



Prince's Trust Scotland Development Awards Programme

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

September 2020

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Appendix One: Development Awards Summary

Executive Summary

About this report

This report is a final evaluation of The Prince's Trust's CashBack funded Development Awards programme. It covers Phase 4 of CashBack delivery, from April 2017 to March 2020. The majority of independent evaluation work took place in year two. This final report provides an overview of outcomes data for the three-year period.

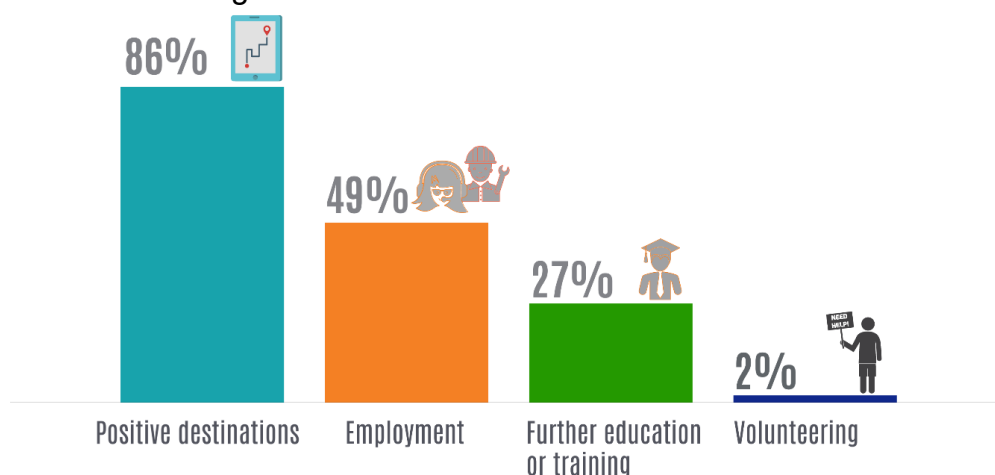
Methodology

This report draws primarily on monitoring data gathered by Prince's Trust staff over the delivery period. Evaluation fieldwork during Phase 4 involved telephone interviews and a focus group with award recipients, telephone interviews and a survey with programme partners and interviews with Prince's Trust staff involved in managing the programme. Data held by the Prince's Trust was also reviewed, and the interviews with young people were used to develop case studies.

Outputs and outcomes achieved

During Phase 4, the Prince's Trust delivered 3,442 Development Awards to young people aged 14 to 25. The programme engaged with young people that were unemployed, or underemployed, often from areas of multiple deprivation. Most award recipients were aged 13 to 17, and the balance of award recipients was 61% male and 39% female.

Most Awards were used to help fund training or courses. Data from a sample of survey participants found that most award recipients (86%) progressed to positive destinations after receiving their Development Award. Around half (49%) of the recipients became employed or self-employed, with over a quarter (27%) around a third moving to education or training, and a small number also reported that they had gone into volunteering.



Young people reported increased levels of confidence, self-esteem and aspiration. They appreciated the support that they had received from the Prince's Trust throughout the application and award process. Similarly, feedback from partners indicated that they recognised the benefits of Development Awards for young people, particularly in terms of confidence, self-belief and employability.

Key successes and challenges

The Prince's Trust underwent organisational redevelopment in 2018. This resulted in staff changes and a significant change to the structure of the organisation and the approach to programme delivery. The organisation now delivers support from regional hubs, rather than from a single central base.

Despite the challenges of organisational restructuring and staff changes, the Prince's Trust continued to successfully deliver Development Awards and support young people.

During this Phase, the Prince's Trust developed a successful partnership programme with Developing the Young Workforce and schools across several local authority areas. Through this partnership it supported the delivery of over 1,100 Development Awards funding accredited training courses for young people at school.

Staff worked to actively recruit participants from across Scotland, reaching 29 of 32 local authorities. The new 'Hub' approach and partnerships with schools has allowed Development Awards to reach more young people in previously under-represented areas. This approach also allowed staff to develop closer relationships with young people, allowing them to provide more holistic support from the suite of Prince's Trust services.

Staff also worked to develop more partnerships at a local level, and to engage more young people from target groups. In particular, efforts to reach more young women through targeted advertising and partnerships have been successful.



1. Introduction

About this report

- 1.1 The Prince's Trust Scotland commissioned Research Scotland to evaluate the impact of Phase 4 of its CashBack funded Development Awards Programme. This report covers programme delivery and outcomes achieved across Phase 4, from April 2017 to March 2020.

The Prince's Trust Scotland

- 1.2 The Prince's Trust Scotland is a UK wide charity which works with disadvantaged young people aged 11 to 30, to build their confidence, increase their motivation and develop key workplace skills. It targets its support at 13 to 30 year olds who have struggled at school, have been in care, are long-term unemployed, have criminal convictions or are at risk of offending.
- 1.3 The Prince's Trust Scotland delivers a range of education, training and development, as well as employment and enterprise programmes. Beginning as a small grants programme, the Development Awards programme was one of the founding elements of the Prince's Trust Scotland. The programme was introduced in its current form in 1999, initially as a pilot which was reviewed and expanded across the UK.

Development Awards

- 1.4 Development Awards offer cash awards up to £500, and support for young people aged 13-24 who are struggling to access education, work or training due to a lack of funds. The programme often works with young people that are unemployed, leaving care, in trouble with the police or with no qualifications.

- 1.5 The Development Awards are targeted at:

“...young people who are ready for work or education but cannot access education, employment or training because of a financial barrier that prevents them from having the resources or skills they need.”¹

- 1.6 The programme specifically aims to:

“Remove financial barriers that prevent young people entering education, employment or training and help them into these outcomes.”²

¹ Prince's Trust Scotland, Development Awards Toolkit, 2012

² As above

1.7 The Prince's Trust Scotland has a clear target group for the Development Awards programme. To be eligible for an award a young person must be:

- aged 13 to 24;
- living in an area of deprivation;
- unemployed, not in education or training;
- excluded or at risk of exclusion from school; or
- at risk of being involved in antisocial behaviour, offending or re-offending.

1.8 Across three years of delivery in Phase 4, the programme aimed to deliver 3,431 Development Awards across all 32 local authorities in Scotland. In total, the programme delivered **3,442** Awards, exceeding the target.

- Year 1 – 955
- Year 2 – 1,119³
- Year 3 – 1,368

CashBack for Communities

1.9 The Prince's Trust Scotland was allocated **£1,070,000** of Phase 4 CashBack funding to deliver the programme during 2017- 2020.

1.10 Over the three year funding period, 88% of CashBack funding was allocated to Awards for young people. The remaining 12% was allocated towards management, marketing and evaluation of the programme.

1.11 Development Awards can be up to £500. The budget allocation over three years allowed for an average Award value of £275. The average Award value across the three years was £243.

