

**Barnardo's**  
Evaluation of Phase 4 of  
CashBack supported activity

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**Year One**  
**August 2018**

**Research Scotland**  
Suite 42, Spiersbridge House  
Spiersbridge Business Park  
Glasgow, G46 8NG  
0141 428 3972  
[katy.macmillan@researchscotland.org](mailto:katy.macmillan@researchscotland.org)

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# 1. Introduction

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## About this report

- 1.1 This report evaluates the first year of Barnardo's Fit for Work programme funded through CashBack for Communities. It covers 2017/18, and will be followed by a report covering 2018/19, and a final report covering 2019/20 and the three years collectively.
- 1.2 This evaluation was undertaken by Research Scotland. This report on year one will:
- explore the reach of Barnardo's activity;
  - consider developments and progress; and
  - explore the impact of Barnardo's programmes.

## About Barnardo's

- 1.3 Barnardo's is the UK's largest children's charity. It focuses on six priority areas of early support, family support, emotional health and wellbeing, child sexual abuse and sexual exploitation, looked after children and leaving care. It aims to support stronger families, safer childhoods and positive futures for young people. In 2016/17 it worked with 7,800 young people across Scotland<sup>1</sup>.

## The Fit for Work programme

- 1.4 Barnardo's is delivering the Fit for Work programme funded by CashBack for Communities between 2017 and 2020. The programme provides intensive support to young people furthest from the labour market, with the aim of achieving and sustaining positive destinations.
- 1.5 The Fit for Work programme involves an eight week employability programme, running twice a year in each of five local authority areas. The local authority areas are Aberdeen, Dundee, Edinburgh, Highland and Renfrewshire. On completion of the course, young people have an award ceremony. Young people also receive one to one follow up support. Young people who progress to positive destinations are offered additional in-work support and guidance. Young people who do not immediately progress to a positive destination are offered aftercare employability support.
- 1.6 The five local authority areas were deliberately targeted to include communities in areas of deprivation. The Fit for Work programme focuses on areas that are deprived in relation to crime, income, education and health. This includes targeting within each local authority area, to focus on the most deprived

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<sup>1</sup> Impact Report 2017, Barnardo's

communities. Within each local authority area, Barnardo's has identified the most deprived communities (using the Scottish Index of Multiple Deprivation indicators).

- 1.7 The target group is young people aged 15 to 24 who are furthest from the work force – at stages one and two of the employability pipeline. The programme aimed to engage young people that were disadvantaged because they were:
  - living in areas of deprivation;
  - unemployed, not in education or training; or
  - at risk of being involved in antisocial behaviour, offending/re-offending
- 1.8 Each young person is assigned an employability mentor, who builds a relationship with them, provides guidance and supports progress towards outcomes. This mentor is a consistent point of contact throughout the programme.
- 1.9 The programme involves activities to improve young people's health and wellbeing, financial fitness, employability skills and supports volunteering.
- 1.10 Some young people are supported to achieve awards such as Personal Finance Award (SQA), Youth Achievement Awards or Employability Awards.

## **Agreed targets and intended outcomes**

- 1.11 Barnardo's has been allocated £564,548 of Phase 4 CashBack funding to deliver the Fit for Work programme during 2017/18, 2018/19 and 2019/20. In year one (2017/18) Barnardo's was allocated £167,248. The programme has stayed within its budget, with a total year one spend of £156,603.
- 1.12 CashBack funding is granted on the understanding that the programme will work towards agreed outcomes and outputs. Barnardo's 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**

- 225 (75%) of participants will increase their confidence
- 225 (75%) of participants are able to do new things
- 70% of other stakeholders report increased confidence and ability to do new things
- 195 (65%) of participants go on to do new things after their initial CashBack involvement

### **Outcome 2: Young people develop their physical and personal skills**

- 225 (75%) of participants will report an increase in their skills
- 70% of other stakeholders report skills increasing

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

- 240 (80%) of participants will report increased aspirations
- 165 (65%) of other partners report increased aspirations
- 240 (80%) of participants report positive changes in behaviour
- 70% of other partners' report perceived positive changes in behaviour

### **Outcome 4: Young people's wellbeing improves**

- 240 (80%) of participants make positive comments about wellbeing against SHANARRI indicators
- 70% of other 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**

- 240 (80%) of participants will access training
- 240 (80%) of participants will access learning (including staying on at school)
- 210 (70%) of participants will achieve positive destinations
- 150 (50%) of participants will gain employment or apprenticeships
- 30 (10%) of participants will progress to volunteering
- 30 (10%) of participants will progress to other provision

### **Outcome 8: Young people are diverted from criminal behaviour or involvement with the criminal justice system**

- 240 (80%) of participants report a reduction in antisocial and/or criminal behaviour

### **Outcome 9: Young people contribute positively to their communities**

- 30 (10%) of participants volunteering/taking on leadership role in community organisations
- 30 hours of volunteering contributed by participants
- 2 community focused awards gained by participants
- 210 (70%) of participants feel their contribution to community has improved

- 70% of other stakeholders' report young people's contribution/links with community improved through survey/questionnaire

## Evaluation method

1.13 The evaluation method for year one involved:

- **data analysis** – reviewing data collected by Barnardo's in relation to participants and reach (geographically, in relation to target groups, and protected characteristics);
- **staff views** - a session with key staff to discuss how the programme has developed, what has worked well, what could be improved, and outcomes delivered;
- **young people's views** – gathering views through a participant survey, administered by Barnardo's (which received 38 responses), and one focus group with five participants to explore initial views about the programme; and
- **stakeholder and partner views** – gathering views through a stakeholder survey administered by Research Scotland (which received ten responses from stakeholders in three local authority areas), and eight telephone interviews with partner organisations.

1.14 Stakeholders engaged through the survey were involved with the programme in different ways. Most stakeholders completing the survey were delivery partners. Others were referral partners, support workers or parents.

1.15 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.

## 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 participant engagement data recorded by Barnardo's, and information provided by 36 young people through a participant survey.

