector to use the Youth Centres owned or leased by SCC to deliver universal youth work. 14% (63) of those in agreement were in the 0-20 years age range. Most respondents fall in the older age ranges. 10% (44) have their daily activities limited a little or a lot as a result of health problems or disability.

41% (182) of these respondents were current users of the youth centres.



7.C. Surrey County Council should charge the voluntary, community and faith sector a market rate for the use of Youth Centres.

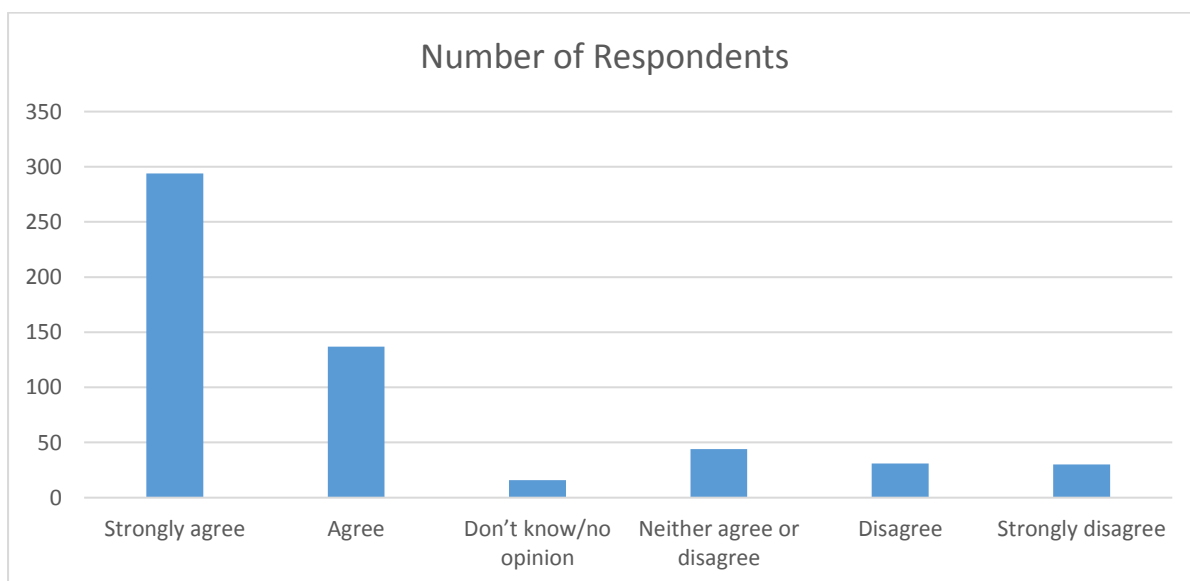
70% of respondents disagreed that the voluntary, community and faith sector should be charged the market rate. 15% (57) of these respondents were 0-20 years old. 41% (157) currently use the centres and 11% (41) had little or a lot of limitations in doing day-to-day activities as a result of health problems.



7.D. Surrey County Council should offer the voluntary, community and faith sector the use of Youth Centres it owns or leases for little or no cost.