1.12 The Development Award programme and its eligibility criteria remained largely the same in Phase 4 as in previous years.

³ This figure does not include an additional 47 Awards, which were removed during statistical reconciliation.

Evaluation method

1.13 In April 2018 we met with the Development Award Programme Manager to agree an evaluation plan. We developed an evaluation logic model, outlining outcomes, indicators, targets and responsibilities for data collection. This helped to ensure that evidence was gathered in relation to all outcomes and targets. We also developed discussion guides and surveys to use with young people and partners.

1.14 During Phase 4, our evaluation work involved:

- analysis of 43 completed surveys from partners;
- seven telephone interviews with partners
- one focus group with five Development Award recipients;
- 15 telephone interviews with Development Award recipients;
- three individual case studies;
- case studies on partnership work;
- discussions with programme staff; and
- analysis of programme data collected by Prince's Trust Scotland.

1.15 Most partners completing a survey were people who refer young people to Prince's Trust for Development Awards. Some were mentors/assessors who support young people to apply for a Development Award and some supported young people to use their Development Awards to progress into positive destinations. Some respondents were people who both refer young people into the programme, and support them to use the Award.

1.16 We conducted telephone interviews with young people at least three months after they had received their Development Award. Reaching young people was challenging at times due to the limited interaction that some young people had with the Prince's Trust Scotland and because Prince's Trust Scotland staff were also conducting telephone interviews with young people. In order to gather rich feedback from young people Prince's Trust Scotland arranged a focus group with young people that had received an Award and were still in contact with the organisation.

1.17 Each year, Prince's Trust Scotland staff conducted a telephone survey with young people to obtain outcomes focused data. Staff contacted young people aged over 16, and who had not accessed their Award through a school partnership. In total there were 537 responses to the telephone survey. The number of responses received each year is set out in the table below.

Outcomes focused survey responses	
Year 1	196
Year 2	125
Year 3	216

1.18 Ideally, with a population of 3,442, the sample size should be at least 346, to ensure an accurate representation and to allow for extrapolation. Throughout this report we have used a percentage, to indicate the extent to which the outcome has been achieved.

1.19 Prince's Trust Scotland provided information on demographics of Award recipients from the national 'DASH' monitoring system.

Agreed targets and intended outcomes

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

1.15 The Prince's Trust Scotland agreed to deliver the following CashBack outcomes, and progress towards these outcomes is measured through set targets.

CashBack outcomes and targets for Phase 4
Outcome 1: Young people build their capacity and confidence
<ul style="list-style-type: none"> 2,882 (84%) of participants will increase their confidence/capacity 2,744 (80%) of young people will report they are able to do new things 80% of other stakeholders report increases in confidence and ability to do new things
Outcome 2: Young people develop their physical and personal skills
<ul style="list-style-type: none"> 1,372 (40%) of young people will gain accreditation for learning and skills development 3,053 (89%) of young people will demonstrate increased skills
Outcome 3: Young people's behaviours and aspirations change positively
<ul style="list-style-type: none"> 2,882 (84%) of young people report increased aspirations 2,401 (70%) of young people report positive changes in behaviour 70% of other stakeholders report perceived positive changes in behaviour
Outcome 4: Young people's wellbeing improves
<ul style="list-style-type: none"> 2,744 (80%) of young people will make positive comments about wellbeing against one of the relevant SHANARRI indicators 80% of partners 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
<ul style="list-style-type: none"> 2,744 (80%) of young people will achieve positive destinations 1,509 (44%) of young people will move into employment 892 (26%) of young people will progress to further education or training 343 (10%) of young people will be involved in volunteering
Outcome 7: Young people participate in positive activity
<ul style="list-style-type: none"> 2,744 (80%) of young people will participate in positive activity 2,744 (80%) of young people are new to the activity

2. Participation in Phase 4

Introduction

- 2.1 This section outlines programme participation in CashBack funded activity during Phase 4. It is based on data provided by the Prince's Trust Scotland. Data relating to disability, ethnicity and sexual orientation was available for a sample of award recipients in years two and three.

Overall activity

- 2.2 In total, the programme delivered 3,442 Development Awards, achieving 11 more than the target of 3,431. The average award value was £243.
- 2.3 Overall, most Development Awards were used for training course fees, accreditation and industry specific specialist licensing. Young people also used the Awards in smaller amounts to purchase clothing and specialist equipment for employment, or to help cover travel costs.
- 2.4 The table below show a broad indication of how Awards were used. Awards were not categorised the same way across all three years, and some categories have been merged. For years two and three, this data does not include the 1,135 Awards delivered through the partnership with schools.

	Year 1	Year 2	Year 3
Training, accreditation, specialist licensing	72%	75%	30%
Specialist equipment	19%	8%	30%
Clothes and travel ⁴	4%	14%	28%
Other	5%	3%	12%

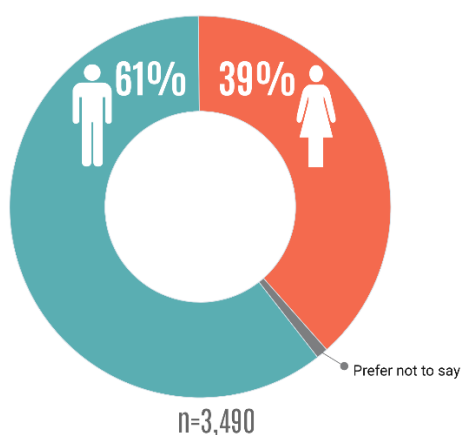
- 2.5 Of the Awards, 1,135⁵ were delivered through the partnership with schools and Developing the Young Workforce during years two and three. This involved 75 funded projects across 39 schools, including one special school. Most of the Awards delivered through this partnership were used for training course fees or equipment.

⁴ In year one 'Travel' was included within other categories, and it is likely that this is an underestimation of the proportion of funds used to support travel costs.

⁵ Calculated from data provided in year 3 annual report and data from year two indicating 516 schools-project awards.

Gender

- 2.6 Of the Development Award recipients, 61% were male and 39% were female. A small proportion preferred not to say⁶.



- 2.7 Although there were still more male than female award recipients, data gathered across the three years show a clear trend towards increased engagement with females.

	Male	Female	Prefer not to say/Other
Year 1	66%	34%	-
Year 2	63%	36%	<1%
Year 3	55%	44%	<1%

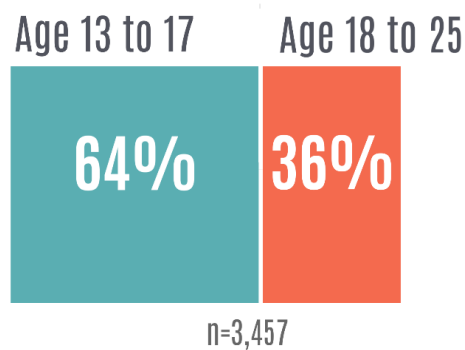
- 2.8 Reaching more females was a key target for the Trust in Phase 3 and Phase 4. The programme has done well to increase the proportion of females receiving Development Awards by 10%, bringing the balance of Awards closer to even distribution for male and females by year three of delivery.
- 2.9 Over the three years staff worked closely with the communications and marketing teams to reiterate the message that Awards are suitable for young women. Prince's Trust Scotland launched ads through social media to target young women. Staff also worked to develop new partnerships with organisations working with women, or with targeted programmes for women, such as SportEd.