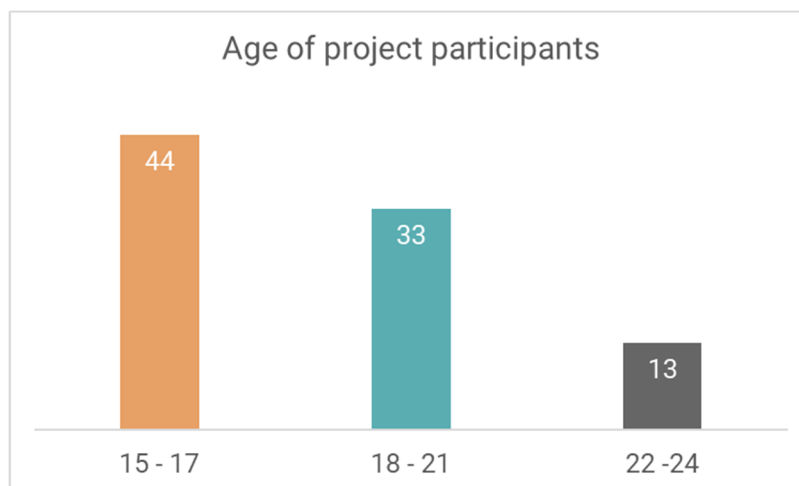
### Participation

#### Overall participation

- 2.2 Barnardo's aims to work with 300 young people aged 15 to 24, over a three-year period from 2017/18 to 2019/20. In year one, the project engaged with 90 young people. This is slightly under one third of the overall target. The programme was newly established in phase four of the CashBack programme, and therefore required some time to set up and begin engaging with young people in the early stages.
- 2.3 Of the 90 young people who started, 86 completed the programme.

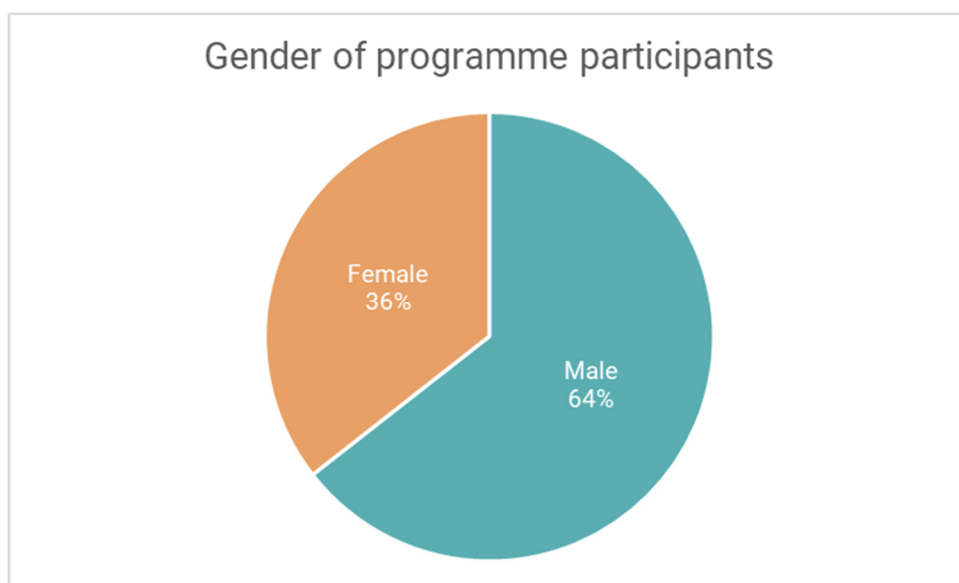
#### Participant age

- 2.4 Almost half (49%) of participants were aged between 15 and 17, 37% were aged 18 to 21 and the smallest group (14%) were aged 22 to 24.



### Participant gender

2.5 Of the 90 programme participants, 64% (58) were male and 36% (32) were female.



2.6 It is useful to note that a higher proportion of young men are unemployed and not in education or training. The most recent ONS statistics report that, UK-wide, an estimated 60% of unemployed young people are male, and 40% are female<sup>2</sup>. The profile of participants in year one is therefore close to that of the target demographic.

### Participant location

2.7 During year one, the programme worked with young people in:

- Aberdeen - 9
- Dundee - 18
- Renfrewshire – 19
- Edinburgh - 21
- Highland – 23.

2.8 Overall the profile of young people was youngest in Aberdeen and Highland, where a high proportion of participants were aged 15 to 17. The profile was slightly older in Dundee, Edinburgh and Renfrewshire.

### Deprivation

2.9 The programme targeted areas of deprivation – in relation to multiple deprivation and key indicators from the Scottish Index of Multiple Deprivation including deprivation relating to income, education, health and crime.

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<sup>2</sup><https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/unemployment/bulletins/youngpeoplenotineducationemploymentortrainingneet/march2018#total-young-people-who-were-neet>



- 2.10 Analysis of the postcodes for all 90 participants found that half of the project participants were from the 20% most deprived areas of Scotland. Almost all were in the 50% most deprived areas of Scotland.

<b>Datazone</b>	<b>Number</b>	<b>Percentage</b>
0 -20%	45	50%
21 -30%	13	14%
31 -40%	14	16%
41 -50%	8	9%
50% +	10	11%

### **Ethnicity**

- 2.11 Information on ethnic origin was gathered through the survey of participants. Of the 38 young people completing the survey, the majority, 95% identified as White Scottish/British. The remaining 5% were 'white other British', 'Asian, Indian Scottish or Indian British', 'Mixed ethnicity' or 'Preferred not to say'.

### **Profile**

- 2.12 Young people came to the programme through referrals and signposting from organisations including Skills Development Scotland, Prince's Trust, local authority employability teams, teams working with care experienced young people, NHS staff and third sector organisations.
- 2.13 Overall, staff at Barnardo's felt that the young people involved in the programme were at early stages on the employability pipeline and were often high risk. Staff felt that the focus on enjoyable activity for young people, partnership and a softer approach to engagement meant that they were engaging with young people that they may not have previously have seen.
- 2.14 Stakeholders (delivery and referral partners) agreed that the young people attending the programme had a range of characteristics which may make them vulnerable, excluded or face barriers to learning and employment. Referral partners indicated that young people referred included those not attending school; young people distant from employment; young people with significant challenges in their lives; young people on low incomes; young people with learning difficulties; and other vulnerable young people.

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"It is a preparatory programme, for young people who are most difficult to engage. Those who find it hard to sustain a programme, often because they have difficulties in their own lives."

Stakeholder (referral partner)

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## 3. Outcomes

### Introduction

3.1 This chapter explores how Barnardo's has progressed in relation to its intended outcomes. The information in this chapter is based on:

- surveys with 10 partners (from three local authority areas);
- surveys with 38 young people;
- interviews with 8 partners;
- one focus groups with five young people;
- data collected and analysed by Barnardo's; and
- a discussion with project staff.

### Outcome 1: Young people build their capacity and confidence

3.2 **Target<sup>3</sup>:** 75% of participants will increase their confidence.

