

Action for Children
Positive Choices Plus

**Evaluation of Phase 4 of CashBack supported
activity**

Year One
August 2018

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Executive summary

About this report

This report is an evaluation of the first year of activity for Positive Choices Plus, Action for Children's Phase 4 CashBack funded programme. It provides an overview of the outcomes achieved and progress against targets during year one of Phase 4.

Methodology

This report is based on data provided by Action for Children and fieldwork that we conducted. Fieldwork involved two focus groups with young people, a discussion with staff, four interviews with partners, analysis of 32 surveys with young people, analysis of 12 surveys with partners and analysis of programme data collected by Action for Children.

Key findings

Outputs

In its first year of activity, the programme engaged with 59 young people. Over the three year funding period, the programme aims to work with 225 young people.

Reach

During year one, the programme engaged with a wide range of young people that were disadvantaged or faced barriers to achieving their goals. Predominantly, these were young people that were furthest away from the job market – at Stage 1 or 2 of the employability pipeline. The profile of young people supported included young people that were unemployed, not in education or training and at risk of antisocial behaviour or involvement in the criminal justice system. More widely, young people had challenges around substance use, mental health, literacy and numeracy and insecure housing.

The programme has worked with more young men than young women, although data shows that the proportion of females engaging has increased since Phase 3.

The programme has been designed to work across five local authority areas: Glasgow, Edinburgh, North Lanarkshire, South Lanarkshire and West Dunbartonshire. Postcode analysis of found that over half (57%) of participants came from the 20% most deprived areas of Scotland.

Impact

Action for Children has made good progress towards meeting its outcomes, and has met or exceeded most of its targets. The generic programme, and flexible approach have allowed the programme to be tailored to individual needs, as well as offering 1:1 and group work opportunities.

Young people reported that they felt the programme was worthwhile and supported them to develop their confidence, communication skills and employability skills.

The programme has demonstrated good progress towards developing young people's capacity, confidence aspirations and wellbeing. All targets relating to these outcomes were met or exceeded.

Young people completing the programme have moved into positive destinations, most often into training and education. Despite their challenging circumstances and distance from the job market, a small proportion of young people also progressed into employment.

Areas for development

Action for Children staff are actively working to improve the diversity of participants, particularly in terms of increasing the proportion of female participants. Staff have made contact with relevant organisations to promote the programme and encourage referrals from a wider range of partners.

Staff have received training on how to improve evidence gathered from outcome stars, and a new employer liaison role has been implemented to support more work placement opportunities.

1. Introduction

About this report

- 1.1 Action for Children commissioned Research Scotland to evaluate the impact of Positive Choices Plus, its Phase 4 CashBack funded programme. This report covers programme delivery during 2017/18, the first year of Phase 4 CashBack delivery. A further two reports will be produced covering delivery during 2018/19 and 2019/20.
- 1.2 This report will:
- explore the reach of Action for Children activity;
 - consider developments and progress; and
 - explore the impact of Action for Children's programme.

Action for Children

- 1.3 Action for Children is a national children's charity committed to making a real difference to vulnerable children, young people and their families – particularly in areas such as safety, health, relationships and achievements. Through its activities it actively works to tackle important issues such as child neglect and abuse. It delivers 650 services across the UK and works directly with over 300,000 children, young people, parents and carers.

Programme delivery

- 1.4 Over three years of CashBack funded delivery, from 2017 to 2020, the Positive Choices Plus programme will aim to work with 225 young people aged 14 to 24. The programme will work across five local authority areas: Glasgow, Edinburgh, North Lanarkshire, South Lanarkshire and West Dunbartonshire.
- 1.5 It aims to support young people that experience disadvantage because they are:
- living in areas of deprivation;
 - unemployed and not in education or training;
 - excluded or at risk of exclusion from school; and
 - at risk of being involved in anti-social behaviour or the criminal justice system.
- 1.6 Positive Choices Plus was developed through learning from Action for Children's Phase 3 CashBack funded programme (Positive Choices) but takes a more flexible approach to delivery, and is targeted towards young people at stage one or two of the employability pipeline. The programme runs generic

courses that support young people to progress into their chosen pathway, rather than delivering industry specific courses and accreditation.

- 1.7 The programme offers a period of 1:1 support from staff, particularly in the early stages of the programme. This support helps young people to stabilise their lives before beginning a more structured course with group work. Staff help young people with basic life skills, aimed at ensuring they are prepared and able to undertake a structured course. This support has involved: setting up bank accounts, travel planning, accompanying young people to appointments, wake up calls and engagement with parents and families. In one area, staff supported two young people to move from supported accommodation into more permanent tenancies. Staff felt that this wider support was often necessary before young people could realistically engage in a programme.

“We provide them with whatever support they need at the time...that’s the reality of the baggage that young people come with. If we don’t do all of that, then they won’t engage.”

ACTION FOR CHILDREN STAFF

- 1.8 Each young person can work with Action for Children staff for up to nine months, following a broad structure of:
- four-week pre-course support;
 - four to eight-week course focused on identified needs; and
 - up to 26 weeks of post-course support.
- 1.9 The programme offers a range of support and activities, including opportunities to gain accreditation and work experience. It is designed to offer a wide range of support at different levels, which can be tailored to meet individual needs. Whilst on the focused course, young people are eligible for a training allowance of £55 per week, and travel expenses.
- 1.10 The activities are focused on improving young people’s personal skills, core skills and readiness to enter the world of work. The support is offered as a mix of 1:1 and group work and can range from in-house support with literacy and numeracy to work placements with employers. The programme also supports young people to create and develop CVs, prepare for interviews and apply for jobs and apprenticeships.
- 1.11 The programme was initially planned to be delivered in five groups of 15 young people, with one group in each of the five local authority areas. The course would last for eight weeks, with delivery running for three days per week. Over the course of year one it became clear that this number of participants was difficult to achieve over one delivery period, and that large groups did not facilitate the type of support that the young people needed. The programme was altered to run as a four-week course, with delivery over five days per week, and with around eight participants per group. There will now be two smaller

groups delivered in each local authority area, rather than one larger group. Staff feel this is a much more useful way to deliver the structured portion of the programme.

- 1.12 During year one, the programme's outputs and outcomes were measured through a dedicated outcomes database, an outcome star, a survey with young people and a survey with partners. Over the coming year the programme will be measured using an updated version of the outcome star, which will record changes in health and wellbeing, as well as skills. Staff are also aiming to receive survey responses from every young person on the programme.

CashBack for Communities

- 1.13 Action for Children has been allocated £576,617 of Phase 4 CashBack funding to deliver the Positive Choices Plus programme during 2017/18, 2018/19 and 2019/20.

- 1.14 Funding was allocated over three years as follows:

- Year 1 2017/18 - £195,924
- Year 2 2018/19 - £198,594
- Year 3 2019/20 - £182,099.

- 1.15 CashBack funding is granted on the understanding that the programme will work towards agreed outcomes and outputs.

- 1.16 In year one, the programme has stayed within its budget of £195, 924.

Evaluation method

- 1.17 In April 2018 we met with key staff from Action for Children to agree an evaluation plan. We developed a logic model, outlining outcomes, indicators, targets and responsibilities for data collection. We also developed discussion guides and surveys to use with young people and partners.

- 1.18 This year, our evaluation work involved:

- analysis of 32 completed surveys from young people;
- analysis of 12 completed surveys from partners;
- 2 focus groups with young people;
- 4 telephone interviews with partners;
- a case study based on stakeholder interviews;
- a discussion with programme staff; and
- analysis of programme data collected by Action for Children.

- 1.19 Of the 12 stakeholders that completed the survey, five were referral partners, five were parents, one respondent was from another support organisation and one respondent was from social work.

- 1.20 Although stakeholders responded well to the survey, few were available for a more in-depth discussion about the programme over the phone. We will aim to engage more stakeholders during year two.
- 1.21 One of our focus groups with young people took place early in year two of Phase 4 delivery.
- 1.22 Where possible, we have reported progress against targets as a numerical figure. Some outcomes have been measured through the survey, which was conducted with sample of participants. The sample of participants was not large enough to be accurately representative of all participants. Targets relating to these outcomes are reported as a percentage. A full table of all targets and indicative performance is included as Appendix 1.

Agreed targets and intended outcomes

- 1.23 Action for Children has agreed to deliver the following CashBack outcomes, and will measure progress towards these outcomes through set targets.

