
Barnardo's Evaluation of Phase 4 of CashBack supported activity

Year 2: May 2019

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1. Introduction

About this report

This is an evaluation of the second year of Barnardo's Fit for Work programme (2018/19) funded through CashBack for Communities.

About Barnardo's

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.

The Fit for Work programme

Barnardo's is funded by CashBack for Communities to deliver the Fit for Work programme 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.

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.

The five local authority areas were deliberately targeted to include communities in areas of deprivation. The programme focuses on areas that are deprived in relation to crime, income, education and health. This includes targeting within each area to focus on the most deprived communities (using the Scottish Index of Multiple Deprivation indicators).



The Fit for Work programme involves activities to improve young people's health and wellbeing, financial fitness, employability skills and supports volunteering. Some young people are supported to achieve awards such as Personal Finance Award (SQA), Youth Achievement Awards or Employability Awards.



Young people also receive one to one follow up support. Those who progress to positive destinations are offered additional in-work support and guidance. Those who do not immediately progress to a positive destination are offered aftercare employability support. 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.

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.

Agreed targets and intended outcomes

Barnardo's was allocated £564,548 of Phase 4 CashBack funding over 2017 to 2020.

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 – 2017 to 2020

Outcome 1: Young people build their capacity and confidence

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

Outcome 2: Young people develop their physical and personal skills

- 225 (75%) 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%) will report increased aspirations
- 165 (65%) of other stakeholders report increased aspirations
- 240 (80%) report positive changes in behaviour
- 70% of other stakeholders report perceived positive changes in behaviour

Outcome 4: Young people's wellbeing improves

- 240 (80%) make positive comments about wellbeing against SHANARRI indicators
- 70% of other partners will make positive comments about wellbeing against relevant SHANARRI indicators

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

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

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

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

Outcome 9: Young people contribute positively to their communities

- 30 (10%) volunteer or take on leadership role in community organisations
- 30 hours of volunteering contributed by participants
- 2 community focused awards gained by participants
- 210 (70%) feel their contribution to community has improved
- 70% of other stakeholders' report young people's contribution/links with community improved

Evaluation method

The evaluation method for year two involved:

- **analysis of project monitoring data** – on participation and outcomes
- **a staff discussion group** – involving 8 staff members
- **a survey of young people** – with 37 responses
- **telephone interviews with young people** – involving 12 young people
- **five focus groups with young people** – involving 24 young people
- **a survey of stakeholders** – with 8 responses.

Where possible, we have reported progress against targets as a numerical figure. Some outcomes have been measured through surveys which were conducted with a 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.

Participant profile

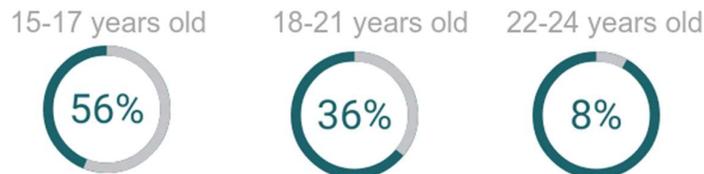
Age

The project targeted young people aged 15 to 24. Most of the young people the project has worked with are aged 15 to 17. In 2018/19, the age profile of participants was slightly younger than in 2017/18.

Year 1, 2017/18



Year 2, 2018/19



Overall, most staff were happy with the current age group and felt the programme was flexible enough to respond to the needs of participants no matter what age they were. In some groups, staff highlighted that older participants could leave a positive impression on younger participants.

“I don’t mind the 15 to 24 age range, it works really well, they can teach each other different things.”

In one area, a few participants towards the upper end of the age group felt that the programme worked best for younger participants.

Some staff felt that there was scope to include young people who were in education, but were not engaging, or were planning to leave part way through the year. Often these pupils were disruptive in school, and schools struggled to engage with them. Staff said that it might be worth reviewing the target group to ensure these young people can also be included.

“We are often asked by schools to work with 15 year old pupils who do not want to engage with school.”

