

# **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

**Children, Young People & Education Cabinet Board  
8th September 2016**

## **Report of the Head of Participation – Chris Millis**

**Matter for information**

**Wards Affected: All**

**Annual Progress Report on young people who are Not in Education, Employment or Training (NEET).**

### **Purpose of the Report**

To inform Members of the outcomes and progress made with young people who are Not in Education, Employment or Training (NEET) or those young people who are at risk of becoming NEET and how new developments may affect this area of work.

### **Background**

Neath Port Talbot Youth Service's work with NEET young people is funded through various external funding streams including Communities First, Families First, Youth Work Strategy Grant and Engagement Progression Grant. The NEET provision within the service has separate teams that work closely together to support young people.

Keeping in Touch (KIT) Workers and Families First Youth Workers work together on the following:

Job Centre Plus (JCP)

Partnership working with JCP is still a strong aspect of the work undertaken by the Youth Service. Feedback from Job Centre staff and management has been extremely positive with the service being viewed as invaluable to them and the young people.

The aim of the work with JCP is to support young people 18-25 to overcome any barriers they have to entering employment. Young people are supported by the team to develop their employability skills, increase confidence and access other youth support services to enable them to address their needs. The type of support provided includes work related training with partners, sign posting, helping with volunteering placements, CV writing, interview techniques and providing general advice and support.

### Mobile Provision

The Youth Service mobile provision (the Rolling Zone) is still used as an outreach resource for young people who are NEET and require additional support. It operates every Tuesday between 10-4pm outside Port Talbot Civic Centre. It continues to be a mix of pre-booked appointments with young people referred from JCP, training providers and other organisations as well as young people self-referring. They receive the same support as that provided in the Job Centre as well as access to laptops to undertake Construction Site Safety Card and Food Hygiene training. The average attendance has dropped this year from 25 to approx 15 young people attending a day. This is mostly due to the KIT workers now referring all young people from Communities First areas on to the Communities First Cluster teams.

### Keeping in Touch Worker Case Load Work

This role involves working with young people prior to them leaving education to provide a sustainable, achievable transition into further education, training or employment. Young people are referred to the KIT Worker through a variety of agencies such as Social Services, TAF team, Youth Justice. This post also works with young people who have left education and have been identified as being NEET using the Careers Wales Five Tier Model (please see appendix 1) and with particular attention on Tier 1 and 2 lists (please see appendix 2). The young people referred often have significant barriers which can prevent attainment and engagement. Partnership working between the KIT workers and specialist support agencies is vital to address and reduce the

obstacles they face. The Keeping in Touch worker liaises closely with colleges, work place providers and key workers to provide an individual post 16 plan; this includes attendance of child protection meetings, risk assessments regarding college, enrolment and financial advice. On-going support is provided initially for 12 weeks to maintain, amend or adapt their career pathway.

## NEET Team

The Families First NEET Team work very closely with the KIT Team and use the JCP and Rolling Zone Outreach with a specific remit of one to one caseload sessions with young people. This includes developing bespoke sessions to help young people address the issues and barriers that they face.

The NEET Team also work with NEET young people using group work sessions to help develop their confidence, self-esteem and arrange group training on topics such as Food Hygiene, IOSH Health & Safety and Construction Site Certification Scheme.

## Communities First Youth Team

Communities First Youth Workers also support young people who are NEET or at risk of becoming NEET. This work occurs within schools with young people identified by their schools as being at risk of disengagement. Youth workers provide one-to-one and group work sessions and provide accredited courses; personal and social development opportunities; breakfast, lunch and after-school clubs and employability related activities. Youth workers are also trained as Emotional Literacy Support Assistants (ELSA) - an initiative designed to build the capacity of schools to support the emotional needs of their pupils.

The Communities First Youth Workers also work in partnership with the schools and Careers Wales to support young people through the transition period from secondary school to further education, work based learning and employment.

The Communities First team worked with 340 young people during 2015-16 with 3,358 contacts. 129 young people were reported as having improved academic performance.

In total the Keeping in Touch workers, Families First NEET team and Communities First team have reached over 1,000 young people with over 6,000 contacts. This work has resulted in 259

young people achieving a positive education, employment or training outcome. 71 entered further education, 101 entered paid employment and 87 entered work based learning.