CashBack outcomes and targets for Phase 4

Outcome 1: Young people build their capacity and confidence

- At least 191 (85% of the agreed overall target of 225 participants) participants will increase their confidence/capacity
- 191 (85%) young people will report they are able to do new things
- 75% of other stakeholders report increasing confidence
- 191 (85%) young people go on to do new things after their initial CashBack involvement

Outcome 2: Young people develop their physical and personal skills

- At least 214 (95%) participants will increase personal skills, achieving accredited learning
- At least 191 (85%) participants will report an increase in their skills
- 75% of other stakeholders report increased skills in young people

Outcome 3: Young people's behaviours and aspirations change positively

- At least 180 (80%) participants will report increased aspirations
- 75% of other stakeholders report increased aspirations
- At least 180 (80%) participants will positively change behaviours
- 75% of stakeholders report perceived positive changes in behaviour

Outcome 4: Young people's wellbeing improves

- At least 180 (80%) participants will improve wellbeing.
- 75% of other stakeholders will make positive comments about wellbeing against one of the relevant SHANARRI indicators

Outcome 6: Young people participate in activity which improves their learning, employability and employment options

- At least 169 (75%) participants will achieve positive destinations
- 101 (45%) young people will progress to training
- 23 (10%) young people will access learning (including staying on at school)

- At least 34 (15%) of young people will gain employment (due to provision being targeted at stage one of the SSP)
- 11 (5%) young people volunteering following completion of programme

Outcome 7: Young people participate in positive activity

- At least 214 (95%) participants will participate in positive activity
- 169 (75%) young people are new to the activity (had never done that type of activity before)
- At least 214 (95%) participants will complete a work star
- 169 (75%) young people participating in/completing personal development/community-based challenge
- 113 (50%) of young people participating in/completing Workplace Core Skills/accredited learning

1.24 This evaluation uses a wide range of evidence. Some figures may be different from those reported in quarterly reports or scorecards. Throughout this report we have measured progress against percentage targets, as a percentage of the number of young people that participated. When reporting on outcomes about young people's experiences, we have only used data that has come directly from young people i.e. surveys completed by young people. Although this does not gather the views of every participant, we feel it provides a good indication of progress. And while we acknowledge that staff have a good awareness on young people's experiences, we feel that the most consistent approach to measuring young people's opinions is through direct interviews and surveys.

2. Participation in 2017/18

Introduction

- 2.1 This section will discuss programme participation in year one of CashBack funded activity. It is based on data recorded in the Action for Children outcome database.

Overall participation

- 2.2 Action for Children aims to work with 225 young people through the Positive Choices Plus programme, over a three year period, working with, on average 75 young people per year.
- 2.3 In year one the programme worked with 59 young people. Although this is fewer than anticipated, Action for Children staff felt confident that the overall target of 225 would be achieved by the end of the three year delivery period, and that the programme has capacity to recover the deficit.

Target group

- 2.4 The programme aimed to engage young people that were furthest away from the job market – at Stage 1 or 2 of the employability pipeline.

Disadvantage

- 2.5 An analysis of 58 known participant postcodes found that over half (57%) of participants came from the 20% most deprived areas of Scotland. The programme worked with young people from a range of challenging backgrounds, who experienced disadvantage for a variety of reasons. The following table outlines the proportion of participants across datazones. The total number is 60, however the programme fully engaged with 59 young people.

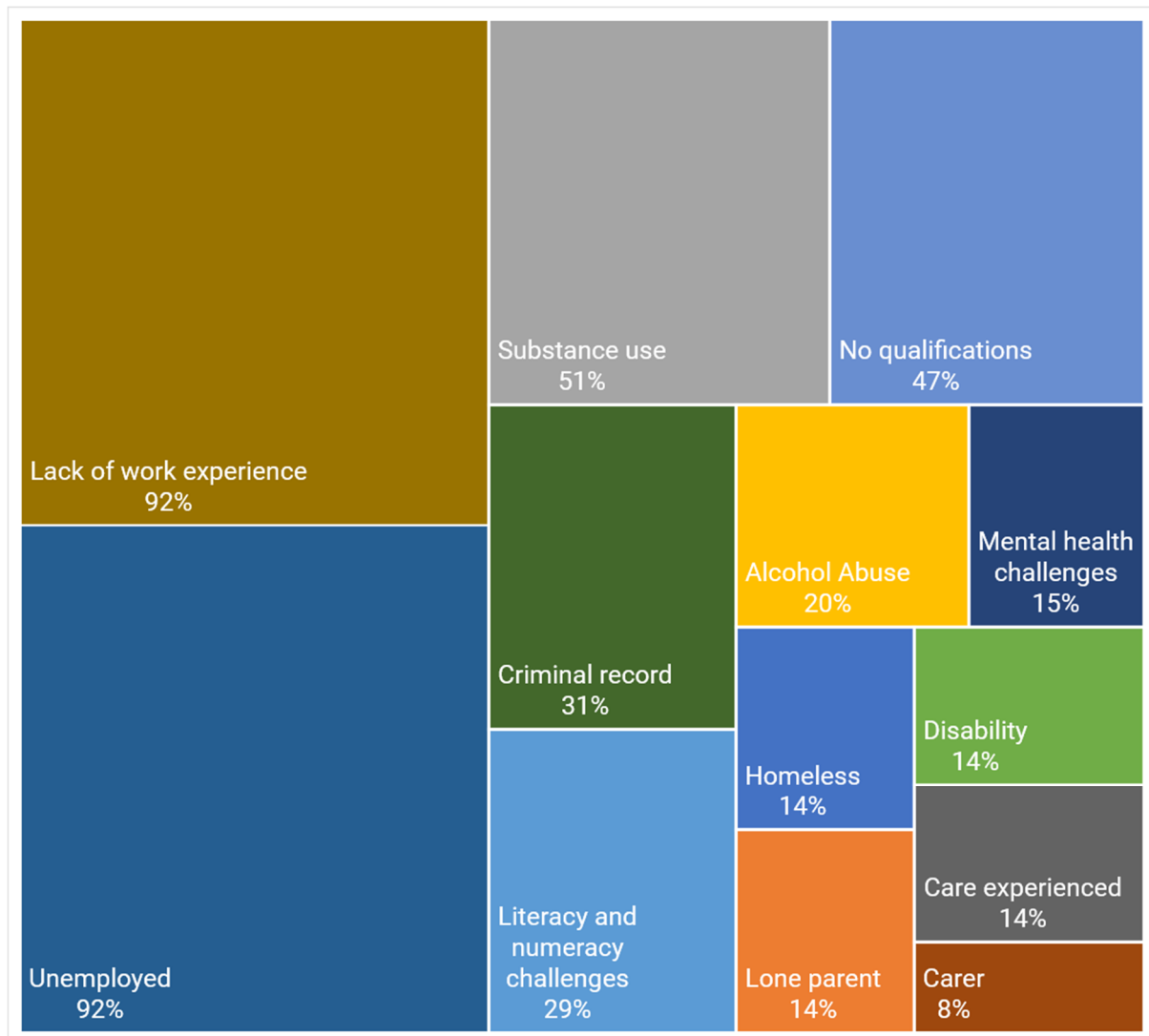
Datazone	Number	Percentage
0 -20%	32	53%
21 -30%	12	20%
31 -40%	5	8%
41 -50%	4	7%
50% +	7	12%

- 2.6 Information from the Action for Children outcomes database shows that some young people dealt with significant life events and challenges during their engagement with the programme.
- 2.7 The range of challenges varied, and included:
- moving into homeless accommodation;
 - receiving a custodial sentence;
 - significant mental health issues; and

- having a baby.

2.8 Staff reported that many young people presented with challenges around literacy and numeracy. Staff supported young people to develop these skills so that they could confidently progress to work-based activities such as CV building and job applications.

2.9 The chart below shows the range of challenges faced by programme participants.



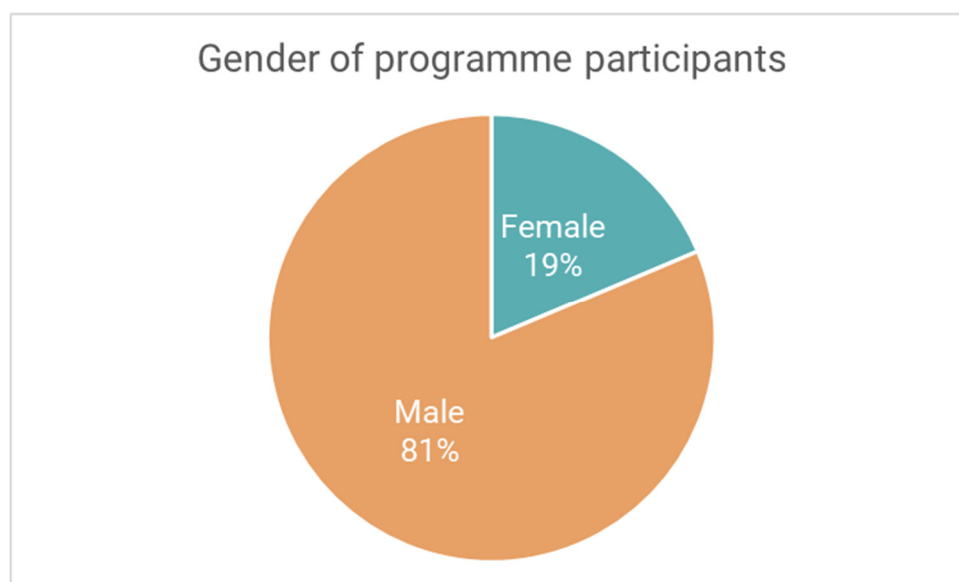
2.10 A small proportion of participants identified as minority ethnic (2%). And a small number of individuals identified as LGBTQI (5%).