3.3 **Achievement:** 92% of participants completing the survey said that they felt more confident, with over half (58%) reporting that they felt 'a lot' more confident, as a result of being involved in Fit for Work.

3.4 Many of the young people at the focus group discussion said that one of the main reasons for taking part in the programme was to build confidence and build routine. All felt it had helped with this, and one said it had helped a lot more than he thought it would.

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"I needed to build confidence in teams, get used to doing a whole day's work. I never used to go out... that makes you feel horrible and lazy. You want to go out but you don't."

Young person (focus group)

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"A few years ago thinking about work was really scary. Because of working with others. Now I feel I could totally do it."

Young person (focus group)

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"It has helped me speak to people. I have social life anxiety."

Young person (focus group)

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<sup>3</sup> 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.

3.5 **Target<sup>4</sup>:** 75% of participants are able to do new things.

3.6 **Achievement:** 97% of young people completing the survey said that they felt more able to do new things as a result of being involved in Fit for Work.

3.7 Young people responding to the survey said that they felt more able to try new things which they would not have tried before. Some young people also reported improvements linked to communication skills, such as speaking aloud in front of others or working in a team.

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“I feel able to try things like group work.”

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Young person (survey)

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3.8 **Target:** 70% of other stakeholders report increased confidence and ability to do new things among participants.

3.9 **Achievement:** 90% of stakeholders completing the survey felt that the programme had increased young people’s confidence.

3.10 Almost all stakeholders responding to the survey felt that the programme had increased young people’s confidence. One stakeholder felt that young people’s confidence was broadly the same – but did not give a reason for this.

3.11 Stakeholders reported changes in how young people engaged with others, built relationships, met new people, expressed themselves and used their own initiative.

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“Having confidence to try out new experiences and build relationships with people is vital to help them cope with a new job. There was evidence of an attitude change over a short period of time.”

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Stakeholder (delivery partner)

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“They seem more confident about themselves and where they want to go in the future. They seem more sure about what they want to get out of life.”

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Stakeholder (delivery partner)

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3.12 All stakeholders responding to the survey reported that young people were more able to do new things because of being involved in the programme. This included working together, communicating with others, having a willingness to try new things, tasks related to employability including job applications and

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<sup>4</sup> 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.

interviews, and an increased awareness of their skills and abilities and how these could transfer into employment or other situations.

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“They now have a general belief in themselves to go onto, for example, volunteering. Some were told they had no potential when they were leaving school.”

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Staff member

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“One girl wasn’t even getting out of bed. Now she’s got something to get up for.”

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Staff member

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- 3.13 **Target:** 65% of participants go on to do new things after their initial CashBack involvement.  
**Annual target:** 60 participants go on to do new things after their initial CashBack involvement.

- 3.14 **Achievement:** Data from Barnardo’s reporting scorecard indicates that 32 (36%) young people went on to do new things after their initial CashBack involvement.

- 3.15 However, wider data (reported under outcome 6 in this report) shows that 61% of young people went on to employment, apprenticeships, training, volunteering or other positive destinations. In addition, 75% of young people responding to the participant survey said that they were making a difference to, or getting on better in their community as a result of the programme. There is scope to consider how this data is reported, so that this target can be reported on in a meaningful way.

## **Outcome 2: Young people develop their physical and personal skills**

- 3.16 **Target<sup>5</sup>:** 75% of participants will report an increase in their skills.
- 3.17 **Achievement:** 89% of young people completing the survey reported that the programme had helped them to develop their skills.
- 3.18 Young people responding to the survey said they had developed a range of new skills, which were mostly around communication, literacy and team work. A few young people indicated that they had developed skills around critical thinking or future planning. And one young person said that they had developed new skills, but had also improved their existing skills.

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“I’ve learned to think more during tasks.”

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Young person (survey)

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<sup>5</sup> 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.

- 3.19 At the focus group discussion, young people found it difficult to point to specific skills that they had developed. Most felt that they had developed softer skills around confidence, positive activity, wellbeing and aspirations around work and volunteering.
- 3.20 In addition, data from Barnardo's reporting scorecard indicates that participants achieved 47 SCQF qualifications. Almost half (23) were achieved at SCQF level 3, with three at level 1, 11 at level 2 and ten at level 4.
- 3.21 **Target:** 70% of other stakeholders report skills increasing.
- 3.22 **Achievement:** All stakeholders (100%) responding to this question in the survey said that they felt the programme had helped young people to develop their skills.
- 3.23 Stakeholders highlighted skills developing around working together, taking the lead, communicating, listening and understanding the job market. Barnardo's staff also felt that young people were developing their life skills, for example around cooking and budgeting.

**Example:**

In two areas, participants have taken part in sessions around food, healthy diets and working with in the budget that you have. In one area, staff did an exercise where a group of young people had to compare the cost of a takeaway compared with buying something in the supermarket. This helped them to see how they could make more of the small amount of money they had.

**Example:**

The programme has included sessions focused on drugs, alcohol, sexual health and online safety, delivered to four Fit for Work cohorts.

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

- 3.24 **Target<sup>6</sup>:** 80% of participants will report increased aspirations.
- 3.25 **Achievement:** 97% of young people responding to the survey said that they felt their aspirations had increased as a result of the programme.
- 3.26 **Target<sup>7</sup>:** 80% of participants report positive changes in behaviour.
- 3.27 **Achievement:** 92% of young people responding to the survey said that they felt their behaviour had changed in a positive way as a result of their involvement in the programme.

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<sup>6,7</sup> 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.

- 3.28 Young people responding to the survey said that they felt more confident, motivated and willing to try things that would help them get a job. And one young person said that they felt calmer about work.

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“I am more determined to get on the right path and get a job that I love to support my family.”

Young person (survey)

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“Yes, I think before I act now.”

Young person (survey)

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- 3.29 Feedback from young people at the focus group also highlighted changes in behaviours and aspirations. A few young people said that previously they were not doing anything and not leaving the house.

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“I feel like I can get up and do things.”

Young person (focus group)

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“I was just doing nothing with myself.”

Young person (focus group)

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“It has given me opportunities I wouldn’t have had.”

Young person (focus group)

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- 3.30 **Target:** 65% of other partners report increased aspirations.

- 3.31 **Achievement:** All stakeholders responding to the survey said that they felt young people’s aspirations had increased as a result of the programme.

- 3.32 **Target:** 70% of other partners’ report perceived positive changes in behaviour.