Gender

Across both years of the Fit for Work programme, around two thirds of participants have been male and a third female. A small proportion have defined as non-binary. The proportion of female participants increased slightly in 2018/19.



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 (February 2019) report that UK-wide an estimated 61% of unemployed young people not in education, employment or training are male, and 39% are female¹. The profile of participants is therefore very close to that of the target demographic.

In some areas there have been a high number of female participants. In one area, a high proportion of women were recruited through working closely with school careers advisors. However, some staff have found it challenging to recruit young women. Staff wondered whether it may be worth exploring:

- the name of the programme – which some staff felt may be associated with physical fitness, rather than readiness for work;
- female only groups – targeting young women; and
- ensuring female staff and role models are involved in running the programme.

“Language is crucial, it is maybe time to look at the Fit for Work branding to see if it still appropriate.”

Location

The Fit for Work project operated in five local authority areas – with between 20 and 46 participants in each area across 2017/18 and 2018/19.

Area	Year 1	Year 2	Total
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¹

<https://www.ons.gov.uk/employmentandlabourmarket/peoplenotinwork/unemployment/bulletins/youngpeoplenotineducationemploymentortrainingneet/february2019>

	2017/18	2018/19	
Aberdeen	9	11	20
Dundee	18	20	38
Renfrewshire	19	20	39
Edinburgh	21	22	43
Highland	23	23	46
Total	90	96	186

Deprivation

The programme targeted areas of deprivation. Overall, more than half of participants over the two years have been from the 20% most deprived areas in Scotland. Almost all participants have lived in the 50% most deprived areas of Scotland. However, there was a very slight increase in participants from less deprived areas in 2018/19.

Datazone	Year 1 2017/18	Year 2 2018/19	Total %
SIMD Deciles 1 and 2 <i>Most deprived 20% in Scotland</i>	50%	51%	52%
SIMD Decile 3	14%	15%	16%
SIMD Decile 4	16%	13%	12%
SIMD Decile 5	9%	6%	8%
SIMD Deciles 6 to 10 <i>Least deprived 50% in Scotland</i>	11%	15%	12%

Profile

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.

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 they were reaching their target group of young people from disadvantaged backgrounds who were not in education, employment or training, often had chaotic lives and had to deal with a range of personal issues and barriers.

"The young people that we work with are often very vulnerable."

"We tend to get the most challenging young people referred to us."

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.

3. Outcomes

This chapter explores the impact Barnardo's Fit for Work programme has had on young people, focusing on the outcomes it intended to bring about. These are:

- [Young people build their capacity and confidence](#)
- [Young people develop their physical and personal skills](#)
- [Young people's behaviours and aspirations change positively](#)
- [Young people's wellbeing improves](#)
- [Young people participate in activity which improves their learning, employability and employment options](#)
- [Participants are diverted from criminal behaviour or involvement with the criminal justice system](#)
- [Participants contribute positively to their communities](#)



Young people build their capacity and confidence

Barnardo's wanted to see participants increasing their confidence and going on to do new things. This was measured quantitatively, through the following targets:

Indicator	Target	Actual	
		Year 2	Year 1 comparison
Participants will increase their confidence	75%	91%	92%
Participants are able to do new things	75%	97%	97%
Participants go on to do new things	65%	88%	36%
Stakeholders report increased confidence and ability to do new things	70%	100%	90%

Almost all survey respondents said that the programme had increased their confidence and that they were able to go on to do new things – well above target. All stakeholders (referral and delivery partners) also reported increased confidence among the young people they worked with.

The proportion of participants actually going on to do new things is also above target. Data from Barnardo's reporting scorecard indicates that 84 young people (88%) went on to do new things through obtaining positive destinations after their initial CashBack involvement. This is a significant increase from Year 1, partly due to changes in how this indicator is recorded and monitored.

Young people's views

Increasing confidence was a key outcome of the Fit for Work programme for many participants. Through discussions and survey responses, young people told us that their confidence had increased.