Geographical spread

2.11 During year one the programme worked with young people across its five target local authority areas - Glasgow, Edinburgh, West Dunbartonshire, North Lanarkshire and South Lanarkshire.

Gender

2.12 Of the 59 participants, 81% (48) were male and 19% (11) were female.

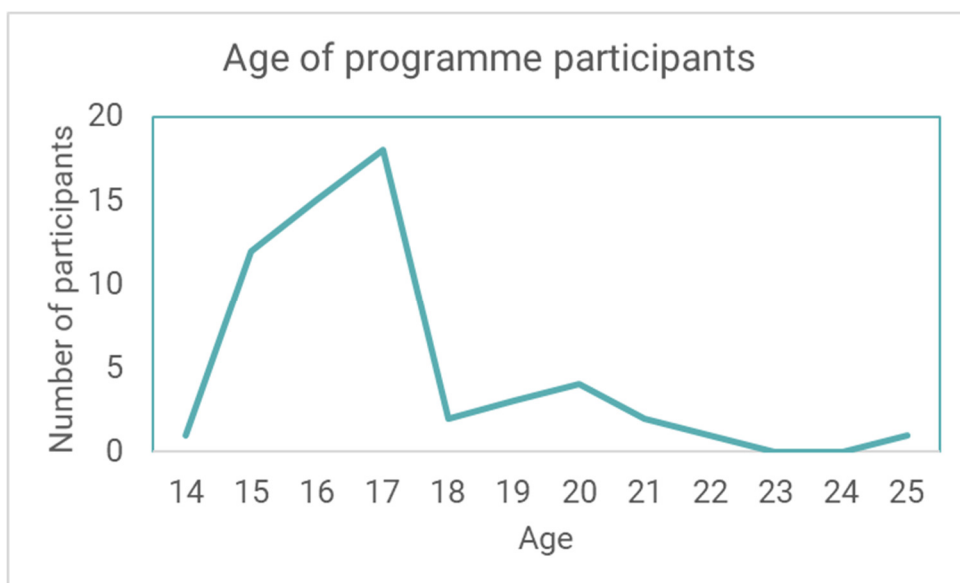


2.13 The programme still supports significantly more young men than young women. Action for Children staff said that they felt the programme was achieving a better balance of male and female participants this year. The data shows a slight increase from 14% female participation across Phase 3, to 19% in the first year of Phase 4. Staff said that this increase could be because the programme is not industry themed, and is therefore more likely to appeal to a wider range of people.

2.14 It is useful to note that in year one, some participants were recruited directly from the pool of unsuccessful applicants to another Action for Children programme, YouthBuild. YouthBuild is a construction based programme and primarily attracts young men.

Age

2.15 The programme engaged with young people aged 14 to 25. Most participants were aged between 15 and 18.



Referrals

2.16 Over half of the young people we met in focus groups had originally intended to join Action for Children's YouthBuild construction programme, but did not secure a place. They were then signposted to Positive Choices Plus as an alternative route into training and employment. Young people told us that they were referred into Action for Children via a number of different routes, including social work, school, Skills Development Scotland, the Job Centre and other third sector organisations.

2.17 During year one, Action for Children has held meetings with organisations working with LGBT young people and minority ethnic young people, to raise awareness of the programme and improve participant diversity. The partnerships are still developing, and staff hope that over the next two years of delivery, these stakeholders will provide more referrals.

3. Outcomes

Introduction

3.1 This chapter explores how Action for Children has progressed in relation to its intended outcomes. The information in this chapter is based on:

- surveys with 12 partners;
- surveys with 32 young people;
- interviews with 4 partners;
- two focus groups with 13 young people;
- data collected by Action for Children in the reporting scorecard and outcomes database; and
- a discussion with staff.

Outcome 1: Young people build their capacity and confidence

Target¹: At least 85% of participants will increase their confidence/capacity.

Achievement: 97% of young people responding to the survey said that they felt more confident in themselves, their ability and their future, since they had started working with Action for Children.

3.2 Young people we spoke with in focus groups said that they felt more confident about getting a job, and about interacting with new people. Most felt that their overall confidence was already high, and had not been affected by the programme.

Achievement: 94% of young people responding to the survey said that they felt more confident about starting employment, training or education since they started working with Action for Children. Some young people we spoke with at focus groups said that they were more confident about getting a job, but most felt that their level of confidence had not changed a lot since starting the programme. This may be because we spoke with young people who were only a few weeks into their engagement with the programme. These young people were at an early stage in their journey and had not yet completed the programme or received ongoing support. Young people completing the survey, do so at the end of their engagement with the programme, when they have completed the course and received ongoing support to find work.

¹ This target was measured using data from the survey of young people, which was conducted with a sample of participants. As this sample was not large enough or broad enough to be representative, we have reported the achievements as a percentage, rather than a numerical figure.

“I feel more determined to get a job.”

“I feel more confident when applying for jobs and during interviews.”
YOUNG PEOPLE

Target²: 85% of young people will report they are able to do new things.

Target: 85% of young people go on to do new things after their initial CashBack involvement.

Achievement: 97% of young people responding to the survey said that they felt able to do new things, and 88% said that they had done new things since they started the programme. Young people said that they felt more able to do practical activities such as working with tools. A few young people said that they felt more able to work with others, work in a classroom and to gain qualifications. Young people said that they had gone on to do things relating to job seeking, such as speaking to employers or developing a CV.

“I can speak to people that I don’t know. Before I wouldn’t have spoken to people that I didn’t know.”

YOUNG PERSON

3.3 Young people we spoke with in focus groups reported similar changes. One young person said that he had applied for three apprenticeships since starting the programme, and previously he had never applied for anything by himself. A few young people had been supported to develop literacy and numeracy skills. They said that they felt better at reading and handwriting, which was helping them to create their CVs. In one group, participants said they felt they had improved their cooking skills, and felt that they could use a recipe to cook a meal from scratch, something that most of the participants said they could not have done before. And a few young people reported feeling more confident and knowledgeable about sexual health, as this had been part of their health and wellbeing support.

3.4 Most (92%) of the stakeholders completing our survey reported that they had noticed young people were more able to do new things since they started the programme. A lot of the changes were around young people using newly gained skills in communication and engagement to focus on finding employment. Stakeholders said that young people were doing new things, such as online job searches, creating CV’s and completing job applications.

Target: 75% of other stakeholders report increasing confidence.

² These targets were measured using data from the survey of young people, which was conducted with a sample of participants. As this sample was not large enough or broad enough to be representative, we have reported the achievements as a percentage, rather than a numerical figure.

Achievement: All (100%) of the stakeholders responding to the survey said that they had noticed an increase in confidence amongst young people since they started working with Action for Children. Half of respondents felt that confidence had increased ‘a lot’. Stakeholders reported that changes in confidence were often associated with improved communication skills, and increased engagement in activities. One stakeholder said that the young person they worked with was more confident when contacting people by telephone, and another said that young people were better at engaging with new people.

“His confidence in communicating has improved.”

“My son is much more confident within himself and when going for interviews.”

“The young person is much more at ease and comfortable when talking to me on a 1:1 basis and is more proactive. Engagement is much easier now, which makes our job easier when the young person is looking to get into employment.”

STAKEHOLDERS

3.5 Stakeholders we spoke with said that they had noticed an increase in confidence across a range of areas such as the way that young people communicated with others and how they engaged with other services. They felt that these were important changes, especially for young people at stage one of the employability pipeline.

3.6 Within the organisation, Action for Children engaged with programme delivery staff to gather their views on how the programme had supported young people who had not completed a survey. Most felt that overall, the programme had supported young people to develop their confidence and capacity.

Outcome 2: Young people develop their physical and personal skills

Target: At least 95% of participants will increase personal skills, achieving accredited learning.

Annual target: 71 participants will increase personal skills, achieving accredited learning.

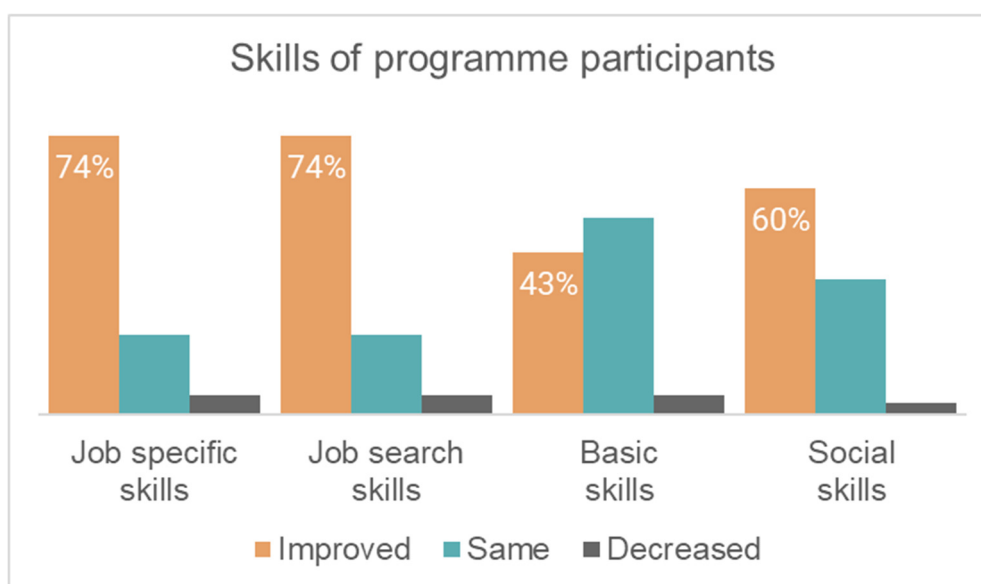
Achievement: Data from the Action for Children reporting scorecard indicates that 90% (53) of young people have achieved accredited learning through the programme. The programme supported young people to achieve 66 SCQF qualifications at SCQF level 3. In addition, five young people received a Fire Reach participation certificate, having completed the Fire Reach programme.