- 3.33 **Achievement:** 100% of stakeholders responding to the survey said that they felt young people’s behaviour had changed in a positive way as a result of the programme.

- 3.34 Stakeholders highlighted changes in relation to respect (for self and others); developing a can do attitude and taking ownership of learning and development opportunities.

#### **Outcome 4: Young people’s wellbeing improves**

- 3.35 **Target<sup>8</sup>:** 80% of participants make positive comments about wellbeing against SHANARRI indicators.

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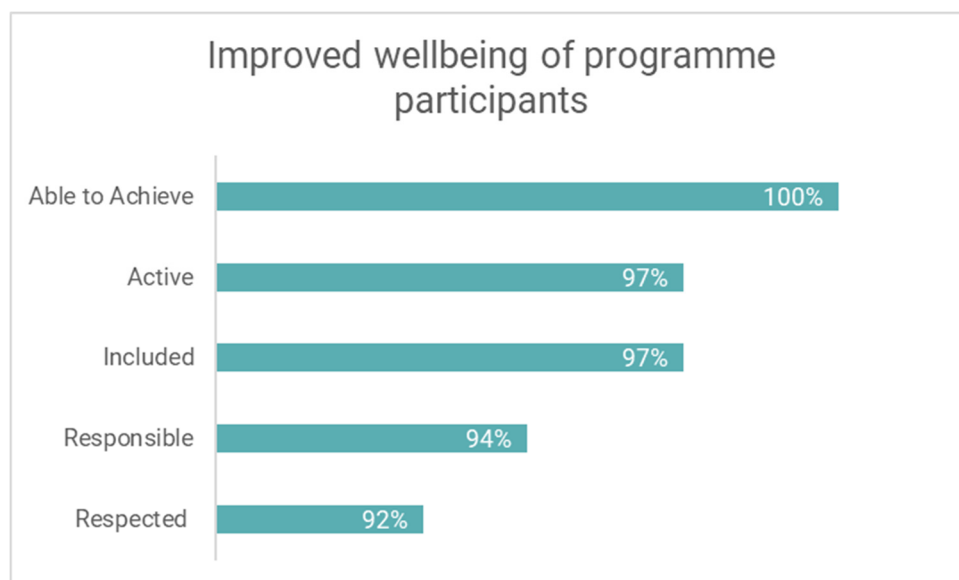
<sup>8</sup> This target was measured using data from the survey of young people, which was conducted with a sample of participants. As this sample was not large enough or broad enough to be representative, we have reported the achievements as a percentage, rather than a numerical figure.

3.36 **Achievement:** All young people (100%) reported improved wellbeing across at least one of the indicators.

3.37 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; and
- Included.

3.38 All participants felt that they were more able to achieve, and most felt more active, included, responsible and respected as a result of the programme.



3.39 In further commentary in the survey, one young person said that they felt more included in their community, through the programme's community-based activities. Another young person said that they noticed they were achieving more since coming on the programme.

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"It just makes me feel more wanted and liked."

Young person (survey)

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"More motivated, earning different scores in tests."

Young person (survey)

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3.40 And one young person indicated that they were becoming more responsible, and were thinking about how they could improve their skills to be more work ready.

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“I have always been well behaved and a good listener, but I think differently now for when it comes to working and I know now what it would be like.”

Young person (survey)

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- 3.41 **Target:** 70% of other partners will make positive comments about wellbeing against one of the relevant SHANARRI indicators.
- 3.42 **Achievement:** 80% of stakeholders responding to the survey reported positive changes in wellbeing across at least one of the SHANARRI indicators.
- 3.43 Similarly to young people, stakeholders reported 'a lot' of improvement in young people's ability to achieve. Stakeholders largely reported 'a little' improvement in relation to being active. The numbers of stakeholders providing a response to the other indicators (responsible, respected and included) were very low.

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

- 3.44 **Target:** 80% of participants will access training.  
**Annual target:** 56 participants will access training.
- 3.45 **Achievement:** Data from Barnardo's reporting scorecard indicates that 89% (80) of young people accessed training during the programme.
- 3.46 **Target:** 80% of participants will access learning (including staying on at school).  
**Annual target:** 56 participants will access learning (including staying on at school).
- 3.47 **Achievement:** Data from Barnardo's reporting scorecard indicates that 89% (80) of young people were involved in learning during the programme.
- 3.48 **Target:** 70% of participants will achieve a positive destination.  
**Target:** 99 participants will achieve a positive destination.
- 3.49 **Achievement:** 61% (55) of participants in year one activity have so far achieved a positive destination. Some young people continue to receive support, so it is likely that this figure will change over time.
- 3.50 The programme set an overall target for positive destinations, as well as targets for participants going into employment or apprenticeships; volunteering; and other destinations. While the programme did not set a target for participants returning to education, it has successfully supported a small number of young people to do so.

Progression to positive destinations					
Destination	Number achieved	Annual target	% achieved (of total participants)	Target	+/-
Employment/Apprenticeship	11	44	12%	50%	-38%
Volunteering	3	5	3%	10%	-7%
Training	35	50	39%	10%	+29%
Return to education	6	-	7%	-	-
<b>Total positive destinations</b>	<b>55</b>	<b>99</b>	<b>61%</b>	<b>70%</b>	<b>-9%</b>

3.51 Overall, the programme intended for half of all participants to go on to employment or apprenticeships. At this stage, the actual proportion is 12%. This is considerably below target. However, it is worth bearing in mind that:

- this proportion is for all 90 participants in year one, some of whom were still receiving support as at the end of 2017/18 and may subsequently progress into a positive destination;
- the programme is working with young people at the early stages of the employability pipeline, and deliberately taking a soft approach;
- a higher proportion have progressed to training than was initially anticipated; and
- other comparable programmes within the CashBack family, working with the same target group, have quite different targets in relation to employment and other positive destinations.

#### Example:

One young person was referred to the Fit for Work programme through an NHS partner. This young person had good social and verbal skills, but some issues with anxiety, dyslexia, comprehension and memory. The young person was involved in work around building confidence, team work and employment expectations. He was supported to apply for jobs, and has now been offered and accepted a part time job in a high street store. He reports feeling more confident and happy now he is in a stable job.