### Primary transition

The Youth Service Families First team has developed a Transition Programme for young people in Year 6 and Year 7. The PSHE/Citizenship programme aims to support young people, identified by their schools as needing additional support during their transition from primary to secondary school.

The programme consists of 20 -30 hours of learning and is accredited using the Asdan Stepping Stones Award. The young people take part in a range of challenges covering topics such as Active Citizenship, Identity, Personal Well-being and Valuing Each Other.

From April 2015 to March 2016 the programme was offered to 24 Primary and Secondary schools in Neath Port Talbot, and taken up by 12 schools, this is made up of 8 Primary Schools and 4 Comprehensive Schools. The number of young people who engaged in the programme was 208 individuals, with 155 individuals completing the full 30 hours of learning and achieving the Asdan Stepping Stones Award. Through evaluation forms, 162 individuals stated they now feel more positive about school or learning and 72 individuals have improved attendance according to their schools.

The programme is continuing in 2016/17 following such positive outcomes and feedback from the schools that took part.

### Case Studies

The result in Youth Work engagement is often best demonstrated by Case Studies and Appendix 3 includes case studies from the KIT Team, the Families First Team and the Communities First Team.

### Engagement and Progression

The NEETS strategy was implemented from 2013 (Youth Engagement Strategy 2013-2023) which sets out a multi-agency

approach to ensuring young peoples' engagement in education, employment and training. The strategy focuses on young people aged 11-25 which is a wider age range than that of traditional NEETS. The strategy also takes into account the Welsh Government Youth Engagement and Progression Framework. A Senior Youth and Community Worker has taken on the duties of the Engagement and Progression Co-ordinator and the local authority has an implementation plan in place, which is reported to Welsh Government. This implementation plan focuses on the six key elements of the Framework:

1. Identifying young people most at risk of disengagement;
2. Better brokerage and coordination of support;
3. Stronger tracking and transitions of young people through the system;
4. Ensuring provision meets the needs of young people;
5. Strengthening employability skills and opportunities for employment;
6. Greater accountability for better outcomes for young people.

Careers Wales have developed a 5 Tier Model which they use to categorise young people's situation with regards to education, employment and training status. Using this model (see appendix 1) we are able to identify and track young people who are NEET aged 16-18. It is the remit of Careers Wales to work with young people who are in tier 3 and are close to entering education, employment or training.

In NPT there is a lack of capacity to fully address the needs of young people in Tiers 1 and 2. Communities First, housing associations and other provision also play a part in helping support young people within tiers 1 and 2. See Appendix 2 for the latest 5 tier figures, tiers 2 and 3 represent the number of young people confirmed as NEET.

The annual NEETS figure based on destinations of year 11 leavers dropped again this year from 3.8% in 2014 to 3.6% in 2015. Although similar to last year, this is a further reduction for NPT which still leaves NPT as the 19th out of 22 performing local authorities in Wales.

The Cynnydd regional ESF operation will work with young people identified by their schools, practitioner input and using the Vulnerable Assessment Profile (VAP) register with the aim of improving the outcomes for young people and reducing the number of NEETs in a similar way to the Communities First Youth Workers have operated.

The Youth Engagement Strategy (YES) Group has now been re-established with the purpose of enabling the Think Family Partnership to effectively discharge the local authority's statutory duties in relation to the co-ordination of Youth Support Services and to oversee the implementation of the Youth Engagement and Progression Framework and the Neath Port Talbot Youth Engagement Strategy.

#### Future Developments

The ENGAGE programme has now moved under EOTAS as of March 2014. Following the review of Inclusion and Additional Learning Needs a new model of delivery for young people requiring education outside of the school setting will be developed.

The local authority is currently involved in developing another regional ESF bid, Cam Nesa, which is closely linked to the Youth Engagement and Progression Framework. This will hopefully give the extra resources needed to fulfil the requirements of the framework with particular attention given to post 16 engagement.

Continue to promote and develop the transition provisions both post 16 and primary to secondary.

In summary, Members are requested to note the following:

- The improvement in reducing the number of Year 11 NEET young people in Neath Port Talbot from 4.4% in 2013 to 3.6% in 2015.
- The effective partnership working with Job Centre Plus to address the needs of 18-25 young unemployed.

- The positive results and effective use of external grants focusing on working with NEET young people.
- The need for the local authority to ensure the outcomes set out in the youth engagement and progression plan are met.