- 3.7 Young people we spoke with in focus groups said that they appreciated the support they received to complete courses in literacy, numeracy and health and wellbeing. They felt that the level of work was appropriate and that the skills they were developing would be useful.

Target: At least 85% of participants will report an increase in their skills.

Annual target: At least 63 participants will report an increase in their skills.

Achievement: Data from the reporting scorecard indicates that across the board, 52 (88%) participants reported an increase in their skills. Most participants noticed an increase in some of their skills, however data from outcome stars does not indicate that this was achieved by 85% of participants. The chart below provides an overview of how participants felt their skills had changed at the end of the programme.



- 3.8 It is useful to note that participants on the programme completed a work star at the beginning and at the end of the programme. Staff noted that some of the participants presented with a sense of over-confidence at the beginning of the programme. By the end of the programme, they spoke more realistically about their skills, and were less likely to overestimate their capacity. This may account for the proportion of young people for whom it appears there has been no increase, or a decrease in skills.
- 3.9 To improve the way this is monitored going forward, Action for Children staff are working with an outcome star trainer to help get more valid responses from participants. The new outcomes star has a range of indicators and examples, to help young people gauge their level of skill and progress realistically, and consistently.

“We’ll be implementing regular reviews so that the initial views are representative of their perceptions.”

ACTION FOR CHILDREN STAFF

- 3.10 Young people completing a work star were asked to comment on any changes to their job specific skills, job search skills, basic skills and social skills. The areas where most young people reported an increase were around job specific skills and job search skills. Fewer participants reported an increase in social skills and basic skills.
- 3.11 Young people we spoke with in focus groups felt that they had developed new skills around how they communicate with people and engage in activities. A few young people said that coming to the programme helped them develop a better routine, because they knew they had to get up and be at the programme on time. They felt that they were getting up more routinely, and earlier in the morning than they did before they started the programme. Young people also said that they felt better at working with others in a group.

“My sleeping pattern is a lot better, and I’m not staying up as late, so I feel fresher in the morning.”

YOUNG PERSON

Target: 75% of other stakeholders report skills increasing.

Achievement: 83% of stakeholders completing the survey felt that young people had shown an improvement in their skills since they started working with Action for Children. They said that young people were demonstrating better inter-personal skills and communication skills. A few stakeholders felt that young people spoke more confidently, or presented themselves calmly, when previously they had come across as agitated or argumentative. Stakeholders that we interviewed similarly felt that young people were better able to express themselves and explain what they wanted to do.

“He is calmer and less agitated and argumentative. Better able to communicate.”

“It has improved his skills, so he can access opportunities.”

“...his confidence in communicating has improved.”

STAKEHOLDERS

Outcome 3: Young people's behaviours and aspirations change positively

Target³: At least 80% of participants will report increased aspirations.

Achievement: Overall, young people responding to the survey reported positive changes in their levels of aspiration. The survey asked a series of questions relating to behaviour and aspiration, and responses were positive for all areas covered. The survey found that:

- 97% reported feeling better about their future, and having goals to work towards;
- 97% reported feeling more motivated to improve their situation, with most reporting that they felt 'a lot' more motivated; and
- 97% reported feeling more positive about themselves, their lives and their future.

3.12 Young people we spoke with in focus groups reported positive changes in their behaviour. A few young people said that they felt more mature, and were behaving more sensibly since starting the programme. And some said that the programme had helped them become more motivated to find employment. All of the young people we spoke with said that their main aim for the future was to get a job.

"I'm acting my age a bit more."

"I liked a lot about the course. AfC has helped me get along with new people and showed me that I can achieve more in life."

"Action for Children has helped me become more responsible and has helped me to calm down and think about my future."

"Action for Children has helped me try and settle down and showed me how to behave in a work place."

"Action for Children helped me realise what I wanted to do in life."

"I'm more motivated because I'm getting out of bed."

YOUNG PEOPLE

3.13 A few young people we spoke with felt there had been no change, as they were already quite motivated and continued to be motivated. And a small number of young people did not feel positive about the future, with one focus group discussing that they felt that getting a job was more likely if you had a personal contact with an employer.

"I just feel the same, I just want a job."

³ These targets were measured using data from the survey of young people, which was conducted with a sample of participants. As this sample was not large enough or broad enough to be representative, we have reported the achievements as a percentage, rather than a numerical figure.

YOUNG PERSON

Target: 75% of other stakeholders report increased aspirations among young people.

Achievement: 100% of stakeholders completing the survey reported that young people showed increased aspirations since they started on the programme. They reported seeing changes in how keen young people were to pursue employment and go on interviews. Some stakeholders felt that this change occurred because the programme helped young people to learn more about the world of work, and to feel better informed.

“I believe C is motivated to gain full time employment and he feels that the course is supporting him to achieve his goals.”

“J seems more focused on his future and is more positive about it than previously.”

“The young person is now talking about looking for work and suggesting actions which can help improve them to achieve this.”

STAKEHOLDERS

3.14 One stakeholder we spoke with said that he had noticed a significant increase in ambition and aspiration. One of the young people that he had referred into Positive Choices Plus was very reticent to engage at the beginning and had been adamant that she would not undertake any training courses. Staff worked with her patiently and supported her to identify areas of interests. The young person now knows what she wants to pursue as a career and is keen to undertake a relevant training course and find employment.

“She’s much more interested in looking for employment and is more confident looking for employment...had she not come on the course, I don’t think she would have looked for work.”

STAKEHOLDER

Target⁴: At least 80% of participants will positively change behaviours.

Achievement: Overall, young people reported that they had made positive changes to their behaviour since starting the programme. Most young people felt that the changes were ‘a little’ rather than ‘a lot.’ The survey found that:

- 97% reported feeling that they could cope better and overcome problems; and
- 91% reported feeling better about their relationships with family, friends and support workers.

3.15 Young people responding to the survey and speaking to us in focus groups said that the group work on the programme had helped them improve their team work skills. Focus group participants got on well together and most felt that they had made friends with the other participants.

Target: 75% of partners report perceived positive changes in behaviour.

Achievement: 100% of stakeholders completing the survey said that they had noticed a positive change in young people’s behaviour since they started the programme.

3.16 Stakeholders reported that young people were showing improved maturity, interpersonal skills and motivation. Some stakeholders also reported that young people appeared calmer, and were better able to express themselves. Stakeholders that worked with young people before and after the programme said that they felt young people were engaging more actively in discussions about their future.

“J seems to have been able to interact better with the group on this programme than he did at school.”

“Their motivation is better, even with the harder to reach young people.”

“I believe the course has helped him to be more of a team player.”

“They have a better understanding of the workplace and the expectations within it.”

STAKEHOLDERS

3.17 One stakeholder we spoke with said that he felt young people were more confident in their ability to resolve difficult situations or conflicts.