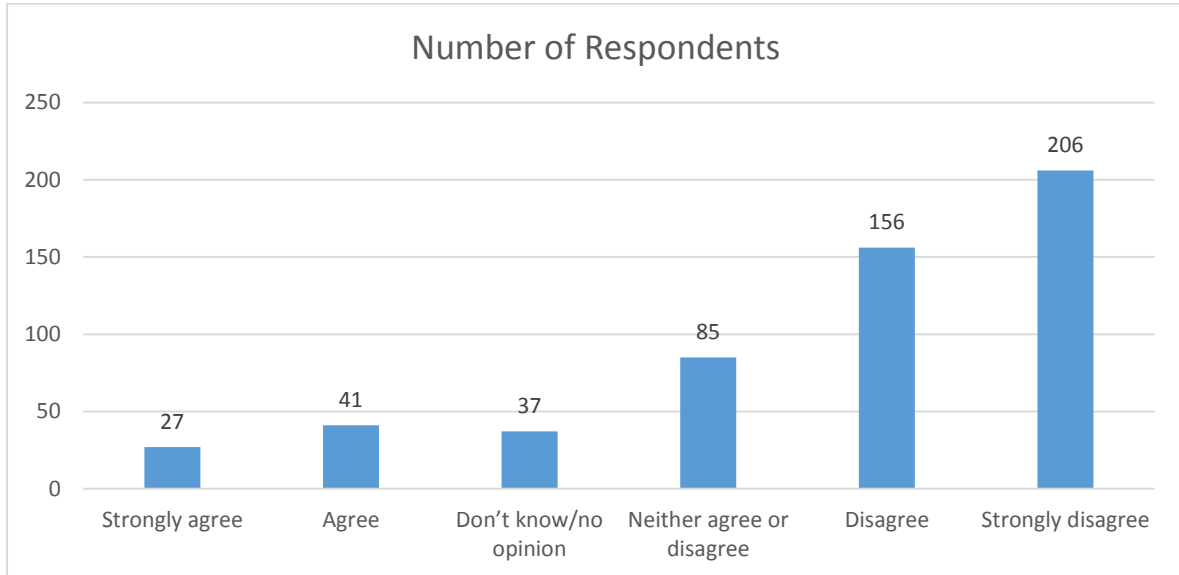
Across all ages the respondents strongly agreed that SCC should allow the voluntary, community and faith sector to use the youth centres to deliver universal youth work and that these should be able to use the facilities for little or no cost.

78% of respondents to this question agreed the use of the centres should be at little or no cost. 16% (70) were aged 0-20 years. 10% (45) had limitations as a result of health problems and 41% (175) were current users of youth centres.



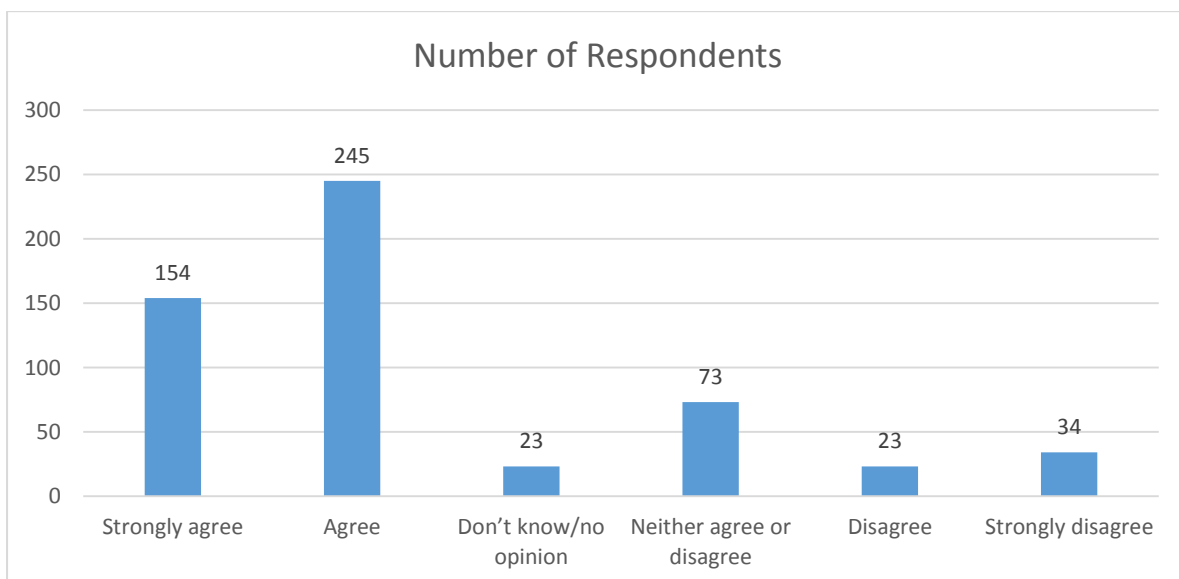
7.E. Surrey County Council should stop delivering universal open access youth work and focus on supporting vulnerable groups of young people instead.