## **Financial Impact**

1. The work delivered is funded by:

The Youth Work Strategy Support Grant which is a Welsh Government grant until 31st March 2017.

The Families First Grant funded until 31st March 2017.

Communities First Grant funded until 31st March 2017.

Engagement Progression Grant which is a Welsh Government grant until 31st March 2017.

## **Equality Impact Assessment**

2. Having considered the Council's screening assessment guidance produced to assist the Council in discharging its Public Sector Equality Duty under the Equality Act 2010 it has been determined that the proposal within this report does not require an equalities impact assessment.

## **Workforce Impacts**

3. There are no direct workforce or staffing issues in relation to this report.

## **Legal Impacts**

4. There is no legal impact in relation to this report.

## **Risk Management**

5. There is no identified risk to this report.

## **Consultation**

6. Not applicable.

## **Recommendations**

7. The report be noted.

## **Implementation of Decision**

8. Not applicable.

## **Appendices**

Appendix 1 - Careers Wales five tier model of engagement (for post 16) and allocation of lead workers.

Appendix 2 – Neath Port Talbot Tier data (from Careers Wales).

Appendix 3 – Case Studies.

## **Officer Contact**

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## Appendix 1 -

Figure 6: The Careers Wales five tier model of engagement (for post-16) and allocation of lead workers

Tier	Client group	Lead worker
<b>Tier 5 Young People in Further Education, Employment or Training (EET)</b>	<ul style="list-style-type: none"> <li>Sustaining education, employment or training (EET).</li> <li>Working or studying part time over 16 hours.</li> <li>Voluntary Work.</li> </ul>	<ul style="list-style-type: none"> <li>No lead worker is judged necessary given that young person is already engaged and not judged to be at risk of disengaging.</li> </ul>
<b>Tier 4 Young People at risk of dropping out of EET</b>	<ul style="list-style-type: none"> <li>Those engaged in less than 16 hours of EET.</li> <li>Those who have been identified at risk of disengagement pre-16 and/or were judged as at risk of not making a positive transition who are subsequently in FE, sixth form or training.</li> <li>Those who have been made aware to CW by EET providers (or themselves) as at risk of dropping out of EET.</li> </ul>	<ul style="list-style-type: none"> <li>Allocation of lead worker depends on level of risk.</li> <li>Low and medium risk – provider pastoral systems and/or allocation of learning coach as a lead worker.</li> <li>High risk – may be allocated lead worker from either Youth Service or Careers Wales or if Families First involved Team Around the Family will decide allocation of lead worker.</li> </ul>
<b>Tier 3 Unemployed 16 and 17 year olds known to Careers Wales</b>	<ul style="list-style-type: none"> <li>Engaged with CW and/or known to be actively seeking EET; either ready to enter EET, or assessed as requiring career management or employability skills support to enter EET.</li> <li>This tier should also include those known to CW, actively seeking EET but not requiring CW enhanced support i.e. accessing support via CW.com, awaiting a college start date etc.</li> </ul>	<ul style="list-style-type: none"> <li>Lead worker identified for 100% cohort.</li> <li>Careers Wales will provide the lead worker in nearly all cases.</li> </ul>
<b>Tier 2 Unemployed 16 and 17 year olds, known to Careers Wales, who are not available for EET</b>	<ul style="list-style-type: none"> <li>Young person not available/ unable to seek EET (sickness, young carers, pregnancy, custody).</li> <li>Young people with significant or multiple barriers requiring intensive personal support.</li> </ul>	<ul style="list-style-type: none"> <li>Lead worker identified for 100% cohort.</li> <li>Youth Service will provide lead worker in nearly all cases.</li> </ul>
<b>Tier 1 Unknown status on leaving Careers Wales services</b>	<ul style="list-style-type: none"> <li>Young people unknown to Careers Wales.</li> </ul>	<ul style="list-style-type: none"> <li>Once individuals are identified they are allocated to appropriate tier and allocated a lead worker accordingly.</li> </ul>