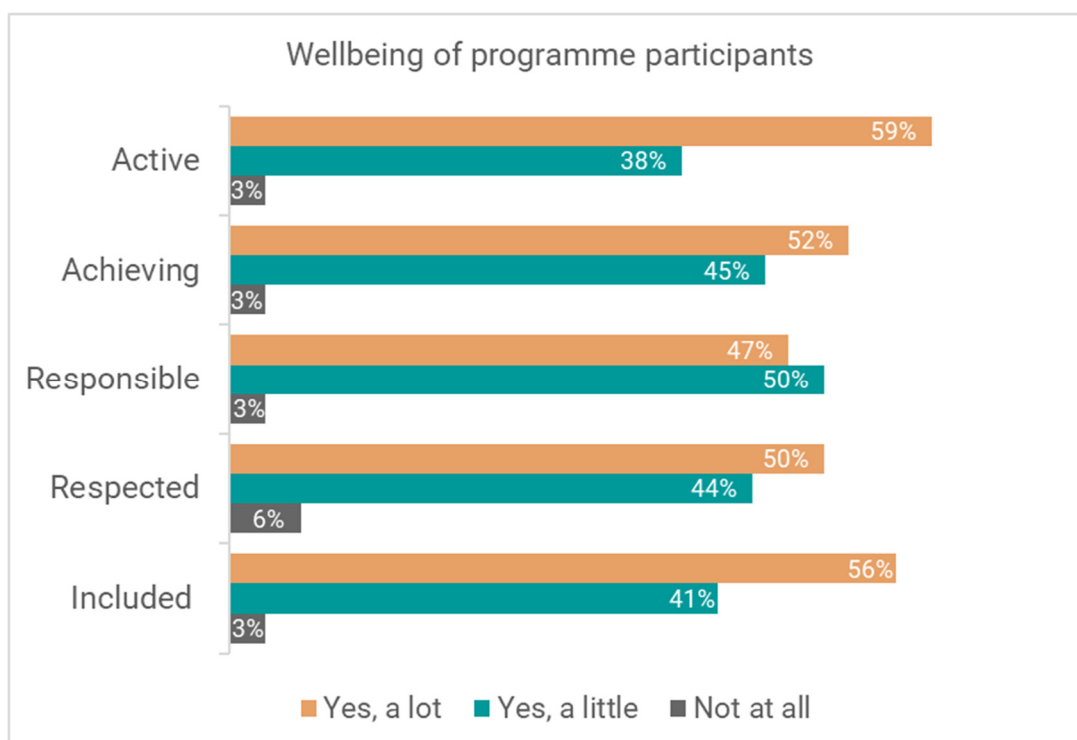
⁴ These targets were measured using data from the survey of young people, which was conducted with a sample of participants. As this sample was not large enough or broad enough to be representative, we have reported the achievements as a percentage, rather than a numerical figure.

Outcome 4: Young people's wellbeing improves

Target⁵: At least 80% of participants will improve wellbeing.

Achievement: At least 94% of young people reported improvements in wellbeing in at least one of the SHANARRI indicators explored.

3.18 Young people responding to the survey were asked if they had experienced any changes in their wellbeing, in relation to the following SHANARRI indicators: active, achieving, responsible, respected, included.



3.19 Most participants said that their wellbeing had improved 'a little' or 'a lot' across all areas. Young people experienced the most change around feeling included, feeling active and feeling that they were able to achieve.

3.20 Young people we spoke with in focus groups felt that there had been a slight improvement to their overall wellbeing. Some young people said that the programme had helped them to clarify their thinking. They felt they were getting better at thinking through options, and they felt that this would help them to achieve their goals. Most of the young people we spoke with felt that their goals around further training or employment were achievable.

3.21 A few young people indicated that they had become more responsible. One young person said that he is very careful to keep his phone charged, so that his alarm will go off in the morning, and he can get to the programme on time.

⁵ These targets were measured using data from the survey of young people, which was conducted with a sample of participants. As this sample was not large enough or broad enough to be representative, we have reported the achievements as a percentage, rather than a numerical figure.

3.22 The survey also asked young people if they felt supported, and if they felt involved in their community.

3.23 97% of young people said that they felt supported, with 69% saying that they felt supported 'a lot'.

3.24 Young people we spoke with in focus groups said that they felt very well supported by staff. They found the 1:1 reviews useful, and appreciated the ways that staff adapted the course materials and supported them to complete the coursework. They also appreciated the additional measures that staff took to support them, such as checking in on them or bringing in snacks for the group.

"They give you support if you need anything."

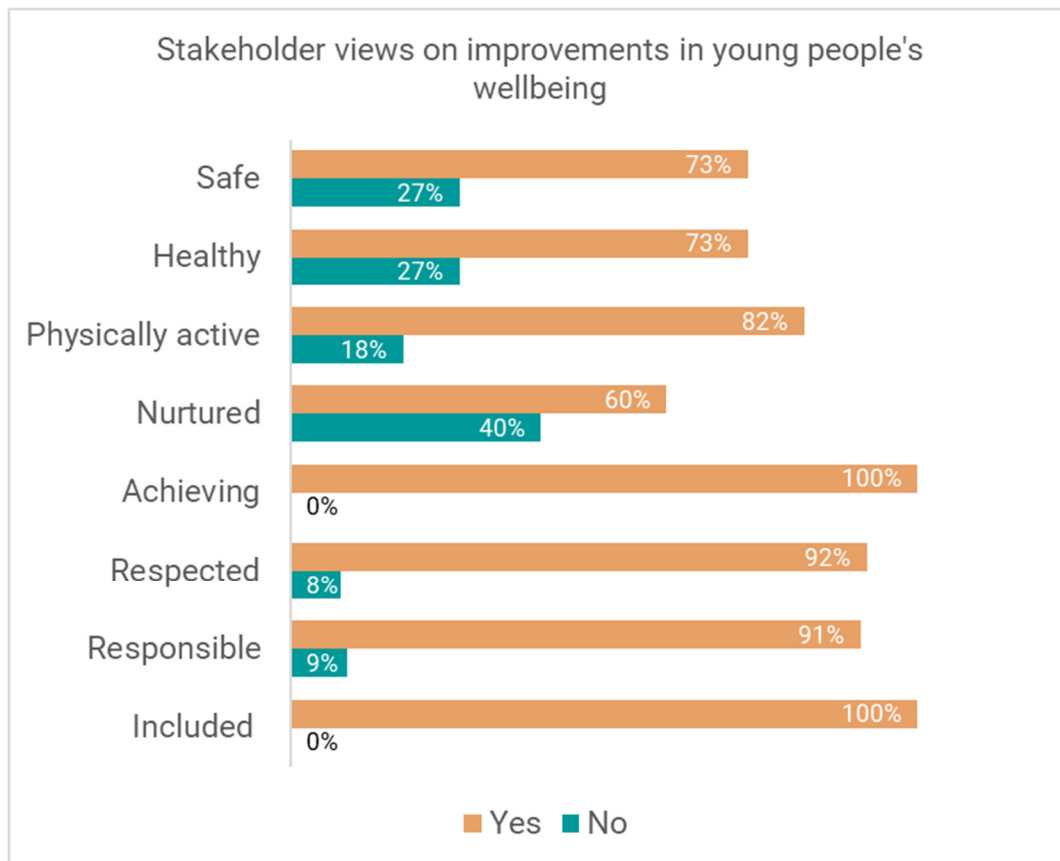
"They just talk to us, don't they...and it's better than sitting and reading stuff."

YOUNG PEOPLE

3.25 70% of young people said that they felt more involved in their community. Only 23% of respondents felt 'a lot' more involved, and 30% said that they did not feel involved in their community at all. Young people we spoke with in focus groups said they felt a little involved, simply by living there, but some said that they did not want to be involved in their local community as they felt it was not a good environment.

Target: 75% of other stakeholders will make positive comments about wellbeing against one of the relevant SHANARRI indicators.

Achievement: Overall, stakeholders reported improvements in young people's wellbeing across all areas. Stakeholders were asked if they had noticed any improvements in young people's health and wellbeing, relating to their feelings around the SHANARRI indicators. All (100%) stakeholders had noticed an improvement in at least one of the indicators. And all stakeholders felt that they had noticed improvements in how young people were achieving and being included through the programme.



- 3.26 Stakeholders we interviewed said that young people definitely gained a sense of achievement, as the course helped them to gain awards and qualifications. They said that young people reported enjoying the training, learning new things and learning to take pride in their achievements.
- 3.27 One stakeholder noted that staff on the programme made young people feel respected, valued and important by listening to them and supporting them. They also felt that the programme's person-centred approach made it very inclusive.
- 3.28 One stakeholder said that young people were showing increased responsibility by continuing to engage with the programme, attending on time and taking initiatives such as calling if they couldn't make it or were going to be late.

Outcome 6: Young people participate in activity which improves their learning, employability and employment options

3.29 Data in this section is taken from the Action for Children reporting scorecard, which records progress towards outcomes for all participants on a quarterly basis. The table below summarises the targets and achievements in relation to this outcome.

Progression to positive destinations ⁶					
Destination	Actual	Annual target	% achieved (of total participants)	Overall target	
Training	28	34	47%	45%	+2%
Employment	8	10	14%	15%	-1%
Education	7	8	12%	10%	+2%
Volunteering	0	4	0%	5%	-5%
Total positive destinations	43	56	73%	75%	-2%
No progression	16	-	27%	-	-

3.30 It is useful to note that although the data refers to young people that had finished the course, many were still receiving ongoing support, therefore these figures are likely to increase.

3.31 The programme has achieved and exceeded its targets for young people progressing into training and education. The target for young people progressing into employment was narrowly missed, and as the programme works with young people over a long period of time, some young people may move into employment beyond the period of this years evaluation.

3.32 Staff reported that they felt 14% of participants achieving an employment destination was an incredible achievement, taking into consideration how work ready the young people were when they first joined. Staff also noted that, as the programme supported young people for up to nine months, some young people might first be supported into training, and latterly supported into employment, all within the nine month period of support. At the end of the three year period, Action for Children will look at final destinations for participants, to gauge overall progress against targets.