Age

- 2.10 Information on age of Development Award recipients was available for 3,457⁷ young people. Most award recipients were aged between 14 and 17. The higher proportion of young people aged 13-17 may be due to the large number of young people accessing Awards through the schools programme, particularly in years two and three of the programme.

⁶ This is based on data from Prince's Trust, including a small number of additional awards from year two, which were later removed in statistical reconciliation.

⁷ This data includes a small number of additional awards from year two which were removed during data reconciliation.



Disability

- 2.11 Data recorded by Prince's Trust Scotland indicates that between a quarter and third of young people receiving a Development Award were disabled or had additional support needs. In years two and three 25% and 28% respectively identified as disabled and 18% and 30% respectively were reported to have mental health support needs. This data was not available in year one.
- 2.12 As the data demonstrated, there has been an increase in the number of young people who identify as disabled or who have support needs. This is higher than the known national proportion of disabled people in Scotland (20%) and indicates that the targeting of Awards at specific demographics is helping the Prince's Trust Scotland to reach those most in need of support.
- 2.13 This was identified as an area for development in year one, and the Trust has done well to address the issue and reach the target group. Staff reported that working with relevant partner organisations, including CashBack partner National Autistic Society, facilitated access to these young people.

Sexual orientation and identity

- 2.14 Data recorded by Prince's Trust Scotland indicates that the proportion of young people identifying as something other than heterosexual increased over the course of Phase 4.
- 2.15 In year two less than 1% of young people receiving Awards identified as something other than heterosexual. In year three, 4% of Award recipients identified as bisexual and 3% identified as gay or lesbian. This data was not available in year one.
- 2.16 During years two and three, the Trust actively worked with relevant organisations, such as LGBT Youth to reach more LGBTQI young people. The data indicates that the partnerships have helped to achieve the intended outcome.

Ethnicity

- 2.17 Over Phase 4, the proportion of young people identifying as minority ethnic has increased.

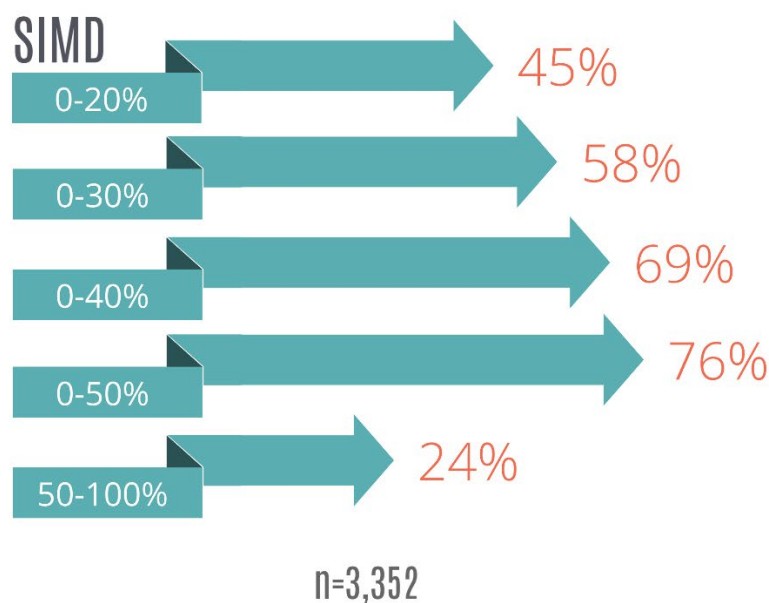
2.18 In year two, data recorded by Prince's Trust Scotland indicates that 5% of young people accessing Awards identified as minority ethnic. And in year three this was 7%.

2.19 This is above the current national statistics (4%) and indicates that Awards are reaching young people from a range of backgrounds. The Trust had aimed to reach more minority ethnic young people through partnerships with relevant organisations, and the data indicates that this effort has been successful.

Disadvantage

2.20 Across Phase 4, most award recipients were from the most deprived parts of Scotland. The proportion of young people from the 20% most deprived parts of Scotland was broadly steady, between 44% and 47%. And the proportion of young people from the least deprived areas was around a quarter.

2.21 The table and figure below shows the proportion of Award recipients in the least and most deprived parts of Scotland. Almost half of Awards were delivered to young people from the 20% most deprived areas, and three quarters were from the 50% most deprived areas.



2.22 Data from Prince's Trust Scotland also indicates that the programme has supported young people with wider disadvantages, such as being homeless, being care-experienced, being a single parent or having a criminal conviction.