“I am more confident.”

“It's definitely improved my confidence in terms of how it used be.”

“Definitely more confident than I was before.”

The main thing young people said they felt more confident about was around meeting new people, talking to people and communicating. Young people had developed their social confidence, and gave examples of:

- being able to talk in a group;
- being more comfortable around other people; and
- being less socially anxious.

“I can start a conversation with a group of new people.”

“It's been like a boost to my social skills.”

“I was really socially anxious before but now it’s made me more comfortable around other people.”

“I feel I could definitely talk to more people now.”

Young people also gave examples of being more confident in different situations, such as travelling and using public transport.

Because of having more confidence, many young people said they were able to try new things and were more open to new opportunities.

“I’m a bit more confident and am now able to speak to people. I have a college interview at the end of the month.”

“I’m happier trying new things.”

“I tried breakout games which was new for me, and after the course I’m away to do a work placement which is new for me.”

“I think I’m more open to take more opportunities than before.”

Staff and partner views

Staff also indicated that they had seen confidence develop among Fit for Work participants. A few said that sometimes young people can spend a lot of time at home, often on the computer, and that coming to meet other people helped to build confidence and break down barriers.

“Group work helps them to build their confidence.”

“They get a lot from peer learning, as they are not so isolated.”

Delivery and referral partners said that the young people they worked with had seen increases in confidence since participating in Fit for Work. Stakeholders felt that young people were more confident about trying out new things, working with other people, empathising with others and being independent. Stakeholders also felt that young people seemed more confident about their future.

“They looked more confident in the group setting on their final presentation. They participated fully in the programme. They seemed more confident about their future.”

“Attending unfamiliar places with less apprehension. Talking to new people and taking part in activities which they normally would have avoided.”

Case study example: confidence

Maria is a 16 year old who found out about the Fit for Work programme through school. She has now left school. She joined the programme as it seemed a better choice than being at school, and she hoped it would prepare her for college.

Through the programme, Maria learned how to look after herself and get ready for work. She also learned a lot about team building. Through the programme, she volunteered at Shelter, which helped her with confidence a great deal.

Maria feels that she has definitely changed since starting the programme, particularly in terms of her confidence. She feels more confident, more able to do new things, more motivated and healthier.

“I’m better than I was before. I can be anxious.”

In the future, Maria would like to go to college to do a childcare course. Overall, she felt Fit for Work encourages people to socialise and builds their confidence. She found the course friendly and liked how the sessions were run.

"It's a really good option to help people get to the next stage of what they want to do."

Young people develop their physical and personal skills

In 2018/19, 94% of young people completing the survey reported that the programme had helped them to develop their skills.

Indicator	Target	Actual	
		Year 2	Year 1 comparison
Participants report an increase in their skills	75%	94%	89%
Stakeholders report skills increasing	70%	100%	100%

Young people's views

Many young people felt that their skills had developed through participation in the Fit for Work programme. Young people highlighted developments in skills including:

- money management and budgeting
- time management
- communication
- listening
- leadership skills
- team work
- mental health awareness
- independent travel
- reading, thinking and voicing opinions
- problem solving
- career planning
- job specific skills
- organisation
- writing a shopping list.

“I have better time management and team work skills.”

“I have learnt new skills, I am able to communicate and work with others.”

“I feel that I can think more about problems and go into more detail.”

“I’ve found that I am able to be a lot more assertive and take on leadership roles.”

“Listening skills have improved in school.”

Young people also reiterated that their social skills had developed, with some saying that these new skills would help with interviews in the future.

Stakeholders agreed that young people had developed skills which supported them in life, learning and work, including developing social skills and becoming more independent

Young people’s behaviours and aspirations change positively

In 2018/19, 94% of young people completing the survey reported that their aspirations had increased, and 89% reported positive changes in their behaviour.