A total of 65% disagreed with the proposal for SCC to stop delivering universal youth work. 19% (71) of these were 0-20 years old. 48% (175) were current youth centres users and 11% (41) with limited activities as a result of health problems.



7.F. If Youth Centres are run by the voluntary, community and faith sector, Surrey County Council should monitor their success through agreed outcome requirements.

A total of 72% agreed with this question. 14% (55) of these were between 0 and 20 years old. 12% (49) had health problems limiting day-to-day activities and 38% (153) were current users of the centres.



Q8. Surrey County Council wants to enable the voluntary, community and faith sector to make more use of the youth centres. How do you think Surrey County Council should do this?

Ranking of the options provided saw similar trends in the distribution across the options via age groups (0-20 years and 21+ years) and sex. The option most often ranked as number 1 was “Short term funding to help get set up” with 41% of all respondents selecting that option (38% of all 0-20 years). Supporting to identify sources of funding and providing training for organisations and volunteers were more commonly ranked second at 27% and 24% respectively (23% and 29% of 0-20-year olds respectively).

| | Ranking score | Provide advice and guidance to voluntary, community and faith sector groups | Support the creation of suitable governance structures e.g. management committees, charitable trusts | Providing training for organisations and volunteers | Short term funding to help get set up | Support to identify potential sources of funding |
|------------------------|---------------|---|--|---|---------------------------------------|--|
| All respondents | 1 | 115 | 68 | 82 | 229 | 58 |
| | 2 | 79 | 101 | 130 | 92 | 150 |
| | 3 | 117 | 83 | 204 | 66 | 82 |
| | 4 | 94 | 173 | 80 | 103 | 102 |
| | 5 | 147 | 127 | 56 | 62 | 160 |

Q9. Are there any other possible actions Surrey County Council should consider to enable the voluntary, community and faith sector to make more use of the youth centres?

Two-hundred and sixty-seven respondents provided an answer to possible actions that SCC should consider around youth centres. Responses expressed were varied, however running themes that were repeated within the responses provided were:

- Youth clubs should provide a place for the young people to go which can help with identifying issues such as mental health and sexual health etc. and learn valuable skills.
- If other groups use the centre, make sure that this doesn't impact children and young people from being able to access the centre
- Youth Centres need to advertise what is on offer
- Speak with the local communities to better understand the needs
- Services provided by these other sectors need to be monitored
- Centres should be used for hire for other purposes to make sure they are used more
- Young people need to be involved in how the centres are run.

Nine out of 106 respondents that either themselves or a family member used the youth centres, raised concerns around provision supplied by the faith sector using the youth centre and whether this would be a barrier for some young people.

"Each organisation should give a good plan of what they intend to do, have aims and outcomes and be given a trial period in which to prove themselves [...] Surrey need to keep an eye and hold each organisation accountable to make sure that they are doing what they say they are [...]"

"They should only allow them to do this under the understanding they will not pressure any young people about religion as many attendees already have existing faiths"

"Diversify use in accordance with needs of the community at a local level, ie have an individualised approach"

"Advertising on social media."

"Allow local groups to hire the facilities so the buildings can be used to maximum capacity."

[We need] more community awareness regarding their existence, the services they offer, and what residents would need to do to volunteer."

"More public awareness of facilities."

"[...] I would not like to see county provision replaced by services offered only by faith groups. One of the real benefits of SCC provision is that it is open to all regardless of faith or background, and there is no underlying faith message being delivered [...]"

"Make them available to hire when they would otherwise be sitting empty. This should be in addition to the current open access without impacting upon or replacing it in any way"

"Voluntary groups often have a Faith agenda which will stop some vulnerable young people attending. Plus, they may charge disadvantaging young people who are on low incomes."

"[...] There should be a commitment to ensuring decision making meets the needs of young people. To do this there should be a requirement for decisions affecting young people to be made with at least 35% youth participation [...]"