*Source: Barnardo's Case Study*

#### Example:

One young person was referred to the Fit for Work programme through another third sector organisation. This young person was the oldest of his siblings, and felt he had a responsibility to get a job. He has a moderate learning disability and struggled to understand and process information. He wanted to become more healthy, develop his employability skills and find a job. Through Fit for Work he was involved in a wide range of activities to improve confidence and self-awareness, including cooking, money management skills, CV building and interview skills. He developed more healthy behaviours and improved his social skills. He took part in a short placement with a Barnardo's retail store, which provided a valuable insight into the world of work. This environment helped him to learn, and to make mistakes. He received support to apply for suitable jobs, which over time

enabled him to make applications independently. He was offered and accepted a job at a fast food chain.

*Source: Barnardo's Case Study*

## **Outcome 8: Participants are diverted from criminal behaviour or involvement with the criminal justice system**

- 3.52 **Target<sup>9</sup>:** 80% of participants report a reduction in antisocial and/or criminal behaviour.
- 3.53 **Achievement:** 22% of young people responding to the survey said that they had been involved in antisocial or criminal behaviours. 75% of young people responding to the survey said that they felt they were making a difference, or getting on better in their local community, as a result of the programme. All stakeholders also reported that young people were less involved in this kind of behaviour because of the programme.
- 3.54 Some young people responding to the survey said that they felt they were not getting into fights or trouble with the police as much, and that they were less aggressive. One young person said that they felt this was because they had met new people through the programme.

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“I used to play loud music at home and slam doors, just being disrespectful at home, but now I never do this because of Fit for Work.”

Young person (survey)

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## **Outcome 9: Participants contribute positively to their communities**

- 3.55 **Target:** 10% of participants go on to volunteer/take on leadership role in community organisations.  
**Annual target:** 24 participants go on to volunteer/take on leadership role in community organisations.
- 3.56 **Achievement:** Data from Barnardo’s reporting scorecard indicates that 48 (53%) young people volunteered during the programme, and three (3%) young people went on after the programme to volunteer or took on a leadership role in their community.
- 3.57 Young people in the focus group felt that volunteering was a particularly enjoyable aspect and a real strength of the programme.

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“It was doing stuff. I loved it. It was hands on.”

Young person (focus group)

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- 3.58 **Target:** 30 hours of volunteering contributed by participants.

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<sup>9</sup> 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.

- 3.59 **Achievement:** Data from Barnardo's reporting scorecard indicates that, in total, young people contributed 1,090 hours of volunteering, an average of 23 hours per volunteer.
- 3.60 More than half (53%) of young people volunteered while they were on the programme. This means that young people contributed an average of 23 hours per person who volunteered (up to March 2018). It is possible that this may increase as young people continue their involvement in the programme over time.
- 3.61 **Target:** 2 community focused awards gained by participants.
- 3.62 **Achievement:** 33 young people received either the Youth Achievement Award or the Dynamic Youth Award, both of which have a community focus.
- 3.63 **Target<sup>10</sup>:** 70% of young people feel their contribution to community has improved.
- 3.64 **Achievement:** 75% of young people responding to the survey said that they felt they were making a difference, or getting on better in their local community, as a result of the programme.
- 3.65 Young people responding to the survey said they felt more involved in their community as they were getting out of their houses more. They reported that the programme had helped them participate in community-based activities, such as helping at a local nursing home and volunteering in shop. One young person said that they had been searching for employment and opportunities in their local area.

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"Painted a summerhouse for a nursing home and they all loved it and made us feel special."

Young person (survey)

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"I have left my house more and been more involved with seeing friends because of Fit for Work."

Young person (survey)

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**Example:**

In one area, young people got involved in a care home as one participant was interested in getting experience of the care industry. This led to some volunteering activity, involving five groups of young people. Young people ran activities such as arts, baking or gardening with the care home residents, helped with painting, and have accompanied them to fundraising activities.

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<sup>10</sup> 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.

- 3.66 **Target:** 70% of other stakeholders' report young people's contribution/links with community have improved.
- 3.67 **Achievement:** 90% of stakeholders responding to the survey felt that young people were making a difference and getting on better in their local community, as a result of the programme.
- 3.68 Stakeholders reported that through volunteering, young people were interacting with young people from all areas of life, taking part in meaningful opportunities and contributing to their community.

## 4. Partnership work and programme delivery

### Introduction

- 4.1 This chapter explores views on the programme operation, in terms of partnership and programme delivery. Two case studies on partnership working are also included as Appendix One.

### Partnership working

- 4.2 The Fit for Work programme is delivered in partnership with a range of local and national organisations, which deliver specialist elements of the support – for example around healthy eating, physical activity or financial fitness.
- 4.3 Delivery partners felt that the co-delivery approach worked very well. Delivery partners felt well supported and highlighted that there was good communication between sessions. While most delivery partners were already working with similar target groups, one partner said that they had useful assistance and advice about how to engage with the young people. Just one delivery partner had a suggestion for improvement – that they would like to work with young people for a longer period of time within the group in the future.

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“It has been a wonderful partnership.”

Stakeholder (delivery partner)

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- 4.4 Referral partners were also very positive about the joint working arrangements. Partners liked the flexibility of the programme, and the regular communication. Partners highlighted that staff would come out and meet young people at their school, chat on the phone as needed, and take a person centred approach to engaging with young people. One also said that people (partners and young people) know the name Barnardo's, which helps get people on board.

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“I have a great relationship with [Barnardo's staff]. It is so good. They are so accommodating, they will make early meetings, they are really willing to work with the young person.”

Stakeholder (referral partner)

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“We have shared values, shared experience and a focus on employability.”

Stakeholder (referral partner)

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- 4.5 Delivery partners highlighted that there were benefits for their own organisation too. One partner said it helped his individual skills and confidence around working with groups of young people. Another said it helped to build inter-

generational links, which was good both for older and younger people. Some highlighted that the volunteers had been very beneficial – helping to improve facilities or undertake important service delivery tasks.

- 4.6 Barnardo's staff felt that the focus on wider health, physical activity, wellbeing and softer skills had also helped them to engage with a wider group of partners.

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"It offers a good crossover as it includes youth work and employability work."

Staff member

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- 4.7 However, staff indicated that there had been some issues identifying the right delivery partners in some areas and for some elements of the course. For example, there's been a particular issue with identifying partners to help with the financial fitness element. In some instances Barnardo's staff have had to deliver this element themselves.

- 4.8 In one discussion group with young people, many of the young people had heard about the programme through a CashBack partner - The Prince's Trust.

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#### **Example: Evidence of impact**

Staff in one area have been working to build up evidence of the impact of the programme, to help to promote the programme with local organisations, referral partners and young people in the future.