Indicator	Target	Actual	
		Year 2	Year 1 comparison
Participants report increased aspirations	80%	94%	97%
Participants report positive changes in behaviour	80%	89%	92%
Stakeholders report increased aspirations among participants	65%	100%	100%
Stakeholders report perceived changes in participant behaviour	70%	80%	100%

Young people’s views

Many young people involved in focus groups and interviews felt that their behaviours and aspirations had changed positively.

Some felt that they were now better at trying new things.

“I am slightly better at trying new things.”

“I feel like I’m more open to new things now.”

“It has made me more motivated to try stuff.”

Many felt more independent, mature and responsible. Some felt less anxious, more relaxed and more hopeful. And some felt more positive about themselves.

“I have hope now. Instead of thinking that things are always going to go downhill, I now have hope.”

“I feel I’ve become more mature as a person.”

“I thought that everyone would think differently about me, but everyone is saying they feel the same which helps us all feel relaxed and comfortable.”

“It has made me have more positive thinking within myself and not thinking so lowly of myself.”

Case study example: aspirations

*Callum** joined the programme at 16. He hadn't been attending school for four years. Through Fit for Work, he took part in a range of work placements. He tried a one day construction placement, but did not enjoy it. He then tried a placement in a hotel, with support from the Fit for Work lead. He found the placement very good.

"It was a good environment. It was positive, not negative."

He said he wouldn't have considered this kind of work before, and the programme encouraged him to try new things.

"I opened up to stuff I wouldn't have considered."

"I wouldn't have done anything like that."

He is now thinking about working in a hotel in the future. In the meantime, he is applying to work in a local supermarket.

**Name changed to protect identity*

Many young people felt that through the programme they had achieved greater purpose and focus. Young people talked of having a reason to get up in the morning and to leave the house.

“It has made me get up in the morning and get ready to go out.”

“It gives me a focus to do things.”

“Wanting to achieve more, actually do something with my life.”

Some said that this new purpose and focus had resulted in a different attitude, and more confidence with trying learning and employment opportunities. A few mentioned the important role the programme had in encouraging them to consider college as an option.

“It gave me the motivation to apply for a place at college and helped me to get into a routine.”

“It has made me more prepared for college and confident about it.”

“It has helped me gain more motivation to look at opportunities in the workplace.”

Many young people said if they weren't at Fit for Work, they would just be at home.

“Probably laying in bed or looking for a job because that's what my mum would be forcing me to do.”

“I'd probably just be sitting around doing nothing.”

Case study example: motivation and aspirations

Alan* is an 18 year old who got involved in the Fit for Work programme through his school. School was not working particularly well for him, and he was concerned about moving between a special school and a mainstream school, which was causing him great stress and anxiety. He hoped that the programme would push him out of his comfort zone, as he struggles with confidence and feels very anxious a lot.

Alan took part in a range of group activities. One activity which he found enjoyable was 'learning bingo' where participants ask one another questions, and get to know the other people involved in the programme.

Alan now feels more able to do new things, and more motivated to succeed. He has tried new things, for example he recently went on a field trip to a trampoline park with a group, which is something he would never have done before. He also feels better in terms of his mental health.

"There's been an impact already. I feel more independent and more confident."

"I feel 100% more motivated to succeed."

Overall, Alan feels that the programme has changed his attitude. Previously, he felt his lack of confidence and anxiety would hold him back. He now "seeks discomfort – to try something new" and says he is "acting more like an adult".

In the future, Alan would like to go to university and he is interested in a wide range of subjects.

"Personally I want to continue to build up confidence and get into a good routine and go to uni. If I put the work in, I'm sure I can do that."

**Name changed to preserve anonymity*

Stakeholders felt that young people had changed their behaviours positively, through developing a better understanding of what is acceptable in the workplace and in adult life; becoming more motivated; and developing a more positive outlook. Some highlighted improvements in time keeping and attendance.

"More accepting of other people's differences and opinions – more likely to think of the consequences of their actions. Able to step back and keep their distance when their input is not required."