APPENDIX B:

UNIVERSAL YOUTH OFFER ENGAGEMENT EVENTS ANALYSIS

The online consultation took place between the 18th December 2019 and 30th June 2020. The consultation was originally scheduled to conclude at end of April but was extended until the end of June due to Covid-19 restrictions. **552** responses have been received and analysed.

To support the online questionnaire engagement events took place across the county during January to April 2020. The engagement events were attended by more than 260 people and included children, young people, parents, elected members, members of the community and representatives from Community, Voluntary and Faith based organisations.

Additional meetings were also held with representatives from the Community, Voluntary and Faith sector including a meeting hosted by Surrey Youth Focus.

A public Webinar was held in June and provided participants the opportunity to ask questions about the proposed strategy. This webinar replaced three public engagement events that were cancelled due to Covid-19.

Young people were also given the opportunity to contribute and share their views during closed group sessions. The findings from the 'Our Voice Matters Survey' which was completed by more than 1200 young people has also been used to inform the consultation.

Formal responses were also received from some District and Borough Councils

The following report summarises the feedback from:

- 24 Engagement events
- 3 young people engagement meetings
- District and Borough Council feedback.

Engagement Evenings feedback

The engagements events were structured 'drop in events' with a series of questions posted around the room for participants to record their feedback. The events also provided participants with the opportunity to share ideas about how agencies could collaborate together.

Analysis of key questions:

1. What kind of activities do you or a member of your family access at the Youth Centre?

Stakeholders listed a wide range of activities they would like to see being delivered at the youth centres across SCC that will benefit not just young people but the community

(young people, children, parents, SEN young people, elderly etc) on a whole. Activities such as sporting, I.T, vocational & educational activities were consistently mentioned by attendees. Other non-youth work related activities included: Parenting courses, social skill activities, tea clubs and family inclusive activities. Stakeholders emphasised the need for improved marketing of the centre's activities, availability and opening times.

2. What would you like to be able to do at the Youth Centre? If you do not use the centre, what are the reasons?

The young people attending the engagement events specifically highlighted the need for more skills-based activities such as cooking and bike repairs. Boxing and other sporting activities are also popular. Ultimately young people are looking for emotional support and a safe place to hang out with friends.

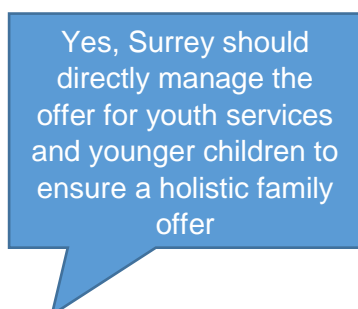
Participants often feedback that some of the youth centres needed some updating and some 'TLC'. Not all youth centres had the ability to do 1:1 sessions and group work.

3. If you do not use the centre, what are the reasons?

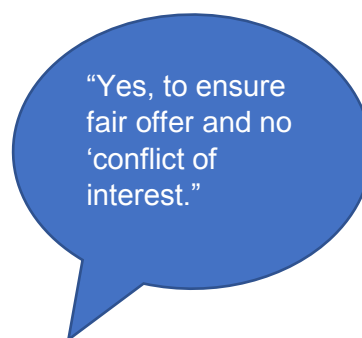
Some parents stated that their children were too young to access the services on offer at the youth centre. The main reasons however for not using the centre was not knowing what was on offer, or there was nothing available that their child/ren would be interested in.

4. Do you think Surrey County Council should continue to directly manage the youth centres?

Many attendees stated that Surrey County Council should continue to directly manage the youth centres. Attendees however also wanted the centre to be managed more at a local level to enable better use. In discussions with attendees it was clear the main priority was to keep and maximise the potential of the youth centres, the matter of who was managing the centre on a day to day basis was of less importance. One of the participants with autism stated "As an autistic, I hate change and I love continuity. However, if you can find a group to manage youth centres effectively- then do so."