3.33 This year, no young people have progressed into volunteering. Volunteering is not a priority area for the programme, staff report that few young people coming onto the programme have exhibited interest in volunteering. Most young people speaking to us in focus groups were clear that they had come to the programme with the intention and expectation of progressing into work or

⁶ This data comes from Action for Children's reporting scorecard.

training/education that would lead to work. However, Action for Children recorded that 33 young people were involved in volunteering during their time on the programme.

- 3.34 Staff reported that they would encourage young people to volunteer as part of the programme, and as part of their journey towards an end destination, rather than volunteering being the end destination itself.
- 3.35 Around a quarter of young people did not progress to a positive destination. It is useful to note that the target group for the programme includes young people that are particularly hard to engage, disadvantaged and often have multifaceted challenges in their lives.
- 3.36 A number of these young people had disengaged from the programme due to challenging life circumstances, such as mental health problems or involvement in the criminal justice system. One young person moved away, beyond the delivery area of the programme.
- 3.37 One stakeholder we spoke with had referred a young person with learning difficulties into the programme. Since completing the programme, the young person has progressed into employment. He felt that this progression was due to the support that the young person had received on the programme.

“I think it must be down to the work AFC did with him.”

STAKEHOLDER

- 3.38 We met with young people whilst they were still on the programme. All of the young people we met with were taking steps towards achieving a positive destination. Most were hoping, in the long term, to pursue a job or an apprenticeship in the construction industry or in car mechanics. In one focus group all of the young people planned to go onto another training course, which would allow them to get industry specific qualifications. They felt that Positive Choices Plus was a good stepping stone into more industry specific courses and eventually, into work.

“They’re preparing us for the next course that we’re going to do. And if we do well here, they’ll give us a good reference.”

YOUNG PERSON

Outcome 7: Young people participate in positive activity

3.39 Data in this section is taken from the Action for Children reporting scorecard, which records progress towards outcomes on a quarterly basis, and from focus group discussions with young people.

Target: 95% of participants will participate in positive activity.

Annual target: 71 participants will participate in positive activity.

Achievement: The programme engaged 59 young people in total. Of these 59, 55 young people (93%) participated in a positive activity.

3.40 Action for Children defined positive activity as engagement in the four to eight week semi-structured course. Four young people dropped out of this programme early, due to personal circumstances. Staff also noted that the programme offers a wide range of opportunities for young people to engage in positive activity, beyond the semi-structured course, particularly for those who require more individual support.

3.41 Young people we spoke to in focus groups said that they were happy to attend the programme. They felt it was a very good option for them. Almost all of the young people we spoke with said that if they had not been attending the programme, they would be at home – most likely watching television or playing video games. They all agreed that coming to this programme was a better option than staying at home and would give them something to put on their CV. And all of the young people we spoke with said they would recommend the course to other people in a similar situation.

“It’s worth it.”

YOUNG PERSON

3.42 Stakeholders we spoke to felt that the programme provided positive activity in a supportive atmosphere. A few stakeholders noted that consistent attendance at a programme like this was a substantial achievement for young people they had referred.

“He attended 100%. . . he was really troubled, and from a very deprived background. . . it has been amazing for him.”

STAKEHOLDER

Target: 75% of young people are new to the activity.
Annual target: 56 young people are new to the activity.

Achievement: The programme engaged 59 young people in total. Of these 59, 55 young people (92%) were new to the activity and had never done a programme like it before. Some of the young people had been referred from similar programmes, as they were not quite ready to progress to further training or employment, and the long term support offered by this programme seemed like a suitable fit.

Target: 95% of participants will complete a work star.
Annual target: 71 participants will complete a work star.

Achievement: The programme engaged 59 young people in total. Of these 59, 58 young people (98%) completed a work star.

3.43 Only one young person did not complete the star, as they left the programme early due to anxiety around group work. Staff have tried to support this young person into alternative, suitable opportunities.

Target: 75% of young people participating in/completing personal development or community based challenge.
Annual target: 56 young people participate in/complete personal development or community based challenge.

Achievement: The programme engaged 59 young people in total. Of these 59, 52 young people (88%) completed a personal development or community based challenge.

3.44 Young people took part in a range of voluntary activities in their local community. These included a woodland project, developing a community garden, participating in a community clear up and volunteering at food banks.

Target: 50% of young people participating in/completing Workplace Core Skills/accredited learning.
Annual target: 37 young people participate in/complete Workplace Core Skills/accredited learning.

Achievement: The programme engaged 59 young people in total. Of these 59, 53 young people (90%) took part in or completed the SQA Workplace Core Skills course, or other accredited learning. This course supports young people to develop transferable skills for the workplace. The course was designed to assess young people's skills in the workplace. The core skills covered in the course are: communication, numeracy, ICT, problem solving and working with others.

What worked well

- 3.45 This section outlines areas that young people and Action for Children staff felt worked well. Stakeholder views are covered in Chapter 4.
- 3.46 Young people we met in focus groups spoke highly of Action for Children staff. They liked the tone and manner of staff, and appreciated being treated as adults. Young people said that they trusted delivery staff and said that they felt they could talk to them about anything.

“They helped me when I was put out of my house and took me to the housing office.”

“You can talk to them, and I feel like they would listen.”

YOUNG PEOPLE

- 3.47 Young people said that they liked the level of work on the programme. They felt it was pitched at the right level and covered the topics that they needed. They also appreciated having some choice in their activities. For example, one group said they wanted to incorporate football into the programme, so staff worked in partnership with a football based third sector organisation to arrange a day of football based activities.
- 3.48 Action for Children staff felt that the overall variety on offer through Positive Choices Plus was a key success of the programme. With each group of young people, the staff work to find out their needs and where their interests lie, and find opportunities accordingly.

“Staff work really hard to make it individualised to each group – every single programme is unique.”

ACTION FOR CHILDREN STAFF

- 3.49 Action for Children, as an organisation is able to offer young people a wide range of support and opportunities. One group of young people was referred to the Positive Choices Plus programme after applying to Action for Children’s Youthbuild programme. These young people had an interest in the construction industry but were not yet ready for a full time, structured programme. Instead of declining them places on Youthbuild, or asking that they reapply for the next round, Action for Children was able to offer them places on Positive Choices Plus, where they could be supported to gain the skills they needed to succeed on a structured training programme. Their attendance and engagement on Positive Choices Plus has given them core skills, that staff felt would be valuable when they apply for any training or employment in the future.

- 3.50 Overall, feedback from young people has been much more positive at this stage than in Phase 3, following adaptations made to the programme based on young people's opinions.

What could be improved

- 3.51 This section outlines areas that young people and Action for Children staff felt were challenging, or could be improved. Stakeholder views are covered in Chapter 4.
- 3.52 Some young people we spoke with felt that the initial four and eight-week courses were too short. They said that they would have liked this part of the programme to be longer. Some young people also commented that they would have liked the programme to run every day, rather than three days per week, so that it better reflected a working week. Action for Children took note of this and changed the programme structure so that the course ran over five days, better reflecting a working week.
- 3.53 A few young people said that they would like more practical elements to the programme, such as hands on activities or days out in the workplace. One young person said that they would have appreciated having music on in the background as it would have helped them to concentrate, and one young person commented that the IT systems were not always fully functional.
- 3.54 For a few young people we spoke with, the location of the programme meant that they were travelling over an hour each way.
- 3.55 Programme staff reported that it was harder to get referrals this year, because the programme was not themed or industry specific, and because many of the usual referral stakeholders already offer programmes with similar support.

"It's a harder sell when there are already providers in the area doing similar things."

ACTION FOR CHILDREN STAFF

- 3.56 The logistics of running a programme, supporting young people from the previous programme and planning for the next batch of participants provided a significant challenge for staff, particularly when they were out in new locations, with limited access to the main office.
- 3.57 Staff also noted that the barriers young people presented with were often significant and needed to be addressed before they could think about progressing to work placements, training or employment. They found that many young people had low levels of literacy and numeracy or learning disabilities, and many presented with significant mental health challenges.

4. Partnership Work

Introduction

- 4.1 This chapter explores views on partnership working, including what has worked well and areas for improvement. This chapter is based on four interviews that we conducted with partners, a discussion with staff and 12 completed stakeholder surveys. Stakeholders engaged this year were predominantly referral stakeholders and parents/guardians, with one stakeholder from social work and one stakeholder from another support service.

Partnership work

- 4.2 This year, Action for Children has engaged with a wide range of partners, to provide bespoke, relevant opportunities for young people. Stakeholders have been involved in the programme as referral agencies, and as delivery partners, offering training days, work experience or work placements for young people. Stakeholders in year one included the Job Centre, Skills Development Scotland, KwikFit, Police Scotland, Scottish Fire and Rescue, Service, the Army, the British Red Cross, Routes to Work, Aspire, HMV and corporate stakeholders of Action for Children. The programme also worked with a number of CashBack partners, primarily as referral stakeholders into and out of the programme.
- 4.3 Stakeholders offered a range of different training opportunities using their own specialist training facilities and expertise. Although most young people on the programme are at very early stages of employability, having relationships with a wide range of stakeholders has allowed young people to progress into work based opportunities as and when appropriate.
- 4.4 Action for Children staff felt that being able to offer such a variety of opportunities made the programme more interesting for participants, and helped widen their horizons.