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## **What works**

- 4.9 Overall, young people, stakeholders and staff were very positive about the programme. Young people were very positive, and participants in the focus group particularly highlighted how much they enjoyed the volunteering element.

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"Everything was amazing. Thank you."

Young person (survey)

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"It is a fantastic programme."

Stakeholder (referral partner)

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- 4.10 The key strengths, mentioned across all groups, were the holistic, person centred approach, and the flexibility of the programme.

### **The holistic approach**

- 4.11 Stakeholders were very positive about the holistic approach taken by the programme, focusing on developing young people's confidence and softer skills. Some particularly liked that there was not a strong focus on accreditation, and that the aims set with each individual young person were



achievable. Stakeholders felt that this was the right approach to take with young people who are distant from employment.

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“They are a great partner for us. We work with a lot of employability programmes but Fit for Work is the most holistic. This seems like the correct approach for young people with multiple barriers.”

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Stakeholder (delivery partner).

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“It is person centred, holistic – a softer approach. It is more tolerant, more inclusive for children with barriers.”

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Stakeholder (delivery partner)

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- 4.12 Young people also valued this approach, feeling that Barnardo’s staff and delivery partners were helpful, friendly, non-judgemental, encouraging and went out of their ways to help across different areas of their lives.

**Example:**

One young person received help to go to the JobCentre to talk about her benefits, and another got help when she was having problems doing her shopping. Another got help with getting another birth certificate, and the financial support to pay for this. This was a very important step for him to get a job, and without the help from the staff member he felt this would have been a big barrier to employment.

**Flexibility**

- 4.13 Stakeholders emphasised how much they valued the flexibility of the programme. They felt that this was particularly important for the target group, which often involved young people not engaging in any activity at all – whether that was school, training or working. Stakeholders valued that the programme could develop according to the needs of the young person, and that young people had options and could choose what they did.

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“The flexibility of the programme has been great. One young person finds it hard to turn up, but engaged with the programme.”

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Stakeholder (referral partner)

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“One of the young people I have been working with for two years. They drift in and out of things. But they have been really engaged. This must be because of the support they are getting.”

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Stakeholder (referral partner)

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“She was able to start at a pace that suited her.”

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Stakeholder (referral partner)

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4.14 Barnardo's staff also felt that the Fit for Work programme was less formal than other programmes that they have delivered.

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"The programmes we have delivered now and in the past focus on employability and workplace. But this programme has been less formal and has introduced a wider range of activities. We're working on mental wellbeing... physical activity... it's more flexible."

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Staff member

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"The flexibility. This has worked very well... The flexibility means you can really respond to the group."

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Staff member

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### Example: Flexible delivery

Participants in one group needed more one to one support. This was partly due to group dynamics, as they all knew one another, and partly due to the high risk nature of the group. Importantly, staff were able to respond to this need and deliver the programme in a different way.

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## Areas for improvement

4.15 Most young people responding to the survey said there was nothing that they would change about the programme. Most stakeholders also felt that there was nothing they would like Barnardo's to change about the Fit for Work programme, and that it was just important to continue the programme.

4.16 The only suggestions from young people were that the programme could run over more days a week, or could run for a longer period of time. A few young people said that they would like the programme to start a bit later, or to change the meeting points for the group. One young person said that they would like the groups to be larger.

4.17 One young person felt it would have been better if everyone met up at the same place each day. There have been various meeting points depending on where the group was going. However, others said it made sense to meet in different places, and that it saved them travelling time.

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"It's only 2 days per week, I feel like it would help if it was more than that."

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Young person (survey)

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4.18 One stakeholder felt that it would be useful to increase the frequency of trial days within the workplace. Another would like to know more about the other work that Barnardo's does.

4.19 Staff highlighted that there were some areas of the programme which may need further development or refinement, including:

- identifying the right partners to deliver the programme – such as the financial fitness element;
- exploring the best types of award and accreditation to offer – to fit with individual pathways;
- refining the target age group for the programme;
- identifying volunteering opportunities – at organisations which can provide consistently meaningful and challenging volunteering opportunities within the programme; and
- continuing to develop partnerships – building on early connections, to engage more partners across all the target local authority areas.

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“It takes work to open new pathways.”

Staff member

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## **5. Conclusions**

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### **Introduction**

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

### **Programme reach**

- 5.2 In year one, Barnardo's has set up the Fit for Work programme and engaged 90 young people. Almost all (86) have completed the programme. Most (64%) were male. Participants were engaged from the five target local authority areas for the programme.

### **Progress towards intended outcomes**

- 5.3 The programme has demonstrated good progress towards almost all of its outcomes, as outlined below.

<b>Progress towards CashBack outcomes and targets for Phase 4</b>	
<b>Outcome 1: Young people build their capacity and confidence</b>	The programme has exceeded its target for increasing the confidence of participants. Young people and stakeholders agree that confidence is increasing and young people have increased ability to try new things.
<b>Outcome 2: Young people develop their physical and personal skills</b>	The programme has exceeded its target for increasing the skills of young people. Particular skills around communication, team work, literacy, critical thinking and future planning.
<b>Outcome 3: Young people's behaviours and aspirations change positively</b>	The programme has exceeded its target for positively changing young people's behaviours and aspirations. Young people feel motivated, willing to try new things and are engaging in positive activity.
<b>Outcome 4: Young people's wellbeing improves</b>	The programme has exceeded its target for improving wellbeing, with young people and stakeholders seeing particularly positive outcomes around young people being able to achieve.
<b>Outcome 6: Young people participate in activity which improves their learning, employability and employment options</b>	The programme has exceeded its targets relating to participants accessing training and learning. It is slightly below target for participants achieving positive destinations, particularly employment. It may be useful to review the targets set for supporting young people into employment, which appear high.
<b>Outcome 8: Young people are diverted from criminal behaviour or involvement with the criminal justice system</b>	The programme has supported young people to feel that they are making a difference to or getting on better in their local community. However, information to measure the proportion of people reporting a reduction in antisocial behaviour or criminal behaviour is not available for year one – and this will be amended for future years.
<b>Outcome 9: Young people contribute positively to their communities</b>	The programme has supported many young people to volunteer within the programme, with an average of 23 hours per volunteer. However, fewer than projected have gone on to volunteer or take up leadership roles in community organisations after completing the programme.