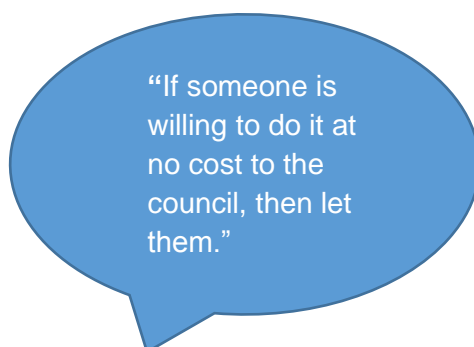
Yes, Surrey should directly manage the offer for youth services and younger children to ensure a holistic family offer



"Yes, to ensure fair offer and no 'conflict of interest."

Some people questioned what managing the centre would entail. Existing centre users wanted reassurance that any new arrangements would enable them to continue to use the centre and have asked for SCC to provide clarity around what managing the centre looks like.

Some centres had a stronger preference for the council not needing to manage the centres, these were often centres that were already a strong community led youth centre or had interested organisations in taking on the day to day running. In these centres attendees were not so worried about who managed the centre if it was done effectively. One attendee said:

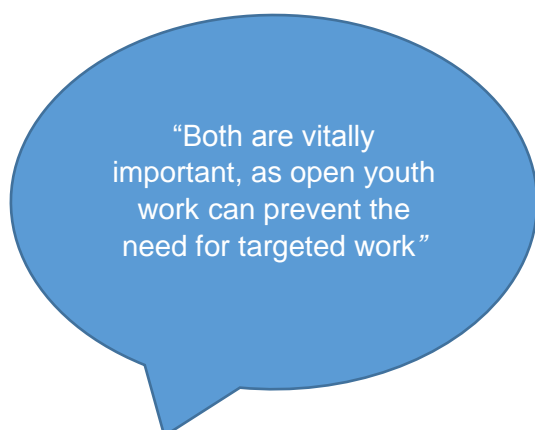


“If someone is willing to do it at no cost to the council, then let them.”

5. Do you think Surrey County Council should stop delivering universal open access youth work and focus on providing targeted services for vulnerable young people?

The majority of participants stated that Surrey County Council should not stop delivering universal open access youth work and that sometimes targeted provisions can be stigmatising and can exclude other young people. They suggested they didn't think young people would attend if their friends couldn't

Participants recognised the need for both open access and targeted work and that if SCC didn't provide open access youth work the gap should be filled by other organisations.



“Both are vitally important, as open youth work can prevent the need for targeted work”



“Find a way to do both. Let more voluntary sector organisations be involved.” -

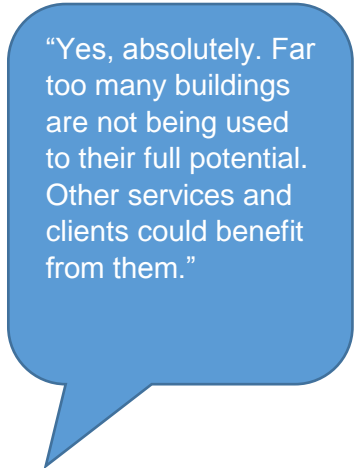
A parent whose has children that access both targeted and universal provisions stated, *“Still continue to deliver open access work but also as a parent with children with special needs, I agree that you should also target services for vulnerable YP.”*

6. Should Surrey County Council allow the voluntary, community and faith sector to use the youth centres we own or lease to deliver universal youth work?

More than 80 percent of stakeholders across the engagement events agreed that Surrey County Council should allow the voluntary, community and faith sector to use the youth centres to deliver universal youth work.

Some participants felt that SCC should work in partnership with voluntary and community sectors to provide services for young people with appropriate space.

One stakeholder said, *“It’s the only way services can continue to be offered.”* Whilst another added “the people can provide more than SCC can.”