Geographic spread

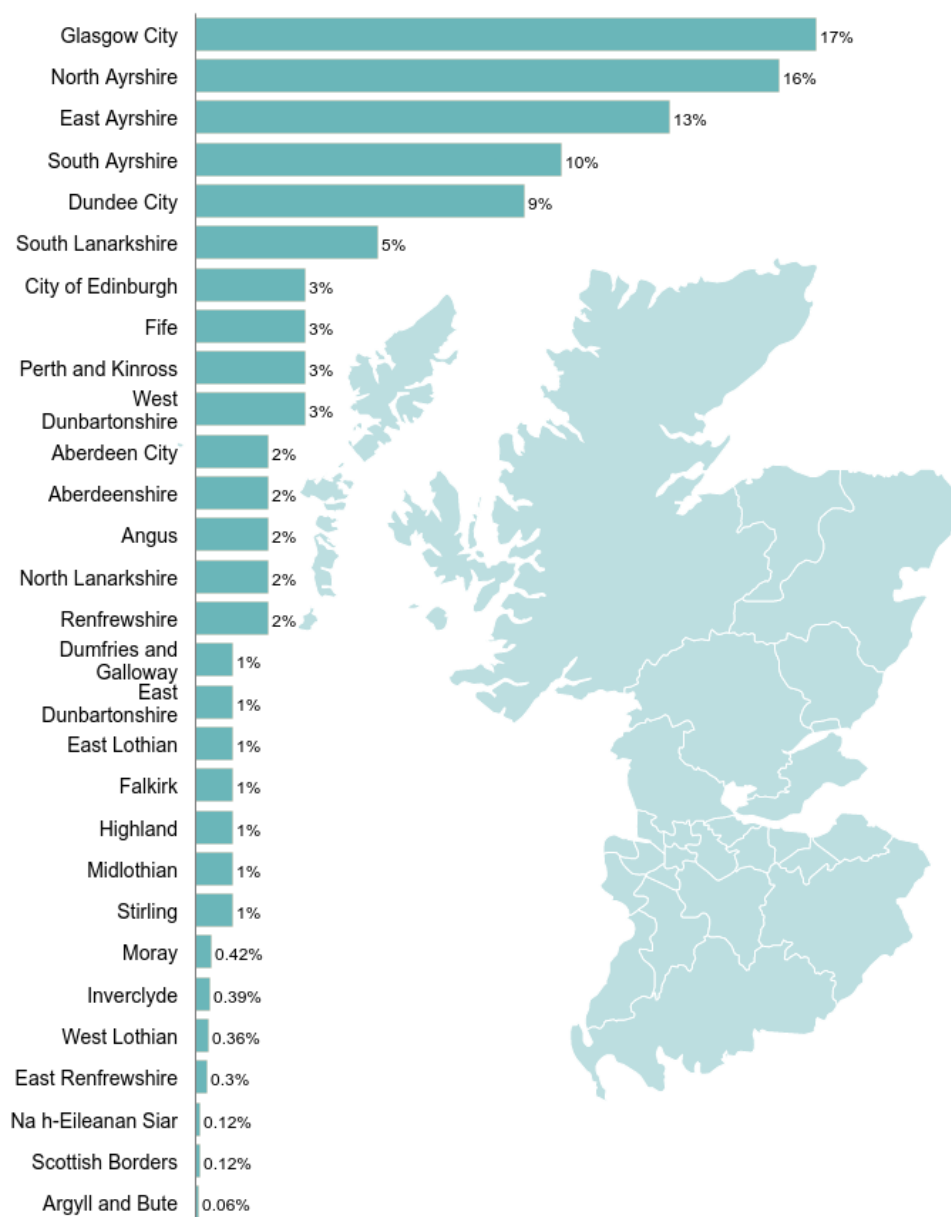
2.23 Development Awards were delivered across 29 local authorities. The three areas not delivered in were Clackmannanshire, Shetland Islands and Orkney Islands. Over the Phase delivery has expanded, reaching more young people across more regions. Staff felt that the Hub model had facilitated this improved

reach. Rather than working from a central base in Glasgow, Awards in years two and three were delivered via regionally located Hubs.

2.24 This has shifted delivery and there is a clear trend in the programme having a wider reach each year.

2.25 The chart below shows the spread of awards delivered across local authorities. Most awards were delivered in the central belt. Over the Phase a higher than usual proportion of Awards were delivered across Ayrshire due to the school partnership programme. There was also a significant increase in Awards delivered in Dundee during year three, increasing from 33 Awards in year one to 223 Awards in year three. Staff felt that strong leadership in Highland and North East region had significantly impacted on the reach.

Awards by Local Authority



n=3,362

3. Outcomes

Introduction

3.1 This chapter explores how the Development Awards programme has progressed in relation to its intended outcomes. The information in this chapter is based on:

- surveys with 43 stakeholders;
- Research Scotland interviews with young people;
- Research Scotland focus group with five young people;
- staff discussion groups; and
- data collected by the Prince's Trust Scotland relating to outputs and outcomes.

3.2 Data was collected from a sample of Award recipients and extrapolated to provide an indication of progress towards each outcome.

Outcome 1: Young people build their capacity and confidence

Target: 2,882 (84%) of participants will increase their confidence/capacity.

Achieved: 3,020 (88%) of young people reported an increase in confidence or capacity.

Target: 2,744 (80%) of young people will report they are able to do new things.

Achieved: 3,200 (93%) of young people reported that they are able to do new things.

3.3 The programme has met and exceeded its target for young people building confidence and capacity and reporting that they are able to do new things.

3.4 Young people that we spoke with said the Award had allowed them to do new things, and that being able to do new things gave them more confidence. Young people said that receiving an Award gave them the confidence to pursue education or employment, which they could not have done without the Award. A few young people also mentioned that it gave them a focus to build structure into their life.

Beforehand I didn't feel I could go into the world. I now feel more capable – I'm more capable than I thought."
Young person

"It's definitely helped my confidence and enabled me to get an education."
Young person

- 3.5 A few young people felt that receiving a Development Award gave them confidence in themselves and their ability, because someone had entrusted them with the grant.

Target: 80% of other stakeholders report increases in confidence and ability to do new things.

Achieved: 95% of stakeholders responding to the survey said that they had noticed an increase in confidence amongst young people since they received their Development Award, and that they were able to do new things. 78% of stakeholders felt that confidence had increased 'a lot'.

95% of stakeholders also reported that young people were able to do new things after receiving a Development Award.

- 3.6 Stakeholders responding to the survey said that they felt young people demonstrated increased confidence after receiving an Award. They felt that receiving an Award in itself gave young people a boost in self-esteem.

"After they have received their Award, the young people seem to have a new found purpose or "goal" that they can strive towards too, which ultimately leads to an increase in confidence and overall increase in general wellbeing."

Stakeholder

"Young people seem more focussed and their confidence being boosted by fabulous support from Princes Trust."

Stakeholder

- 3.7 They also noted that the use of the Award for clothing or equipment or upskilling gave young people confidence as they felt on a more equal footing with their peers. Predominantly, stakeholders felt that Awards helped young people to move forward with their plans, and gave them the confidence to try new things.

"The funding enables them to purchase/do things they ordinarily didn't think was possible and this gives them a real boost and provides further opportunities as a result."

Stakeholder

"A number of awards have increased confidence in young people as they have bought interview clothes, PPE and clothes for employment."

Stakeholder

- 3.8 For some, they felt that Development Awards allowed young people to develop tangible skills that they could use to apply for work or to access higher education.

“For many young people it’s the lifeline they’ve been waiting for and the first step to a brighter future.”
Stakeholder

“Development Awards are often the catalyst to bringing about positive change in a young person’s life.”
Stakeholder

Outcome 2: Young people develop their physical and personal skills

Target: 1372 (40%) of young people will gain accreditation for learning and skills development.

Achieved⁸: 1760 (51%) of young people receiving a Development Award gained accreditation.

- 3.9 Prince’s Trust Scotland data indicates that more than half of young people receiving a Development Award were able to gain accreditation for their learning. The data also indicates that around a third of Awards were delivered via the school-based programme, and would have been used for training courses. Although the outcome of these courses is not monitored, anecdotal evidence and information from schools programmes indicates that young people completed their courses and received qualifications.
- 3.10 Most young people achieved accreditation at SCQF level 2 to level 5 with some young people also achieving non-SCQF qualifications.
- 3.11 Data on how participants used their Development Award indicates that awards were used for a range of accredited courses, across a number of different industries. These sectors included: hospitality, construction, health and beauty, sports and leisure, entertainment, security, animal care, photography, transport, engineering and IT.



Target: 3053 (89%) of young people will demonstrate increased skills.