## Appendix 2:

### Castell-nedd Port Talbot / Neath Port Talbot - Mehefin / June 2016

#### Maint Haen ar Ddiwedd y Mis

Cohort / Oedran	Haen 0	Haen 1	Haen 2	Haen 3	Haen 4	Haen 5	Prif Gyfanswm
<b>Yn Gadael Blwyddyn 11 yn 2016</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>1</b>	<b>22</b>
15	0	0	0	1	3	0	4
16	8	1	1	4	3	1	18
<b>Wedi Gadael Blwyddyn 11 yn 2015</b>	<b>31</b>	<b>38</b>	<b>50</b>	<b>35</b>	<b>262</b>	<b>1185</b>	<b>1601</b>
16	5	6	5	6	41	207	270
17	26	32	45	29	221	978	1331
<b>Wedi Gadael Blwyddyn 11 yn 2014</b>	<b>30</b>	<b>70</b>	<b>59</b>	<b>48</b>	<b>260</b>	<b>1288</b>	<b>1755</b>
17	5	13	10	3	57	231	319
18	25	57	49	45	203	1057	1436
<b>Prif Gyfanswm</b>	<b>69</b>	<b>109</b>	<b>110</b>	<b>88</b>	<b>528</b>	<b>2474</b>	<b>3378</b>

#### Tier Size at End of Month

Cohort / Age	Tier 0	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5	Grand Total
<b>Will leave Year 11 in 2016</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>1</b>	<b>22</b>
15	0	0	0	1	3	0	4
16	8	1	1	4	3	1	18
<b>Left Year 11 in 2015</b>	<b>31</b>	<b>38</b>	<b>50</b>	<b>35</b>	<b>262</b>	<b>1185</b>	<b>1601</b>
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Mae'r wybodaeth hon yn deillio o Wybodaeth Reoli Gyrfa Cymru ac ni ddyt id ei hystyried fel data Ystadegol Swyddogol.  
This information has been derived from Careers Wales Management Information and should not be considered as Official Stati

## Appendix 3 – Case Studies

### Case Study 1 - Families First Case Study

CF was identified on the Careers Wales Tier List as being NEET. As part of the Families First Team within NPT Youth Service it is our job to get in contact with the young people identified as NEET, help them address any barriers to engagement and hopefully facilitate entry into further education, training or employment.

CF was a 17 years old living alone in the Neath area. She had previously completed some work experience in Pound Stretcher but due to her anxiety and depression she was unable to maintain this position. She had previously accessed CAMHS for support for this.

After making contact and introducing her to the support we could offer to help her get back into education, employment or training, she disclosed that she was under Swansea Social Services and had a Barnardo's Worker. She openly spoke about her past stating she had been in abusive relationships and was sexually abused when she was younger and had to leave the Swansea area as a result. This has had a negative impact on her emotional wellbeing, as well as resulting in her being harassed by an ex- partner who was due to appear in court, police and social services were involved.

After speaking to her Barnardo's Worker and to CF directly, a plan was put in place to help her. CF would attend the job centre to see me once a week for a job search and we would look into traineeships and employment. CF also requested help with her mental health. I asked CF if she would like to receive support from Women's Aid in Neath to help her deal with her issues as a result of her past and she accepted this help. I contacted Women's Aid who agreed to work with her on her self-esteem as well as provide her with sessions to focus on identifying positive relationships. A referral form was completed and submitted to Women's Aid.

During my time working with CF we looked at addressing many of her needs and she engaged well in sessions. On one occasion CF contacted me crying and flustered stating she had ran out of money and couldn't pay for food, electric or gas. After speaking to her social worker she was granted an advance on her money to cover emergencies. Social Services explained to me that this was not the first time this has happened and they were aware that she was giving money to her ex-

partner to support him. This was something we looked at addressing in partnership with Women's Aid.

CF had a passion for hairdressing so we pursued her interest. She attended the job centre and we applied for a traineeship with a hair salon. She was successful and was offered the job. CF was there for 2 weeks and left the traineeship as it hadn't been what she was expecting. After some further support and job searching CF secured a job with Amazon.

During my time working with CF she has started a traineeship and now moved into employment.

The most significant progression for CF has been her increase confidence and self-esteem. CF now has a positive attitude to herself, work and life in general as well as an increased awareness of what constitutes a healthy relationship.

CF has moved house and has settled down with a new partner. She is happy in her current relationship and seems to be more positive about herself.

Contact is still being maintained to ensure her entry into employment is a success.

#### Communities First Case Studies:

##### Case Study 2 is a Letter from Young Person

Through being supported by Neath Port Talbot Youth Service I have developed a variety of skills through experiences and opportunities that I would never have otherwise had. For example I was encouraged by a youth worker to go onto a week long textiles course which, allowed me to experience and learn new textiles skills which in turn made me consider, apply and attend textiles A level which, was an option I had never previously thought about. Being supported by the youth service has allowed me to become more confident and outgoing.