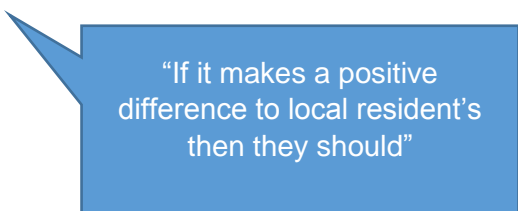


“Yes, absolutely. Far too many buildings are not being used to their full potential. Other services and clients could benefit from them.”

Some people raised fears that if faith groups run the building, the provisions being delivered may not be inclusive which would then potentially exclude some young people.

7. Do you think the voluntary, community and faith sector should be able to use the youth centres for the benefit of young people for little or no cost?

Stakeholders all agreed that the voluntary, community and faith sector should be able to use the youth centres for the benefit of young people for little or no cost. Many participants went further and thought that any income generated from the building should go back to the youth centre to allow groups to deliver quality youth work instead of the budget being absorbed by costs associated with hiring the centres.



“If it makes a positive difference to local resident’s then they should”

Some participants also raised the role of fee-paying clubs and the possibility of working more in partnership and in turn reduced rates if they can demonstrate value to young people.

8. How can Surrey County Council support the voluntary, community and faith sector to make more use of the youth centres?

Participants suggested Surrey County Council should support the voluntary, community and faith sector to make more use of the youth centres by:

- Making the booking process easier
- Provide training
- Assistance with securing funding
- Investing in the up keep of the building
- Promoting resources and activities
- Using the centre for multi usage purposes to generate an income
- Allowing it to be utilised more and working closely with the community to fill gaps and provide the right provisions.

“provide free buildings, signposting, mentoring & advice on good practice and good access to buildings.”

“offer volunteers, more support in safeguarding, youth work training & best practice etc”

9. How do we monitor the success of the youth centres? What outcomes should we be expecting from the services provided?

On the whole participants felt that it was *“fair to ask providers delivering services from the building for feedback and outcomes if they are using the centre”*

Participants suggested various ways of monitoring the success of the youth centre such as measuring outcomes. Participants felt it was important to involve young people and the community.

“Measure feedback from users, the number of users & community feedback”

Numbers, demographics, qualitative info, good news stories and the number of nights the centre is open.”

“Talk to people face to face, get involved & visit projects

Young people's feedback

Alongside the consultation there was planned engagement sessions with young people and youth groups to capture more in-depth information about young people's thoughts around the youth offer and how they perceive their youth sessions and the benefits. The youth sessions range from targeted and/or universal open access sessions. The youth projects cater for predominantly 10 – 19 year olds with the majority ages being between the ages of 13 – 18 years. Young people accessing these sessions travel to the sessions via walking, car, uber and bus. A lot the young people attend multiple youth projects as different projects cater for different needs they require.

The engagement sessions took place at;


| Group | Date |
|---|------------|
| SEND Group- Engagement meeting (Sheerwater)- WYAC | 11-03-2020 |
| Sheerwater Youth Centre Girls Group- (Sheerwater) | 17-03-2020 |
| Young Carers Engagement Meeting- (Woking) | 16-03-2020 |

The responses below are the feedback from questions asked;

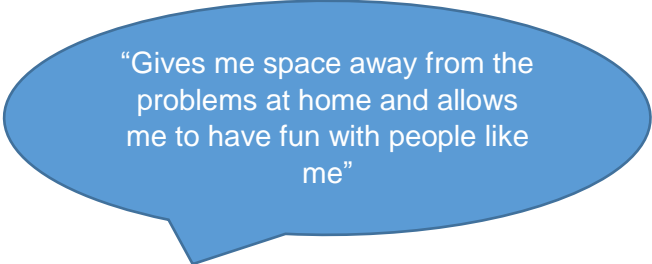
1) Why do you come to this session?

Young people listed many reasons why they attend the session which included:

- A place to meet new and existing friends,
- For emotional and mental support from youth workers,
- Respite for those young people who are young carers
- To learn a new skill
- A safe space where they can have fun.



"To learn in a fun way and for support."



"Gives me space away from the problems at home and allows me to have fun with people like me"

Parents also added that they felt safe with their children attending sessions, especially those who have SEND needs.