“The range of people we’ve brought on board has made the programme really interesting.”

ACTION FOR CHILDREN STAFF

Stakeholder views

- 4.5 In general, stakeholders were very happy with the programme. They spoke positively about:
- the programme approach;
 - communication with Action for Children; and
 - the outcomes achieved.
- 4.6 Stakeholders said that they liked the approach of the programme. They felt that young people benefited from learning in different locations and environments. They also felt that the programme provided a good combination of practical, theoretical, indoor and outdoor activity. One stakeholder commented on the broad syllabus of the programme, which covered development of soft skills and lifestyle education. She felt that this was valuable input for the young people on the programme.
- 4.7 Referral stakeholders noted that the programme worked with young people that had a very high level of need, and for whom building skills and confidence were extremely important, before they could consider moving towards further training or employment. Some stakeholders felt that it was difficult to find relevant, opportunities for these young people, and they appreciated that Action for Children provided a suitable programme with realistic expectations of what could be achieved.
- 4.8 A few stakeholders said that they valued the flexible approach of the programme, as it allowed the programme to meet individual needs. They felt that staff worked hard to provide the best experience for young people.

“The person-centred approach has made a big difference because it’s not about the project and the project outcomes, it’s about the young person.”

STAKEHOLDER

- 4.9 One stakeholder noted that staff provided an intensive level of support to young people. He said that staff communicated with young people regularly, to check up on them and remind them of programme activities. And he said that on one occasion, staff picked up his client from home, as she was struggling to attend the programme independently.

“Staff go above and beyond.”

STAKEHOLDER

- 4.10 Some stakeholders we spoke with said that they valued the personalised and sustained support that this programme offered, particularly for young people with significant challenges and complex needs. They commented on the ethos of the programme, which they felt was inclusive and supportive.

Stakeholder Case Study

Referral stakeholders appreciated that Action for Children was able to provide support and deliver outcomes for young people with a range of challenges and backgrounds. They felt that the programme worked well to support young people whose personal history might pose a challenge when entering the workplace, such as young people who have been in prison. One young person had been in prison and had not been aware of the challenges he might face after liberation. His referral stakeholder contacted Action for Children to explain the young person's background and to find out if he would be eligible for support. In particular, he hoped that the 1:1 support would be beneficial.

Stakeholders appreciated that young people were not excluded from the programme, and recognised that young people with a history of offending or involvement with the criminal justice system would benefit from the support.

"The Positive Choice Plus programme was really positive. I didn't think they would accept him because of his offence. But they saw the context . . . often clients like this don't meet the criteria [of programmes]."

PARTNER

One stakeholder noted that the young person they referred had moved into employment since completing the programme. This referral stakeholder felt that the programme had made a real difference.

"The team were very, very good."

PARTNER

- 4.11 One partner, who delivers a short programme, said that he felt reassured that young people would be looked after and supported beyond the main period of engagement, as his own programme was unable to offer this level of support. Another stakeholder felt that some of his clients were moving between a number of services, so the continuity and sustained engagement of Positive Choice Plus was ideal. Both of these stakeholders felt that the duration and intensity of the programme provided a service that met young people's needs in a way that their own programme could not.

"I felt she was getting ping ponged between services, and that Action for Children would offer sustained support."

STAKEHOLDER

- 4.12 Stakeholders spoke positively about their communication with Action for Children staff.
- 4.13 One stakeholder felt that from the outset, Action for Children was clear about the scope and remit of the programme. She appreciated that staff delivered a thorough introduction and explanation of the programme, which allowed her to make appropriate referrals and helped young people make an informed decision.

"When you talk to a young person you can properly explain it, and give them that positive mental image."

STAKEHOLDER

- 4.14 Stakeholders said that they felt that delivery staff were accessible, accommodating and responsive, and that this facilitated better communication between young people and other services. One stakeholder spoke positively about the follow up engagement and communication they had with Action for Children.

“Communication was two-way when dealing with the client to ensure we were getting the best for the young person for both our services. This is important as we don't want to lose sight of the needs of the young person, so talking to Action for Children workers throughout the programme was vital to their progression. The young person is now moving forward and engaging back with [my] service.”

STAKEHOLDER

- 4.15 Overall, staff felt that the programme was succeeding in supporting young people to take the next steps towards employment and other positive destinations. Primarily, they said that this was achieved by supporting young people to develop the right skills, attitude and level of confidence required. A few stakeholders noted that the programme had maintained engagement with young people for the duration of the course, and that this itself was a positive outcome. They felt that Action for Children recognised the value and significance of small changes and improvement for young people.

What could be improved

- 4.16 Overall, stakeholders were very happy with the programme and had little criticism. One stakeholder felt that it would be useful for the programme to offer more opportunities for young people to visit a range of different work environments, or to have employers from different industries come and speak to young people about what they do. During year one, Action for Children appointed an employer liaison role to support representation to and from a wider range of employers. The employer liaison will be responsible for arranging work experience opportunities for young people who would like a taster of the world of work, during their engagement with the programme.
- 4.17 The key challenge for Action for Children has been around developing employability partnerships in areas where the links have not yet been established. Staff have worked hard to scope out each area, to find out what is already on offer and engage with the relevant partners.

“In new areas, the team is having to work incredibly hard.”

ACTION FOR CHILDREN STAFF

- 4.18 Action for Children developed a partnership with a referral stakeholder based in an employability hub. The hub was centrally located and ran on a drop-in basis. It acted as a useful referral point, and also provided a free, convenient
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and familiar place for Action for Children to deliver the programme to young people in the area. However, the hub is no longer running, and staff have had to seek alternative venues to deliver programme activity.

5. Conclusions and Recommendations

Introduction

- 5.1 This chapter provides an overview of progress in year one of CashBack funding. It summarises the programme reach, outcomes achieved, key successes and recommendations going forward.

Conclusions

- 5.2 In year one, Action for Children has made good progress towards all of its intended outcomes.

Programme reach

- 5.3 The programme has not reached the intended number of young people this year, but staff are confident that this will be reached over the next two years of delivery.
- 5.4 The programme has reached young people with a range of different life challenges and disadvantages. Most young people on the programme were from the 15% most disadvantaged areas in Scotland. Young people also reported having a range of risk factors, including lack of work experience, substance misuse and mental health issues, indicating that they were distant from the job market and employment options.
- 5.5 There are still significantly more young men than young women participating in the programme. The high proportion of referrals of young men may be linked to the organisation's established reputation for delivering construction programmes.
- 5.6 Action for Children staff indicated that the programme is not directly targeted at young men, and they would like to continue increasing the number of young women accessing the programme. Recruitment materials for the programme state that it welcomes participation from diverse groups, and staff hope that wider dissemination of these will encourage more participation from women and BME groups. Programme staff are actively targeting organisations that work with young women and other under-represented groups, such as Glasgow Women's Centre, Women's Aid and LGBT in Glasgow, to help the programme reach a more diverse group of participants.

Progress towards intended outcomes

- 5.7 The programme has demonstrated good progress around developing young people's confidence and behaviours. Both young people and stakeholders felt that these were areas of success. The programme has supported young people's wellbeing, and the development of wider personal skills.
- 5.8 Progression into positive destinations is almost at the target. It is useful to note that some young people will be receiving ongoing support, as part of the extended support offered by the programme. These young people's destinations may not have been recorded during the year one delivery period that ran from April 2017 to March 2018. The programme targets young people who are disadvantaged and have significant challenges in their lives. We would anticipate that these young people would require ongoing support, beyond the initial delivery period, in order to progress to a positive destination.
- 5.9 The table below provides an overview of progress towards each outcome.

Summary of CashBack outcomes and progress for year one, Phase 4	
Outcome 1 Young people build their capacity and confidence	The programme met and exceeded all of its targets relating to this outcome. Young people and stakeholders reported noticeable increases in capacity and confidence.
Outcome 2 Young people develop their physical and personal skills	The programme fell slightly short of one of its targets relating to this outcome - that 95% of participants would achieve accredited learning, achieving 89% this year. Where young people and stakeholders reported an increase in skills, this was mostly around communication skills.
Outcome 3 Young people's behaviours and aspirations change positively	The programme met and exceeded all of its targets relating to this outcome. Young people and stakeholders reported significant improvements in behaviour and aspiration, particularly around motivation to seek employment.
Outcome 4 Young people's wellbeing improves	The programme met all of its targets relating to this outcome. Young people reported feeling well supported by the programme and feeling that they were able to achieve. Stakeholders reported that they felt young people were achieving and were being included.
Outcome 6 Young people participate in activity which improves their learning, employability and employment options	The programme exceeded its target for young people progressing to training and education. However, it fell slightly short of its targets relating to positive destinations into employment and volunteering – with no young people moving into volunteering. Young people felt that programme taught them valuable employability skills and would support them to achieve their goals.
Outcome 7	The programme fell slightly short of its overall target for 95% of participants to participate in a

Young people participate in positive activity

positive activity. However young people reported that they felt the activity was worthwhile, and was the best option for them at this time. All young people we spoke with said that they would recommend the programme. The programme achieved and exceeded all other targets relating to this outcome. Stakeholders reported that they felt the programme was a good option, and for some young people, engaging with staff and completing the programme was a significant achievement.