Young people's wellbeing improves

All survey respondents reported improved wellbeing across at least one of the SHANARRI indicators as a result of participating in Fit for Work.

Indicator	Target	Actual	
		Year 2	Year 1 comparison
Participants make positive comments about wellbeing against SHANARRI indicators	80%	100%	100%
Partners make positive comments about wellbeing against SHANARRI indicators	70%	100%	80%



Young people's views

Young people responding to the survey were asked if they had experienced any changes in their wellbeing, in relation to five of the SHANARRI indicators. Almost all said they felt more able to achieve, included, active, responsible and respected.



In discussions with young people, it was clear that participants felt safe, nurtured, healthy, responsible and respected as part of the programme.

Healthy

Many participants mentioned that they were more active through the Fit for Work programme, through doing a range of activities. This made participants feel tired but also mentally focused and more interested in participating in other things. A few mentioned how much better they slept after exercising.

“I feel better about myself physically because I’ve taken part in lots of activities.”

“It is good for my physical and mental health. I’m not just sitting about doing nothing.”

“I am more active, and feel more focused to do things.”

A few mentioned that they had learned about food and cooking, and were able to make better choices about healthier eating.

“I am more aware of being more active and eating better.”

Two participants mentioned that they had stopped smoking as a result of taking part in the Fit for Work programme.

“Since I started the course, I have stopped smoking.”

“It has changed me a little bit, I’ve stopped smoking.”

Staff also felt that young people were healthier, through being more active and learning about healthy eating and other healthy behaviours.

Responsible and respected

Many young people said they felt respected and responsible. Participants said they felt involved in how the programme was run, and able to influence this.

“Being part of the group makes me feel more respected.”

“I felt more responsibility, to turn up, get yourself up – nobody else is going to do it for you.”

Safe, nurtured and included

Some participants mentioned that they felt safe and nurtured on the programme. Young people said they felt very supported by the staff, and by each other. A few participants said they had previously been in environments which they did not feel were supportive, and a few had been let down by people in the past who they thought would be able to help them.

Case study example: feeling healthier

One participant said that he felt “mentally healthier” and respected.

He said through the course he found out that he was good at listening. The tutor said he was good at listening, and this made him feel good. He said this was important for his mental health.



Activity which improves learning, employability and employment options

Barnardo's reporting scorecard shows that there has been an increase in the proportion of young people achieving positive destinations, with Barnardo's exceeding its target in 2018/19.

Indicator	Target	Actual	
		Year 2	Year 1 comparison
Participants achieve positive destinations	70% 67 young people	77% 74 young people	61%
Participants access training	80% 81 young people	84% 71 young people	89%
Participants access learning	80% 81 young people	84% 71 young people	89%

The number of young people accessing training and learning was also above target.

In 2018/19 participants achieved a total of 112 recognised SCQF qualifications or accreditations – 76 at SCQF Level 3, and 36 at SCQF Level 4.

Young people's views

Young people gave examples of how the project had helped them to access training, learning, volunteering or employment – or supported them on the journey towards this.

For example some participants had:

- been supported to sign up for an employment agency
- been supported to apply for work
- developed ideas of a career path – for example in nursing, tourism, gardening
- developed ideas of a learning path – for example going to college, going on a course to develop their skills, signing up for awards or other qualifications, or finding volunteering opportunities
- accessed employment – either through a taster, a short term job
- accessed learning opportunities – for example getting an interview with college, applying to university.

“I am thinking about doing another course.”

“It has helped me to think about what I am going to do next.”

However, some participants – particularly those at early stages in the programme - said that they suffered a lot from social anxiety and mental health issues, and didn't feel comfortable thinking about their future. Some found this stressful and it created

anxiety for them. Some said that they had managed to develop some idea of what to do next, but that they knew it would take time to get there.

“I still don’t know what I want to do.”

“I have a goal but it is taking a bit of time to get there.”

“The 1:1 session with the project worker has helped me to think about where I go next, but I know I need to work to overcome my personal obstacles.”