Achieved: 3018 (88%) of young people reported an increase in their skills.

3.12 Based on a sample of participants, the evidence suggests that the programme was very close to meeting its target for this outcome.

3.13 Young people we spoke with said that Development Awards had allowed them to gain new skills in a range of areas, depending on how they had used the Award. Some young people developed sector specific skills through a course. Others said that they had gained more general skills around planning for and managing a business, which often came through wider support from Prince's Trust Scotland staff.

3.14 Young people said that the Award helped them to gain new skills in a few different ways. Those using the Award for a course said that they had been able to develop sector specific skills through training and education. Others used the Award for equipment, which also helped them develop skills. A few young people who used the Award to help them access employment (transport costs/clothing) said that they had learned a lot of new skills by being in the working environment. They felt that these were useful, transferable skills that would benefit them throughout their careers. One young person who is visually impaired noted that working in an office environment helped her gain confidence in her skills, particularly using a screen reader and working with spreadsheets.

“Being in the office environment I’m learning skills that are applicable across a wide range of environments. Eventually I’m hoping to go into youth work.”
Young person

3.15 For example, one young person used the Award to purchase a laptop, with the intention of setting up a website for his landscaping business. He has now developed useful IT skills including web design and using spreadsheets.

3.16 From our survey, 93% of stakeholders reported that Development Awards helped improve young people’s skills.

3.17 Stakeholders said that as well as developing sector specific skills through training courses, they had noticed improved social and communication skills amongst young people. These included maintaining eye contact, speaking with new people, speaking in public and working courteously in a customer facing role. Stakeholders also reported that young people took more of an interest in their own skills development after receiving an Award.

“Having been able to witness the growth in confidence that the funding creates, I have also seen this lead to young people being more able to communicate and participate and develop some of their personal skills that they previously would have doubted.”
Stakeholder

“From when they began the course to when they finished, all students were able to fully integrate with the rest of the group, improve inter- personal skills and also able to understand and flourish with all aspects of the course.”

Stakeholder

“Often two or more clients attend the same course which gives them the opportunity to prepare together, improve social and communication skills, and respect for others who may need that little bit extra support.”

Stakeholder

3.18 One stakeholder, who was involved in delivering a school-based programme commented on the significant improvements for young people, particularly around employability skills.

“The Cyber Security program run in partnership with the Princes Trust has had over 30 young people take part over the past 3 years. A high number of these pupils have continued onto positive destinations, many of which are directly related to cyber security.

This program has helped them build confidence in their skills and abilities and has given them a viable career path and pathway to future employment.

One of the pupils who took part in the cyber program was part of a team that delivered a Cyber Security presentation to local businesses. He went on to apply to a number of graduate apprenticeships and he used this experience throughout the interview process. The feedback given by those employers was this is exactly the type of experiences and skills that employers are looking for.

The technical cyber security skills along with the public speaking, presentation & communication skills gained through our cyber security course has allowed these pupils to become more employable and have given them the confidence to pursue careers in the cyber security industry.”

Stakeholder

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

Target: 2882 (84%) of young people report increased aspirations.

Achieved: 3156 (92%) of young people report increased aspirations.

Target: 2401 (70%) of young people report positive changes in behaviour.

Achieved: 2987 (87%) of young people report positive changes in behaviour.

3.19 The data indicates that the programme met and exceeded the targets relating to this outcome.

3.20 Most of the young people we spoke with said that they felt more positive about their future, and some had set goals and ambitions for business development.

“Yes, definitely, it’s nice to actually see a future.”
Young person

3.21 Some of the young people we spoke with said that they felt more motivated to succeed after they had received a Development Award. However others said that they were already highly motivated, and the Award helped fuel this motivation and propel them into action.

Case Study

Sarah first started working with Prince’s Trust in April 2019 after seeing an advertisement for the Get into Social Care programme on Facebook. She had finished school a year ago and was not sure what career she wanted to pursue, and if social care would be right for her, but she was keen to find out.

She enjoyed the course and felt that it improved her confidence and her skills.

“I’ve definitely done things that I never thought I would do, and I’ve overcome certain fears.”

After successfully completing the course, Prince’s Trust supported her to apply for jobs and she was fortunate enough to get the first job she applied for. She was excited to start her job, however she was concerned as the job was quite far from her home and the cost of the bus journey was quite expensive.

“It was going to cost a lot of money in the first month, before I was making any money.” Sarah used a Development Award to help her meet the cost of transport to get to and from her new job, until she received her first month’s salary.

She is enjoying her job as a social carer, working with people in supported accommodation. In the longer term she is thinking of progressing in the care industry, or moving into nursing.

“I feel like I’ve got a more positive mind set now and I’ve got a job that I really enjoy.”

Target: 70% of other stakeholders report perceived positive changes in behaviour.

Achieved: 95% of stakeholders responding to the survey said that they had noticed an increase in young people’s behaviours and aspirations since they received their Development Award. 78% of stakeholders felt that young people’s aspirations had increased ‘a lot’.

3.22 Most stakeholders completing the survey felt that Development Awards helped young people change their behaviour in positive way, making them more focused and motivated to set and achieve goals.

“The DA is often one of the first steps on their journey and once they begin this journey they tend to then develop the self-belief necessary to help them achieve further goals.”

Stakeholder

“Young people have definitely felt more empowered, less restricted, more confident and focused on their goals as development awards have removed barriers and allowed young people to focus more on their aspirations and goals.”

Stakeholder

- 3.23 They felt that the access to a training course, and the subsequent achievement of qualifications gave young people motivation, and the confidence that they could achieve their goals, resulting in an overall change in behaviour.

“They have a more can do attitude with support from Princes Trust.”

Stakeholder

- 3.24 Stakeholders reported seeing changes such as improved punctuality, attendance, engagement and a sense of pride in themselves and their activities.

- 3.25 Stakeholders noted that young people became more mature after receiving a Development Award. They felt that receiving an Award helped them to set goals, create a plan and become more motivated to achieve their goals.

“I have seen pupils become much more responsible while undertaking this course and for some pupils it has provided a valuable place where they can progress their skillset, build confidence and realise their potential.”

Stakeholder

- 3.26 One stakeholder was also an employer and was able to comment on the long-term benefits of the Award.

“...as an employer it is always satisfying to see everyone progress, gain confidence and watch as their self esteem grows. Particularly those that now have a few years employment with us and have developed into excellent tradespeople.”

Stakeholder

Outcome 4: Young people's wellbeing improves

Target: 2,744 (80%) of young people will make positive comments about wellbeing against one of the relevant SHANARRI indicators.

Achieved: 3,013 (88%) of young people reported an improvement in their wellbeing.

- 3.27 The data indicates that the programme met and exceeded the target relating to this outcome.

3.28 Young people we spoke with said that the Award helped improve their wellbeing, predominantly by improving their mental health. Some young people also said that it helped them to feel more responsible, as they had been given an amount of money to use, and to feel like they were achieving when they had completed a course.