Being able to talk to someone who actually listens has made me feel supported and know that there is someone who I can trust to talk to about the different issues I have had as a young person. The youth workers who I have worked with have been supportive and have encouraged me to step out of my comfort zone as a young person. The

youth workers I have worked with have always given me honest advice and guidance when I have needed it without judging me as a person. I feel that the youth workers I have worked with have allowed me to grow as a young person and have treated me as an individual which has allowed me to feel empowered through my experiences in youth work.

I have been inspired by the youth workers that I have worked with and have been able to develop my own skills. The support that I have been given have allowed me to become the person that I am and have consider things that I never thought would be possible, such as going to University which until a few years ago I hadn't even thought about. The youth workers supported me to apply for a 3 week Youth Work summer camp in the Carmarthen and Swansea campus where I met new people and learned about Youth work as a career. I feel that I have learnt from the youth workers who have worked with me, as they have given me encouragement, and made me aware of skills that I did not I know or believe I had and that if I hadn't had the experiences I have had with the youth service I would have never considered youth work as a career or had the confidence to volunteer with different organisations.

### Case Study 3: Communities First Youth Project - Post 16 Transition Project:

A young person, 'Sam' (name changed for confidentiality) was introduced to Communities First youth workers through Careers Wales. Although Sam had ambitions for the future, Sam did not have the confidence to progress on to their preferred post-16 destination. After a home visit from the staff, Sam agreed to attend group sessions as part of the Post 16 Transition Project. Sam was initially nervous about the project and needed a great deal of encouragement from the youth workers to attend the first day. Sam was anxious about meeting new people, stayed with staff for reassurance and would not make eye contact or eat in front of others. With support and encouragement from staff, Sam continued to attend the project and felt comfortable enough to speak to the youth workers about some difficult domestic circumstances. Sam found the courage to take part in the activities; began to socialise with the other young people and at the end of the programme sat in a restaurant and ate a meal with the rest of the group. With continued support from Communities First, Sam progressed from not being able to walk into a room of new people, to take part in a training programme with another provider and attend a sports course with new staff. Sam has maintained friendships made on the project and has gone on to make new ones. Sam is now able to initiate conversations with adults in

a professional arena and after being supported to attend an open day, is now enjoying attending College every day.

## Keeping in Touch (KIT) Team Case Study:

### Case Study 4:

The KIT team received a referral from a partner agency after the young person enrolled on one of their courses and the tutor had raised concerns regarding the level the young person was working at. The worker arranged an appointment to meet the young person at the end of the course the following day as she had stated she was eager to enter back into education and find out what was available to her.

During the meeting the young person stated she was new to the area, after moving recently from London and had been home schooled since the age of 11 and was the eldest of a large family of 5 children with mum expecting again soon. Although shy and slightly nervous the young person communicated openly about her family life and lack of schooling.

The worker explained to the young person that because she was under 18, an appointment would have to be made with Careers and we could look into what was available for her in college. The timing of this was paramount as the term had already started six weeks ago. The worker contacted Careers and College and made an appointment with a careers advisor to discuss the options. However the young person was reluctant to go as she didn't know the area and was apprehensive to go alone. The worker agreed to accompany her to the appointment and all subsequent paperwork was completed.

The young person enrolled and started in college within a week of meeting the KIT worker; with all forms, EMA application, bus passes etc. dealt with as a matter of urgency.

Contact with the young person has been on-going throughout the college year, with them settling in well and mixing with her peer group. She was progressing well with her course, literacy and numeracy and feedback from the college was positive. However, a telephone call was received stating that the young person had become estranged from her family and was currently staying at her boyfriend's house with his parents. The worker made a visit to the home, discussed the situation with all concerned and arranged for an appointment to be made at Careers and Jobcentre Plus to apply for benefits.

The young person is still living with her boyfriend and completed the Level 1 at College. When contact is made, the young person is happy and content with her situation and she has started building her relationship again with her mum.

Although the situation is quite stable at the moment, the young person knows that the worker is always at hand to discuss or deal with any issues they may be having. The worker is intermittently in contact with her tutor and mentor at college for an update and has been recently told by college and the young person that they are progressing on to a Level 2 Health and Social Care course in September.