Staff and stakeholder views

Fit for Work staff also gave examples of young people progressing on to other relevant courses, run by Barnardo’s and Skills Development Scotland. A few had achieved interviews for employment. Staff felt that the course supported young people to consider their options, including helping with applying for college and interview and CV preparation.

Stakeholders also felt that young people were more prepared to consider their future options.

“More engaged in planning their next steps regarding post school options.”

“Many young people worry about leaving school, especially when they are uncertain about their future. School is a safe, familiar environment. This programme allows them to gain experience outside school...”

Case study example: learning and employability options

Alana is a 21 year old who got involved in the Barnardo's Fit for Work programme in 2018/19. She had previously been involved in other Barnardo's activity.

Alana had been out of work for a while and had lost a lot of confidence. Through the Fit for Work programme she took part in a range of group based activities to improve confidence. She also listened to talks from organisations on topics such as mental and physical health and visited the Scottish Parliament.

Alana felt that Fit for Work benefitted her "a lot" and that she had changed since starting the programme. She felt she had greatly developed her leadership and communication skills.

"I am a lot more outspoken in a group situation that I thought I could be."

Through Fit for Work, she received a fitness tracker and visited a gym. She learned about walking 10,000 steps a day, and she now keeps track of this and makes sure she does her steps. She is also now more willing to go walking to new places, and she is happy to walk and go on outings without panicking and feeling anxious.

Overall, Alana feels more able to do new things, more motivated, healthier, more active and more secure within herself.

"I've learned that I can take on a leadership role and I have a brighter outlook."

"I'm definitely feeling more optimistic."

Alana has signed up to do a university course in cyber security and is very excited about this. Without the Fit for Work course, she feels she would probably be "struggling to find which direction" she should go in.

Diversion from criminal behaviour or involvement with the justice system

Almost half of all survey respondents (46%) said that they felt less involved in antisocial behaviour or criminal behaviour, because of the Fit for Work programme.

Indicator	Target	Actual	
		Year 2	Year 1 comparison
Participants report a reduction in antisocial and/ or criminal behaviour	80%	46%	<i>not available</i>

Some said that they had previously been involved in noisy behaviour, abusive or threatening behaviour, fire or firework disturbances, graffiti and vandalism, and other anti-social activities. However, many participants had not previously been involved in this type of activity.

“Because all my time is spent in Fit 4 Work I don’t have enough time to cause problems in my community.”

“I never cared but I do now.”

Case study example: diversion from criminal behaviour

One participant said that without Fit for Work he would be “in the jail”.

He said that when at court, it was recommended that because he was on the Fit for Work course he should not go to jail and should instead stay in his secure accommodation.

This participant engaged well with the course, despite not having attended school since S2.

“It kept me out of trouble.”

Participants contribute positively to their communities

Young people taking part in the Fit for Work programme contributed a total of 1,260 hours of volunteering. Each of the 62 participants who volunteered contributed an average of 20 hours. However, this is below Barnardo's target of 30 hours per volunteer.

Indicator	Target	Actual	
		Year 2	Year 1 comparison
Participants go on to volunteer or take on a leadership role in community organisations	10% 10 participants	64% volunteered 62 participants 6% continued volunteering or taking on a coaching or mentoring role	53% volunteered 3% continued volunteering
Participants contribute 30 hours of volunteering	30 hours	Average of 20 hours per volunteer.	Average of 23 hours per volunteer.
Participants feel their contribution to their community has improved	70%	94%	75%
Stakeholders feel young people's contribution to their community has improved	70%	75%	90%



Young people's views

Young people mentioned that they:

- felt more sociable
- were spending more time with friends
- were more confident being out of the house.

Young people who had taken part in volunteering opportunities were positive about these.

“Volunteering was fun.”

“One day of volunteering and giving back to the community and just getting out of the house is beneficial to you for your mental being and also the community you’re helping.”