“I now have responsibility over my finances ... and am able to save. I also feel more confident in new situations.”

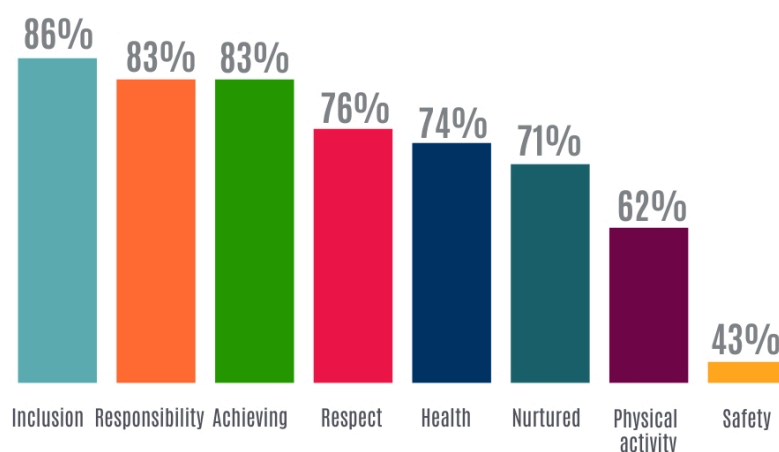
Young person

Target: 80% of partners will make positive comments about wellbeing against one of the relevant SHANARRI indicators.

Achieved: 93% of stakeholders made positive comments about wellbeing against at least one of the relevant SHANARRI indicators.

3.29 Overall, stakeholders felt that receiving a Development Award helped improve young people’s wellbeing in terms of health, achievements, respect, responsibility and inclusion.

3.30 The chart below shows the perceived improvements in young people’s health and wellbeing, as reported by stakeholders completing our survey.



3.31 Stakeholders reported that Development Awards gave young people access to training, further education or employment and that this itself improved their health and wellbeing.

“I know it has been incredibly valuable to some pupils and has provided them a space to progress, feel valued and realise potential.”

Stakeholder

“Being supported into employment tends to have a significant impact on young people's mental health.”
Stakeholder

3.32 One stakeholder commented on the impact that the positive activity resulting from the Award had on a young person's confidence and mental health.

“I saw a night and day transformation in a girl who couldn't look people in the eye and speak to anyone other than nodding/shaking her head. She had mental health issues and very, very low self esteem.

After working with the princes trust she was able to talk, look you in the eye and express opinions about her future. She said she had stood up in front of others and sang/ played an instrument and the end of the programme.

It was amazing, prior to it she had barely said her name to anyone. She was able to talk more openly and realise she still needed to work on her mental health and activities she had enjoyed and intended to continue to keep her more positive and active.”

Stakeholder

3.33 A few stakeholders mentioned that young people's mental health improved, and this led to improvement in their sense of self-worth. Stakeholders also noted that receiving a Development Award gave young people a sense of responsibility and encouraged them to respect themselves and others.

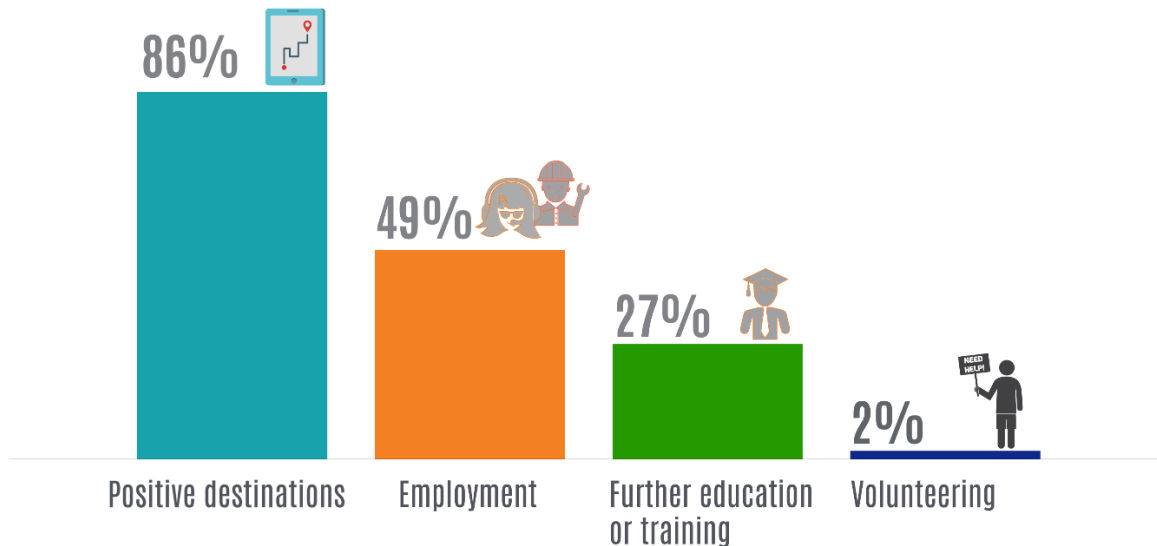
“Yes, after taking part in the course that they have attained with their Development Award, many young people appear to be happier and healthier!”
Stakeholder

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

3.34 The table below summarises the targets and achievements in relation to this outcome.

Progression to positive destinations				
Destination	Achieved	Target	Achieved %	Overall target
Employment	1,676	1,509	49%	44%
Further education or training	933	892	27%	26%
Volunteering	52	343	2%	10%
Other or missing data	316	-	9%	
Total positive destinations	2,977	2,744	86%	80%

3.35 The data, based on a sample of participants, suggests that Prince's Trust Scotland has achieved and exceeded its overall target for young people to progress into a positive destination. Across the three years, few young people progressed into volunteering. However, staff noted that they were anecdotally aware of some young people engaging in volunteering.



3.36 Young people we spoke with said that the Award had helped them to progress into employment/self-employment or higher education. For some young people this was through funding for a course, course equipment clothes for an interview or for transport to get to a job they had already secured.

“It got me out into the work place.”
Young person

3.37 For some young people the Award removed a small but significant barrier to this progression. For example, one young person used her Award (£320) to buy materials required for her college course. Without the materials she would not have been able to fulfil the course requirements. She is now able to complete the course and plans to continue to university to study computer based art and design and eventually to start her own business.

3.38 Another young person was supported to apply for a Development Award through a CashBack partner organisation. His Award was used to fund CSCS card. Having the CSCS card has been a useful addition to his CV and he now feels in a better position to apply for work.

“I got a certificate which in turn made it easier for me to apply for and get jobs – made me stronger than other people applying.”
Young person

“I managed to get a job in Boots and I am going to be starting college this year, to study Sports Fitness and maybe to become a PE teacher in the future.”