2) What do you get out of this session?


Across the three groups, young people listed what they get out of the sessions they attend and how it benefits them;

- Support, fun time, education
- Advice, learning, reducing stress
- Education, support, free/ safe space
- It lets me experience and learn about subjects I've otherwise had no prior interest in or had the time to follow the full extent of the topic.
- It lets me develop my social skills and gives me new opportunities like DoE.
- Raised moods, self-esteem, learnt music skills, improved communication
- Happiness, confidence, being part of a group that accepts me, can always ask for help, feel safe, not judged, treated like a worthy person, fun, laughter, calm, help me get over problems, the staff make me feel amazing, they help me live with SEN needs.

3) How do the staff support you?

Young people and parents were very vocal about the immense support the youth work staff provide to them. Parents stated they felt extremely safe with their children being supervised by the youth work staff and young people highlighted the positive rapport they have established with staff.

A parent from the SEND group at Sheer water said "Staff are truly fantastic, they have made our lives better – by making our child life better. They genuinely care, they are fun." Whilst another parent highlighted "They offer support, encouragement, friendship & advice." Young people at the Woking Young Carers group with regards to staff support said "They don't judge us. They have 1-1's. They understand what is going on." Which was the same experience advocated by young people in the sheer water girls' group who said, "staff give us advice and planning activities and suggestions."



"We can talk to them, trust them, have a laugh with them and get advice"

4) Do you think Surrey should only provide targeted sessions/ universal open access sessions?

All attendees (parents and young people) were very passionate about SCC providing both targeted and universal provisions. However, as a lot of the young people who attended these sessions were vulnerable, they advocated the importance for targeted sessions more so than universal as some young people may not be comfortable attending universal sessions that have SEND needs etc. A young person from the Woking Young Carers group said, "They should do both as they would help all different children." Whilst at the Sheerwater SEND group – one of the responses was "Targeted sessions are more beneficial towards the teens who are struggling & towards the adults who will be limited by their actions due to younger youth being articulate & miraculous towards drama & socialising."

Youth consultation - Webinar

Due to the Covid-19 restrictions, the last set of consultation events had to be postponed. The centres affected by this were the Discovery Centre, Ash Youth Centre, Woking Youth Arts Centre and Lakers Youth Centre. These events were initially scheduled for April 2020. To ensure people were still given the opportunity to input, a webinar was organised and delivered on the 24th June 2020 from 6-8pm. There were over 45 attendees during the webinar. It provided attendees with the opportunity to learn more about the proposed strategy and ask questions about any of the youth centres across the county. It also informed attendees of the next steps and an approximate timeline of events in relation to the youth offer. Via feedback from the attendees, the webinar was very well received and very interactive, with lots of question being asked and answered.

District & Boroughs Feedback

Feedback was received from some District and Boroughs across Surrey County Council in relation to the Universal Youth Work Proposal. These boroughs included;

- Mole Valley
- Guildford
- Reigate & Banstead
- Spelthorne
- Runnymede

Mole Valley

Mole Valley District Council (MVDC) stated that they highly value of the centres namely; Ashted, The Bridge in Leatherhead, The Malthouse in Dorking and Bookham, although it is not included in the consultation. They expressed the importance of the youth centres as they provide a safe space for young people, the opportunity to engage in positive activities and support for those experiencing challenging issues such as substance misuse, teenage pregnancy, academic difficulties, mental health etc. MVDC highlighted it was important for the universal offer to be available for all young people and not just vulnerable groups. MVDC welcomed the proposal for the Youth Centres to be made available at little or no cost to the voluntary sector as it would enable the voluntary sector organisations to concentrate on providing the activities and/or support for young people rather than constantly fundraising to maintain and run the buildings. MVDC is supportive of the approach being proposed by the County Council for the future running of Youth Centres in Mole Valley and would like to see those services open to all young people.