Successes

- 5.10 Information from young people, stakeholders and recorded data indicates that the programme is helping young people to develop their personal skills as well as core skills relating to work. Stakeholders frequently commented on how the programme had helped young people improve their confidence and communication skills. Young people felt that the programme was helping them to gain the skills that they needed to progress into the world of work.
- 5.11 Action for Children listened to young people's views at an early stage, and was able to change the structure of the course from three to five days. This change has worked well as young people wanted the programme to more closely reflect a working week.

Next steps

- 5.12 Action for Children may wish to take action around the gender imbalance of the programme. The programme should have clear reasons for working with a majority of young men, or should develop a plan to rebalance the proportion of males to females. It may help to set an internal programme target to help focus on increasing female participation. We would recommend setting a target that is challenging but realistic, and which takes account of the gender balance within the target group.
- 5.13 Action for Children is taking steps to improve monitoring through outcome stars. The new star records a wider range of outcomes, and staff will be given training on how to use the star effectively, and in a way that captures outcomes consistently. Staff will also be conducting the first outcome star assessment with young people one week into delivery, rather than on their first day, to allow staff time to get to know young people and their abilities.
- 5.14 In year two, programme staff report that they will aim to complete an exit survey with all participants, thereby providing a more accurate indication of young people's experiences and outcomes.

5.15 Both young people and stakeholders felt that the programme could be improved if there were more visits to work places, or other excursions. Action for Children may wish to consider how this could be reasonably incorporated into future delivery.

5.16 Over the next two years of the programme our evaluation work will continue to monitor progress against intended outcomes. We anticipate that evaluation activity will be as follows:

Year 2

- three focus groups with young people;
- 25 telephone interviews with young people;
- two telephone interviews with parents;
- an individual case study;
- staff interviews/discussion group; and
- data analysis.

Year 3

- staff interviews/discussion group;
- data analysis; and
- an individual case study.

Appendix 1: Table of year one targets and indicative performance

The table below brings together data recorded by Action for Children for individual participants, with survey data collected from 32 participants. To allow reporting against the target numbers, the table makes projections about the likely number of young people affected, based on the survey sample. These figures should be treated with caution, as the survey sample was not large enough to be an accurate representation of the overall group of participants. For example, to confidently extrapolate results for a participant group of 59, with a confidence level of 95% and a 5% margin of error, we would need a sample size of at least 52.

As discussed in the body of the report (which mainly explores actual recorded figures, and percentages from the surveys), Action for Children has performed well across most outcomes. It should be noted that the projected performance in relation to target numbers (the last column) is strongly affected by the much lower than anticipated number of young people engaged in year one. The annual target is broadly based on the assumption that Action for Children would engage with at least 75 young people each year, whereas in year one, the programme engaged with 59.

	Three-year target	Annual target (from Scorecard)	Evaluation evidence for 2017-18	Equivalent to . . . ⁷	Indicative performance in relation to target numbers ⁸
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⁷ For targets based on the participant survey data, this column shows the projected number of the 59 participants in year one which might have experienced this outcome, if we assumed the survey sample was broadly representative of all participants. However, the sample size (32) was not large enough to allow for robust extrapolation, and may not be representative in terms of its profile of participants. For targets based on actual recorded data, this column shows actual figures.

⁸ This column brings together actual recorded data on participant outcomes, with figures projected based on the survey.

Outcome 1: Young people build their capacity and confidence	At least 191 (85% of the agreed overall target of 225 participants) participants will increase their confidence/capacity	63	97% of young people responding to the survey said that they felt more confident	Estimated 57 young people (97% of 59)	+12% in % terms -6 in numerical terms due to slightly lower numbers engaged in year one
	191 (85%) young people will report they are able to do new things	63	97% of young people responding to the survey said that they felt able to do new things	Estimated 57 young people (97% of 59)	+12% in % terms -6 in numerical terms due to slightly lower numbers engaged in year one
	75% of other stakeholders report increasing confidence	75%	100% of the stakeholders responding to the survey said that they had noticed an increase in confidence amongst young people		
	191 (85%) young people go on to do new things after their initial CashBack involvement	63	88% of young people responding to the survey said that they had done new things	Estimated 52 (88% of 59)	+3% in % terms -11 in numerical terms due to slightly lower numbers engaged in year one
Outcome 2: Young	At least 214 (95%) participants will increase	71	Action for Children recorded that 53	90% (53 of 59 participants)	-5% in % terms

people develop their physical and personal skills	personal skills, achieving accredited learning		young people achieved accredited learning		-18 in numerical terms due to slightly lower numbers engaged in year one
	At least 191 (85%) participants will report an increase in their skills	63	Action for Children recorded that 52 young people reported increased skills	88% (52 of 59 participants)	+3% in % terms -11 in numerical terms due to slightly lower numbers engaged in year one
	75% of other stakeholders report increased skills in young people	75%			
Outcome 3: Young people's behaviours and aspirations change positively	At least 180 (80%) participants will report increased aspirations	60	97% of young people responding to the survey reported increased levels of aspiration	Estimated 57 (97% of 59)	+17% in % terms -3 in numerical terms due to slightly lower numbers engaged in year one
	75% of other stakeholders report increased aspirations	75%	100% of stakeholders completing the survey reported that young people showed increased aspirations		
	At least 180 (80%) participants will positively change behaviours	60	97% of young people completing the survey reported feeling that they could cope better and overcome problems 91% of young people completing the survey	Estimated 57 (97% of 59)	+17% in % terms -3 in numerical terms due to slightly lower numbers engaged in year one +11% in % terms

			reported feeling better about their relationships with family, friends and support workers	Estimated 54 (91% of 59)	-6 in numerical terms due to slightly lower numbers engaged in year one
	75% of stakeholders report perceived positive changes in behaviour	75%	100% of stakeholders completing the survey said that they had noticed a positive change in young people's behaviour		
Outcome 4: Young people's wellbeing improves	At least 180 (80%) participants will improve wellbeing.	60	At least 94% of young people reported improvements in wellbeing in at least one of the SHANARRI indicators explored in the survey	Estimated 55 (94% of 59)	+14% in % terms -5 in numerical terms due to slightly lower numbers engaged in year one
	75% of other stakeholders will make positive comments about wellbeing against one of the relevant SHANARRI indicators	75%	100% stakeholders responding to the survey had noticed an improvement in at least one of the indicators		
Outcome 6: Young people participate in activity which improves their learning, employability	At least 169 (75%) participants will achieve positive destinations	56	Action for Children recorded that 43 young people achieved positive destinations	73% (43 of 59 participants)	-2% in % terms -13 in numerical terms due to slightly lower numbers engaged in year one
	101 (45%) young people will progress to training	34	Action for Children reported that 28 young people progressed to training	47% (28 of 59 participants)	+2% in % terms -6 in numerical terms due to slightly lower numbers engaged in year one

and employment options	23 (10%) young people will access learning (including staying on at school)	8	Action for Children reported that 7 young people accessed learning	12% (7 of 59 participants)	+2% in % terms -1 in numerical terms due to slightly lower numbers engaged in year one
	At least 34 (15%) of young people will gain employment (due to provision being targeted at stage one of the SSP)	10	Action for Children reported that 8 young people gained employment	14% (8 of 59 participants)	-1% in % terms -2 in numerical terms due to slightly lower numbers engaged in year one
	11 (5%) young people volunteering following completion of programme	4	Action for Children reported that 0 young people progressed to volunteering	0% (0 of 59 participants)	-100% in % terms -4 in numerical terms due to slightly lower numbers engaged in year one
Outcome 7: Young people participate in positive activity	At least 214 (95%) participants will participate in positive activity	71	Action for Children reports that 55 young people participated in positive activity	93% (55 of 59 participants)	-2% in % terms -12 in numerical terms due to slightly lower numbers engaged in year one
	169 (75%) young people are new to the activity (had never done that type of activity before)	56	Action for Children reported that 55 young people were new to the activity	93% (55 of 59 participants)	+18% in % terms -1 in numerical terms due to slightly lower numbers engaged in year one
	At least 214 (95%) participants will complete a work star	71	Action for Children reported that 58 young people completed a work star	98% (58 of 59)	+3% in % terms -13 in numerical terms due to slightly lower numbers engaged in year one

	169 (75%) young people participating in/completing personal development/community-based challenge	56	Action for Children reported that 52 young people participated in/completed a personal development/community-based challenge	88% (52 of 59)	+13% in % terms -4 in numerical terms due to slightly lower numbers engaged in year one
	113 (50%) of young people participating in/completing Workplace Core Skills/accredited learning	37	Action for Children reported that 53 young people took part in or completed the SQA Workplace Core Skills course, or other accredited learning.	90% (53 of 59)	+40% in % terms +16 in numerical terms due to slightly lower numbers engaged in year one