Young person

3.39 A few young people we spoke with used the Award to fund travel expenses so they could travel to and from a job that they had already secured. This was a small amount of money over a short period of time (until their first pay cheque) but it made the difference between the young person being able to take up employment or not.

3.40 One young person said that the Development Award had helped him shape his business in a new way. He used the Award to buy specialist equipment that allows him to automate a previously manual process in his design business.

“It’s completely changed the direction of my business...it’s become a lot more comfortable to do my business...and I’ve been able to take on a lot more opportunities.”

Young person

3.41 Stakeholders responding to the survey felt that the Awards were a useful and practical step into further education, training and employment.

“Yes, getting the Development Award has allowed them to progress into employment or education which has a very positive outcome on their confidence.”

Stakeholder

“It is a fantastic programme and gives young people an opportunity to reach a positive destination.”

Stakeholder

3.42 One stakeholder, who was an employer, felt that the Prince’s Trust helped to engage young people who would not normally be able to access the job market successfully. They felt that this intermediary support was beneficial for the young person, but also for employers.

“Not every single person see’s out their opportunity, but the success rate for us is beyond 95% which in our view is arguably better odds than a more traditional employment route. We would hope that the Princes Trust and the programme continue for the long term.”

Stakeholder



Outcome 7: Young people participate in positive activity

Target: 2744 (80%) of young people will participate in positive activity.

Achieved: 3328 (97%) of young people participated in a positive activity through the Development Award.

3.43 The data shows that the programme achieved and exceeded the targets for this outcome.

3.44 Young people have used Development Awards to help them access, participate in and stay engaged in a range of positive activities. These included training courses, further and higher education courses and work placements.

3.45 All of the young people we spoke with felt that the Award had directly and indirectly helped them access positive activity through employment, business development, training or education.

Target: 2,744 (80%) of young people are new to the activity.

Achieved: 3,378 (98%) of young people were new to the activity.

3.46 The Prince's Trust Scotland defines new to the activity as young people that had not received a Development Award before. Young people are allowed to apply for multiple Awards, up to the value of £500, and some young people applied for more than one award within the Phase. For example, a young person may apply for an award to help fund a training course. Upon completing the course they may need support to help them travel to a work placement, or to take the next step into employment. Development Awards can continue to support the young person provided that the total Award amount does not exceed £500.

4. Programme development during Phase 4

- 4.1 This chapter explores how the programme changed and developed during Phase 4.

Programme and organisational development

- 4.2 This Phase has seen significant changes the way the Development Awards are managed and delivered.
- 4.3 During year two the Prince's Trust Scotland underwent a significant organisational restructure. The restructure changed how Development Awards are managed and delivered. Where previously Development Awards were managed and delivered by one central team based in Glasgow, they are now delivered across all of the Prince's Trust Scotland delivery regions (or 'Hubs'), and managed regionally: Clyde Valley; South West Scotland; Central and South East Scotland; and North East, Highlands and Islands.
- 4.4 The national level programme manager meets with the hub managers monthly. There are also monthly meetings of the strategic group which manages all aspects of the Development Awards. The purpose of this group was to monitor progress of the funded delivery across Scotland, address any issues as they arose and share ideas on how to continually improve.
- 4.5 Overall, staff felt that the new approach worked well. They noted that Development Awards were now better integrated with wider Prince's Trust Scotland programmes leading to increased awareness of the range of Prince's Trust Scotland support amongst Award recipients.

"There are amazing opportunities now because we're not working in silos anymore."
Prince's Trust Scotland staff

- 4.6 Previously, staff felt that although there was interest in other regions, it was hard to meet regional needs from a single central base. When the change was made, staff hoped that this would help them to improve the geographic spread of Awards.
- 4.7 Staff felt that this approach, with staff based locally, helped them to connect more effectively with young people. Data from years two and three of the programme also indicates that this has been the case, with a broader spread of Awards delivered across Scotland.

"We're locally based, so we're best placed to reach people and we have the resources to actively reach out to people."
Staff

“Before, when we were centrally based, it was hard to meet the demand in Dundee and Ayrshire.”
Staff

- 4.8 The restructure of the organisation posed some challenges in terms of staff turnover, vacancies and continuation of organisational memory. However, despite these challenges staff successfully continued delivery and developed the programme. The key areas that staff focused on were:
- increased direct contact between Award recipients and Prince’s Trust Scotland;
 - increased awareness of wider Prince’s Trust Scotland programmes amongst Award recipients;
 - increased oversight of batch applications – to ensure that Awards are individualised and utilised appropriately;
 - improved gender balance;
 - understanding the long term impact of celebration events; and
 - wider geographical spread of Awards.
- 4.9 Staff reported that all of these key areas were addressed. The delivery of batch Awards was carefully managed, to ensure that long standing partnerships were maintained, despite the change in delivery. It has also helped to facilitate better working between teams within the Prince’s Trust.
- 4.10 Throughout the final months of delivery staff made a concerted effort to reach underserved areas and target groups which they felt were underrepresented. The data indicates that this effort was successful, with higher proportions of females, disabled young people and minority ethnic young people than in previous years.



- 4.11 The partnership with schools and Developing the Young Workforce, which initially began in Phase 3, grew throughout the Phase, and formed a significant portion of the bid for Phase 5 CashBack funding. Staff felt that this work had been particularly successful in engaging young people and delivering outcomes for both individuals and communities.
- 4.12 Alongside the new delivery approach, the programme evolved a new approach to working with young people. Previously a Development Award was a discrete award of money. Beyond the application process, award recipients were not required to communicate at length with the Prince's Trust. There was no process for ongoing communication with young people. The new model adopts a 'case work' approach. Young people applying for an Award are encouraged to make contact with a staff member who can assess their Award application and also signpost to wider relevant support. The young person will have a named contact at the Trust, and access to ongoing support and communication if they need it.

"I feel that we're now able to engage more people, more meaningfully, and we can signpost them to other programmes."
Staff

Events

- 4.13 During years one and two, the Prince's Trust Scotland hosted CashBack celebration events in Glasgow. The events were attended by young people, partners and the Cabinet Secretary for Justice.
- 4.14 The Trust also delivered open days in Dundee, Edinburgh and Glasgow to promote Development Awards and to support young people to apply for them.
- 4.15 Staff felt that the events provided valuable networking and relationship-building opportunities for programme staff and partners. The events helped to showcase and publicise young people's achievements.

Monitoring and evaluation

- 4.16 In February 2018, the Prince's Trust Scotland moved to a new monitoring system. Due to ongoing challenges migrating information across systems, not all data relating to Development Awards has been available throughout the delivery period.
- 4.17 By working regionally and maintaining manual records staff were able to collect relevant data, despite challenges with the national monitoring system. Staff noted that the process of updating and accessing manual records regularly had given them better insight into the trends in data, and allowed them to see where they needed to focus their efforts.