## Recommendations

- 5.4 This is the first year of evaluating the newly formed Fit for Work programme. While evidence about progress towards outcomes is clear and positive in most areas, it would be worth considering:
- methods to simply record information on the characteristics of young people coming to the programme – for example factors such as disability, looked after children, homelessness, engagement with the criminal justice system, mental health needs;
  - the target under outcome one of ‘65% of participants going on to do new things after their initial CashBack involvement’ requires review to ensure that data is reported meaningfully against this target; and
  - slightly amending the participant survey to include the question about whether antisocial or criminal behaviour has reduced (this was missed in for year one).
- 5.5 It would also be useful throughout year two to review the balance of participants, to ensure the programme is reaching the target group, including considering:
- the overall number of participants – to ensure that reach is accelerating, and the programme is on track to meet its overall target for participants;
  - the balance between male and female participants – to build on the positive balance achieved in year one; and
  - the spread across local authority areas – to ensure that participants are spread across the five areas, or there is a clear rationale for focusing more on some local authority areas than others.

## **Next steps**

- 5.6 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**

- data analysis;
- five focus groups with young people (one carried over from year one);
- 24 telephone interviews with young people;
- six case studies on young people’s experiences (based on 6 of the 24 telephone interviews); and
- a focus group with staff.

### Year 3

- two case studies on young people's experiences;
- a focus group with staff; and
- data analysis and final reporting across all three years.

## **Appendix One: Partner Case Studies**

### **Barnardo's Case Study - Partnership work with Cradlehall Care Home**

Barnardo's Fit for Work programme works with a range of local organisations and groups to develop volunteering or work experience opportunities for young people, and make a positive opportunity in the community. This case study explores one of these relationships, with Cradlehall Care Home in Inverness.

#### **About Cradlehall Care Home**

Cradlehall Care Home in Inverness is home to fifty residents. It provides specific support for people with a range of needs, including for people with dementia, nursing care needs and learning disabilities. The home actively works with local projects and organisations – such as schools and nurseries – to build connections between residents and the local community.

#### **What Fit for Work did**

The Wellbeing Coordinator at Cradlehall was initially approached by a member of Barnardo's staff to talk about opportunities for a young person who was interested in gaining experience in the care sector. This led to a discussion about potential joint activities, and opportunities that would benefit both young people and residents.

Since May 2017 five groups of young people participating in the Fit for Work programme have participated in activities within the care home. Groups varied in size from two to eight young people. The Fit for Work participants have run a range of activities with residents, including arts, gardening and cooking sessions. Residents from the care home recently attended a charity coffee morning with Fit for Work participants. And a group of young volunteers from the programme came and painted the summerhouse.

#### **Experience of partnership working**

A representative from Cradlehall was very positive about the partnership with Barnardo's which they felt had brought mutual benefits.

Over time working with each other, Barnardo's and care home staff have got to know what works well, and how to plan effectively together. A representative from the Care Home explained that they now make detailed plans for sessions so that expectations are clear, and support is in place.

"We have a plan in advance. . . so we can talk to residents about it."



The relationship between Cradehall and Barnardo's staff has worked very well, with ideas and relationships evolving over time. Those involved hope that the relationship continues into the future.

### **Impact of the partnership**

A representative from Cradlehall emphasised the benefits of involving young people from the Fit for Work in the care home. The engagement has created a positive link for residents, with the local community, and younger people. Conversations with people from outside the home are immensely beneficial to residents.

"It is bringing the community . . . and vitality . . . into your home."

On the other hand, the residents have been able to offer opportunities for young people to develop the skills they need to become more work ready, and this is very important. Staff saw a change in young people in terms of their confidence, communication and social skills in the care home setting. Several of them organised and led activities really well with the older people, and spoke and worked alongside them comfortably.

The contribution from the Fit for Work participants has been a valuable resource, in terms of organising activities and painting the summerhouse, which might not have happened otherwise.

"A young person came into bake with the residents. . . it was lovely."

"They transformed it."

## **Barnardo's Case Study – Referral partnership with East Renfrewshire Council's Family Firm project**

Barnardo's Fit for Work programme receives referrals from a range of organisations that work with young people. Promoting new referral relationships has been a key area of work for Fit for Work staff in the first year of Phase 4 delivery.

This case study explores one of these relationships, with the Family Firm project delivered by East Renfrewshire Council. The case study is based on an interview with a staff member from the project.

### **About the Family Firm project**

The Family Firm project supports employability for care experienced young people. The programme is based within the Council's economic development team. Care experienced young people experience a range of challenges which can make it more difficult for them to become work ready, secure a job or volunteering position, or sustain this.

### **Referral relationship**

Before the Fit for Work programme began, there was a joint project between East Renfrewshire Council and Barnardo's focusing on care experienced young people. Fit for Work staff approached the Council to introduce the programme, and this led to referrals being made.

Because the programme is relatively new, only three referrals have been made so far. Outcomes have varied, but this very much reflects the significant challenges faced by looked after young people, and the young people the Fit for Work programme aims to engage with.

### **Experience of partnership working**

A Family Firm representative spoke of the benefits of working with Barnardo's as a referral partner. They felt both programmes had strong shared values and focus, and that this was reflected in staff attitudes towards young people.

"We have shared values, shared experience, and focus on employability."

The Family Firm representative also felt there are benefits to working with Barnardo's because of the good reputation the organisation has with young people and others. This means the Fit for Work programme is seen as reputable, which may help with promotion and engagement.

There are a number of particular strengths of the Fit for Work programme, in meeting the needs of looked after young people. This includes:

- **The flexibility of the programme** – support and learning can be adapted to respond to the needs and challenges each young person faces, rather than prescribing a ‘one size fits all’ approach. This often isn’t the case with employability programmes.
- **The approach of staff** – who built a strong relationship with the Family Firm Coordinator, and ensured regular updates and open channels of communication.
- **The broad approach to support** – the programme focuses on supporting young people with a wide range of barriers. For example, one young person received a lot of support around their benefits.
- **The practical and engaging nature of the programme** – which seems to be encouraging active participation. For example, one young person who has been very disengaged in previous programmes attended really well.
- **The strong emphasis of team work, social development, literacy and numeracy** – which is particularly important for looked after young people.

“The flexibility of the program has been great.”

“One of the young people I have been working with. . . they drift in and out of things. But they have been really engaged [in the Fit for Work programme] - this must be because of the support [they are] getting.”

“It is essential to get out of the classroom . . . young people vote with their feet.”

## **Future relationship**

The relationship between the two programmes is still in its early stages, but the representative from the Family Firm project hopes to refer more young people to the programme in the future. There hasn’t been the opportunity to experience the follow-up support from Barnardo’s staff, but this is something that is important.