Guildford

Guilford Borough Council has highlighted the importance of SCC fully understanding if there is an appetite for delivery from other sectors and make local decisions based on the needs of young people and the broader offer of universal services. Guildford Borough Council welcome the idea of centres being offered at little or no cost to the voluntary sector and highlighted the voluntary sector utilising buildings should be linked to desired outcomes of SCC's vision. Guildford Borough Council strongly disagree that Surrey County Council should stop delivering universal open access youth work and focus on supporting vulnerable groups of young people instead. They advocated that If the consultation has a primary focus on social and emotional development of young people, then the core offer should be open for all young people. In order to monitor the success of the centres Guildford has stated there needs to be explicit and achievable agreed priorities and outcomes to any lease arrangements prior which should be codesigned with SCC and the provider.

In order to support the voluntary sector and enable more use of the centres Guildford Council listed the following;

1. Provide training for organisations and volunteers (based on further consultation)
2. Provide advice and guidance to voluntary, community and faith sector groups
3. Short term funding to help get set up
4. Support to identify potential sources of funding
5. Support the creation of suitable governance structures e.g. management committees, charitable trusts

Reigate & Banstead

Reigate & Banstead (R & B) expressed that in-light of the Covid-19 pandemic, there have been a great impact on job losses especially amongst Gatwick and Gatwick related employers which has raised concerns around youth unemployment. As a result, the Voluntary Community Sector are pivotal to the solution of managing and mitigating the impact on young people's well-being. With this being the case R & B would like to explore the role of the youth centres as a multipurpose community building to support post Covid- 19 public and voluntary sector service provisions and universal youth provisions. R & B have highlighted the need for the centres to provide significant access for wider use. R & B also welcomed the proposal of the voluntary centre using the centres for little or no cost.

Spelthorne

Spelthorne Borough Council (SBC) fully support SCC's proposal to work to keep all youth centres in the borough open and to develop and support the offering for our young people through interested parties. Currently Spelthorne has 5 Youth Centres across the borough, all of which run regular scheduled activities and a number of ad hoc, individual activities particularly in school holidays. The Youth Centres have capacity for further use. SBC would like the proposal to create the opportunity for Youth Centres to develop into flexible community spaces, with youth clubs and projects running in the evenings and school holidays alongside community projects and classes for all ages running in the day.

In preference, SBC envisage SCC supporting the voluntary, community and faith sector (VC&F sector) to operate the youth centres to deliver, amongst other things, universal open access youth work. Clear performance targets would need to be in place to protect this provision. SBC would be keen to continue to use all youth centres for activities such as community sports, active lifestyle and arts projects and would be happy to work with the VC&F sector to enable us to do this.

SBC support the proposal that the VC&F sector should be able to use the youth centres for little or no cost but would like priority to be given to those providing youth activities, rather than those providing services for other age groups or sectors.

SBC recognise that SCC have a statutory responsibility for young people's youth work provision, especially with the high need and more challenging groups and the trend towards floating support. However, SBC believe the continued availability of the Youth Centres for a wide range of youth work is essential in communities such as those in Spelthorne.

Runnymede

Runnymede Borough Council after reviewing the proposed youth offer have raised concerns associated with the reduction in universal youth work. They provided an example, that they have five youth groups of which four are run by faith groups and so not all young people are interested in attending. And with the removal of universal youth work could entail have a direct impact on youth crime.

The Council recognises the need for targeted work with young people. Our concern is that the lack of engagement with young people at level 1 and 2 could mean that in time they could move into the targeted group when this could have been dealt with at an earlier stage through interventions at a local level by trained youth workers.

Runnymede Council highlighted that there should be a focus on more localised accessible youth facilities for young people run by the voluntary sector if there are groups willing to take this on and targeting our specific areas of deprivation. Runnymede Council went on to suggest that the new proposal does not include any provision in some of the more deprived wards. To deliver this the voluntary sector would need financial support which should come from the County in the form of grants to help set new services.

Runnymede Council highlighted, the provision of the buildings at little or no costs is a positive step, but this does not help with the ongoing running, maintenance and staffing costs. Without a contribution to these, the buildings may well remain unused or have limited opening times.