What has worked well

4.18 Young people reported that they felt well supported by the Prince's Trust, from the application process through to receiving their Award and wider support beyond the Award. A number of young people we spoke with referred to the support they had received through the Enterprise programme, or the support that they planned to access in the future.

4.19 One young person said that their assessor checked up with them after they had received the Award and one young person said that their assessor was "brilliant" and that they did not feel "judged." Another young person we spoke with said that she was visually impaired and had help from staff at Prince's Trust Scotland to complete her application form.

"It felt like they were treating everybody with a lot of compassion and you wouldn't feel silly sharing your idea."
Young person

4.20 Staff and stakeholders felt that the main aim of the Awards were to remove financial barriers preventing young people from achieving their goals. They commented that although Awards were often for small amounts of money, this could still make a significant impact for a young person. They felt that the programme was successfully achieving this aim. Similarly, young people said that the Awards removed relatively small, but significant financial barriers that prevented them from moving forward.

"...it's huge to them and they're quite stressed by it. So by alleviating that, you're relieving some of that stress."
Prince's Trust Scotland staff

"If I hadn't received the Award there would have been no way that I could have taken the job."
Young person

"I have seen this funding enable young people to progress into/access the same opportunities their peers can that previously they couldn't e.g. accessing online study and other communications, being able to dress the part and be on a more equal footing for job interviews etc."
Stakeholder

Challenges

4.21 The key challenges identified by staff were primarily operational challenges and were not directly to do with the programme itself. For example, there has been an ongoing challenge around accessing data from the centralised national monitoring database. As would be expected, the restructuring of Prince's Trust Scotland presented challenges, however staff approached these changes with a positive attitude.

- 4.22 Staff and stakeholders noted that in years one and two, the discrete nature of the Award meant that it was difficult to monitor progress of Award recipients. The new model adopted during year two allowed for more ongoing communication. Where staff had ongoing relationships with young people, it was easier to reach them after they had received an Award to gather monitoring and evaluation information.
- 4.23 For stakeholders the key challenges were around the time taken for Awards to be processed. Prince's Trust Scotland staff were aware of this challenge, and noted that the new regional model of delivery meant that each region had a relatively small pot of funds to work with each quarter. The increasing popularity of Awards has meant that sometimes the fund ran out before the end of the delivery period. One stakeholder commented that the average Award amount has decreased over time, even though the cost of training programmes has not.



5. Conclusions

- 5.1 Over Phase 4 of CashBack for Communities, the programme met and exceeded its output targets and demonstrated good progress towards outcomes for young people.
- 5.2 In total, the programme delivered 3,442 Development Awards to young people. The programmes reached a range of young people with various support needs. And over the three year period, the programme reached a wider range of young people, including delivering more Awards to females, minority ethnic people and disabled people.
- 5.3 Overall, the programme met or exceeded its outcome targets for young people. There were only two areas, around young people reporting increased skills and young people progressing to volunteering, where targets were not met. The table below summaries the outcomes achieved.

Summary of CashBack outcomes and progress for Phase 4	
Outcome 1 Young people build their capacity and confidence	<ul style="list-style-type: none"> • 88% of young people reported an increase in confidence or capacity • 93% of young people reported that they are able to do new things • 95% of stakeholders said that they had noticed an increase in confidence
Outcome 2 Young people develop their physical and personal skills	<ul style="list-style-type: none"> • 51% of young people receiving a Development Award gained accreditation • 88% of young people reported an increase in their skills
Outcome 3 Young people's behaviours and aspirations change positively	<ul style="list-style-type: none"> • 92% of young people report increased aspirations • 87% of young people report positive changes in behaviour • 70% of other stakeholders report perceived positive changes in behaviour
Outcome 4 Young people's wellbeing improves	<ul style="list-style-type: none"> • 88% of young people reported an improvement in their wellbeing • 93% of stakeholders made positive comments about wellbeing against at least one of the SHANARRI indicators
Outcome 6 Young people participate in activity which improves their learning, employability	<ul style="list-style-type: none"> • 86% of young people achieved a positive destination: 49% into employment 27% into further education or training

and employment options	2% into volunteering
Outcome 7 Young people participate in positive activity	<ul style="list-style-type: none"> 97% of young people participated in a positive activity through the Development Award.

- 5.4 Young people spoke positively about their experiences of receiving Development Awards and the positive impact that the Award had facilitated in their life. In particular, young people felt that that the Award helped them build skills for employability, develop their business and increase their confidence.
- 5.5 Stakeholders said that they felt the Awards supported young people to access employment through training courses, education or practical tools for work. They felt that the Awards removed barriers for young people, allowing them to progress into positive destinations and achieve their goals.
- 5.6 The Prince's Trust changed its organisational structure during this Phase. This resulted in multiple staff changes and a significant change in the approach to delivering Development Awards.
- 5.7 The new model, with delivery led by multiple regional hubs, has had a positive impact on the programme.
- 5.8 The move from delivery from a single central service to several regional hubs has directly impacted the reach of the programme. During years two and three of delivery, more Awards were delivered across more areas. And areas which were previously underserved by Development Awards now have a stronger presence.
- 5.9 Similarly, the school-based partnership work with Developing the Young Workforce has helped reach more young people in particular areas, and provided a direct link to employability and employment opportunities.
- 5.10 This model has also allowed the programme to take a 'case work' approach to working with young people. Development Awards can now more easily be delivered as part of a suite of support, rather than in isolation.
- 5.11 Longer term, Prince's Trust hopes this the model of delivery will facilitate ongoing communication with young people, and evaluation of their progress.
- 5.12 Going forward, the Prince's Trust will be building on the success of the school-based work with delivery in more areas. It will also be offering a new community-based Development Award programme, in partnership with community organisations in disadvantaged areas.

Development Awards Summary

Prince's Trust, Phase Four, CashBack



3,442

Development Awards delivered

45%

from the most deprived areas of Scotland

Phase Four

Profile of participants



64%

AGE - 13 TO 17

36%

AGE - 18 TO 25

61%

MALES

39%

FEMALES

Phase Four

Summary of outcomes

Outcome 1

Young people build their capacity and confidence

88% of young people reported an increase in confidence and capacity

Outcome 2

Young people develop their physical and personal skills

88% of young people reported an increase in their skills
51% of young people receiving a Development Award gained accreditation

Outcome 3

Young people's behaviours and aspirations change positively

92% of young people reported increased aspirations

Outcome 4

Young people's wellbeing improves

88% of young people reported an improvement in their wellbeing

Outcome 6

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

86% of young people achieve a positive destination:

- 49% into employment
- 27% into further education or training
- 2% into volunteering



Phase Four

What the participants said.....



"I feel like I've got a more positive mind set now and I've got a job that I really enjoy."

“ If I hadn't received the Award, there would have been no way I could have taken the job. ”



"It's definitely helped my confidence and enabled me to get an education."