## Appendix 1: Table of year one targets and indicative performance

The table below brings together data recorded by Barnardo's for individual participants, with survey data. 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 90, with a confidence level of 95% and a 5% margin of error, we would need a sample size of at least 74.

As discussed in the body of the report (which mainly explores actual recorded figures, and percentages from the surveys), Barnardo's has performed well across most outcomes. The annual target is broadly based on the assumption that Barnardo's would engage with approximately 100 young people each year. In year one, the programme engaged with 90 young people.

	Three-year target	Annual target (from Scorecard)	Evaluation evidence for 2017-18	Equivalent to . . . <sup>11</sup>	Indicative performance in relation to target numbers <sup>12</sup>
<b>Outcome 1: Young people build their capacity and confidence</b>	225 (75% of the agreed overall target of 300 participants) participants will increase their confidence/capacity	<b>65</b>	92% of young people responding to the survey said that they felt more confident	Estimated 83 young people (92% of 90)	+17% in % terms +18 in numerical terms
	225 (75%) young people will report they are able to do new things	<b>65</b>	97% of young people responding to the survey said that they felt able to do new things	Estimated 87 young people (97% of 90)	+22% in % terms +22 in numerical terms
	70% of other stakeholders report increasing confidence	<b>70%</b>	90% of the stakeholders responding to the survey felt that the		+20%

<sup>11</sup> For targets based on the participant survey data, this column shows the projected number of the 90 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 was small (38), and may not be representative in terms of its profile of participants. For targets based on actual recorded data, this column shows actual figures.

<sup>12</sup> This column brings together actual recorded data on participant outcomes, with figures projected based on the survey.

			programme had increased young people's confidence		
	195 (65%) young people go on to do new things after their initial CashBack involvement	<b>60</b>	Barnardo's reports that 32 young people went on to do new things	36% (32 of 90 participants)	-29% in % terms -28 in numerical terms
<b>Outcome 2: Young people develop their physical and personal skills</b>	210 (70%) young people will increase personal skills, achieving accredited learning	<b>60</b>	Barnardo's reports that 30 young people achieved accredited learning	33% (30 of 90 participants)	-37% in % terms -30 in numerical terms
	225 (75%) participants will report an increase in their skills	<b>65</b>	89% of young people completing the survey reported that the programme had helped them to develop their skills	Estimated 80 young people (89% of 90)	+14% in % terms +15 in numerical terms
	70% of other stakeholders report increased skills in young people	<b>70%</b>	100% of stakeholders responding to the survey felt the programme had helped young people develop their skills		+30%
<b>Outcome 3: Young people's behaviours and aspirations change positively</b>	240 (80%) participants will report increased aspirations	<b>70</b>	97% of young people responding to the survey reported increased levels of aspiration	Estimated 87 young people (97% of 90)	+17% in % terms +17 in numerical terms
	65% of other stakeholders report increased aspirations	<b>65%</b>	100% of stakeholders completing the survey reported that young people showed increased aspirations		+35%

	240 (80%) participants will positively change behaviours	<b>70</b>	80% of young people responding to the survey report positive changes in behaviour.	Estimated 72 young people (80% of 90)	Met target in % terms +2 in numerical terms
	70% of stakeholders report perceived positive changes in behaviour	<b>70%</b>	100% of stakeholders completing the survey said that they had noticed a positive change in young people's behaviour		+30%
<b>Outcome 4: Young people's wellbeing improves</b>	240 (80%) participants will improve wellbeing.	<b>70</b>	100% of young people reported improvements in wellbeing in at least one of the SHANARRI indicators explored in the survey	Estimated 90 (100% of 90)	+20% in % terms +20 in numerical terms
	70% of other stakeholders will make positive comments about wellbeing against one of the relevant SHANARRI indicators	<b>70%</b>	80% stakeholders responding to the survey had noticed an improvement in at least one of the indicators		+10%
<b>Outcome 6: Young people participate in activity which improves their learning, employability</b>	210 (70%) participants will progress to a positive destination	<b>99</b>	Barnardo's recorded that 55 young people achieved positive destinations	61% (55 of 90 participants)	-9% in % terms +44 in numerical terms
	240 (80%) young people will access training	<b>56</b>	Barnardo's reported that 80 young people progressed to training	89% (80 of 90 participants)	+9 in % terms +24 in numerical terms
	240 (80%) young people will access learning (including staying on at school)	<b>56</b>	Barnardo's reported that 80 young people accessed learning	89% (80 of 90 participants)	+9 in % terms +24 in numerical terms

<b>and employment options</b>	150 (50%) of young people will gain employment or apprenticeship	<b>44</b>	Barnardo's reported that 11 young people gained employment	12% (11 of 90 participants)	38% in % terms -33 in numerical terms
	30 (10%) young people volunteering following completion of programme	<b>5</b>	Barnardo's reported that 3 young people progressed to volunteering	3% (3 of 90 participants)	-7% in % terms -2 in numerical terms
	30 (10%) of young people will progress into training	<b>50</b>	Barnardo's reported that 35 young people progressed to training	39% (35 of 90 participants)	+29 in % terms -15 in numerical terms
<b>Outcome 8: Young people are diverted from criminal behaviour or involvement with the criminal justice system</b>	240 (80%) of young people report a reduction in antisocial and/or criminal behaviour	<b>40</b>	75% of young people responding to the survey said that they felt they were making a difference, or getting on better in their local community	Estimated 68 young people (75% of 90)	-5% in % terms +28 in numerical terms
<b>Outcome 9: Young people contribute positively to their communities</b>	30 (10%) of young people volunteering/taking on leadership role in community organisations	<b>24</b>	Barnardo's reports that 3 young people went on to volunteer or take a leadership role in their community	3% (3 of 90 participants)	-7% in % terms -21 in numerical terms
	30 hours of volunteering contributed by young people	<b>1,500</b>	Barnardo's reports that in total, young people contributed 1,090 hours of volunteering		-410 hours

	2 community focused awards gained by young people		Barnardo's reports that 33 young people received either the Youth Achievement Award or the Dynamic Youth Award, both of which have a community focus.		+31 awards
	210 (70%) of young people feel their contribution to community has improved	<b>60</b>	75% of young people responding to the survey said that they felt they were making a difference, or getting on better in their local community	Estimated 68 young people (75% of 90)	+5% in % terms +8 in numerical terms
	70% of other stakeholders' report young people's contribution/links with community improved	<b>70%</b>	90% of stakeholders responding to the survey felt that young people were making a difference and getting on better in their local community		+20%