However a few participants, particularly in the older age groups, said that they didn’t want to volunteer – they just wanted a job.

Case study example:

One participant was very interested in doing volunteering but did not yet feel confident enough to do this. This participant was part way through the programme.

She was working on combatting her nerves, with the aim of being confident enough at the end of the programme to explore volunteering options.

Case study example:

One participant was volunteering at a charity shop and enjoying it. This participant wanted to continue volunteering while considering his options, to take time to “figure out what to do next”.

Staff and stakeholder views

Staff said that the different volunteering opportunities help young people to work within local communities and also to give something back.

“Volunteering is a two way thing, it benefits charities and the young people.”

“When we do get groups engaged with volunteering activities, they really get a lot out of it. The idea of giving something back is really great.”

However, some of the project workers said that they sometimes struggled to find suitable volunteering opportunities – particularly in the winter when outdoor opportunities were limited.

Case study example:

In one area, Fit for Work staff developed good links with a local nursing home that looked after people with dementia. Young people have been involved in a range of volunteering opportunities, including entertainment (such as running a magic show) and befriending (such as taking people out for walks, or out in their wheelchairs).

4. Programme delivery

What works

Person centred and flexible approach

Young people felt that the Fit for Work staff were very flexible to their needs, and that they were listened to. Importantly, young people emphasised that staff were non-judgemental, supportive, friendly and approachable.

“We are treated like adults.” (Young person)

“We get the chance to speak with (the Fit for Work lead) on a 1:1 basis.”
(Young person)

“I like the programme because there is always a sense of respect.”
(Young person)

Staff also felt that the Fit for Work programme worked well because it was flexible, adaptable and led by participants.

“Fit for Work provides a more informal and flexible approach compared to other employability programmes.” (Staff member)

Staff felt that it was very important that young people were able to input to the planning and delivery of the programme, taking a youth work approach. In this way, staff felt the programme was different to other employability programmes.

“It’s great that we can adapt the programme to meet the needs of individuals.” (Staff member)

“The programme is planned by the young people, the project worker’s role is to facilitate what they want to do.” (Staff member)



Supportive atmosphere and group work

Most young people very much enjoyed the group work element of the programme. Participants felt that they had made new friends and built a supportive peer environment within the programme. Some said that they enjoyed the relaxed and open environment, where they didn't feel judged.

“Everyone is comfortable talking to each other.” (Young person)

“I enjoy coming to the group and communicating with everyone.” (Young person)

“It's good because we are able to interact with each other.” (Young person)

“I like the programme because I don't feel judged by my peers or the staff.” (Young person)

A few young people also liked that the programme brought together a diverse range of participants, and young people get the chance to mix with people that they may be unlikely to meet anywhere else.

Staff felt that getting young people to participate as a part of a group had real benefits, as participants have the opportunity to see what they have in common. They said that many of the young people had mental health issues, and being part of a group helps them to discuss their issues and can make them feel less isolated as they realise that other young people are experiencing similar issues or barriers. The project workers can then follow up with one to one support sessions.



“Just having them in a group and talking to each other is a good thing. They can see what they have in common.” (Staff member)

Range of activities and inputs

Young people enjoyed the range of activities that they had the opportunity to be involved in through the programme. Young people mentioned a vast range of activities including:

- **physical activities** – trampolining, bowling, archery, visiting a gym, gardening, boxing, go-karting, climbing, bouldering, laser-tag;
- **health skills** – drug and alcohol awareness, sexual health, mental health, healthy eating;
- **life skills** – cooking, money management, financial awareness, understanding gangs;
- **work skills** – developing CVs, teambuilding and exploring industries; and
- **community** – visiting the Scottish Parliament, volunteering.

Example:

In one group, one participant wanted to be a games developer. The group explored virtual reality games and learned about the industry. They thought about the skills and qualities you need for different jobs, and how to set goals.

In another group, they visited a wood recycling centre to explore employment opportunities.

“It was a chance to do something different and to learn new skills.”
(Young person)

Staff also said that because they often have guest speakers or invite other trainers to run sessions, this helps to give the young people wider exposure and insight to other jobs, careers and opportunities.

“It helps to open their eyes to other possibilities and jobs that they might not have thought about before.” (Staff member)

“It’s great that they get to go to different places and meet different people doing different jobs. They would not normally get to do this.”
(Staff member)

“Young people get to do things that they might not normally get to do.”
(Staff member)

Range of recruitment methods

Participants had heard about the programme in a range of different ways. This included through referral partners such as Skills Development Scotland, Enable, social work the Job Centre, youth workers; through social media such as Facebook; through being involved in other Barnardo's programmes; and through word of mouth.

In two areas, staff felt that using social media to advertise the programme generated a lot of interest from young people, parents and schools.

Routine

Young people enjoyed the structure and routine of the programme, having to be there for a certain time. However, a few found it disruptive when others did not attend, or were late.

*“I think it worked really well. It was good to get out of the house.”
(Young person)*

Areas for consideration

Many participants couldn't think of anything that could be better about the course. But staff and some young people identified a few areas for future consideration.

Group size and mix

In some cases, young people felt their group was quite small, and got smaller over the time of the programme. Some would have liked larger groups.

One young woman didn't like that she was the only woman in her group, and another young woman felt a bit excluded when the male staff member and male participants focused on topics such as football which she wasn't interested in.

Two participants suggested that it would be nice to have separate groups for younger and older participants. One participant also said she found some people in the group a bit disruptive, and it would have been nice to have more structure and for staff to be a bit stricter.

Staff felt that in the early stages of the programme, some young people struggled to turn up for sessions. Some felt that more work could be done to build up relationships with participants at an early stage, to encourage them to participate. However, staff felt that overall the programme was flexible to adapt to the needs of individual participants.

*“It all depends on the individual and their particular issues, the important thing is that we are able to work with them and to engage with them.”
(Staff member)*

Programme focus and fit

In some cases, staff felt that participants initially prefer the one to one support offered through other Barnardo's programmes. Staff felt it was important to be clear where the group work approach of Fit for Work fitted in, when young people were ready for it.

“Being part of a group can scare some young people, they might prefer 1:1 sessions.” (Staff member)

Staff felt there was a need for further work with referral partners to ensure that they fully understood the purpose and focus of the Fit for Work programme, and the target group. This would help to reduce inappropriate referrals to the programme.

Staff were also keen to explore more joint working opportunities with other CashBack for Communities partners, for example across sport and creativity.

“It makes sense to maximise connections with other CashBack partners.” (Staff member)

Identifying volunteering placements

Staff found it challenging to identify suitable volunteering placements. Some organisations can't take young people under 16 years of age, and others may not take young people who are vulnerable or need to be supervised. Young people would also welcome more volunteering opportunities or work placements.

“I'd like more opportunities to a placement, or to do volunteering... A job placement would be great.” (Young person)

Identifying partners to cover financial fitness

Staff found it challenging to cover the financial fitness element of the programme. Some had brought in an expert to cover this, and some had adapted existing material and resources to deliver financial training for their groups. Staff were keen to share ideas and approaches to ensure consistency.

Timing

While some participants wanted sessions to be longer, others wanted them to be shorter, start later or be at more regular times. Some participants liked that the sessions did not take up the whole day, stressing that it was important to recognise that young people often had other responsibilities and may not be able to commit to a full day.

“It doesn't take up all of my time and the hours 10 until 2 suit me.” (Young person)

However, a few participants were travelling long distances on public transport and found that a small number of short (say two hour) sessions did not suit them. A few would have preferred longer sessions over fewer days to reduce the amount of travel required. Some also said they would have liked for the course to run over more weeks.

“Honestly, I really enjoyed it – I would be happier if it lasted longer.”
(Young person)

One stakeholder said it was worth considering dedicated or regular start and finish dates for school pupils, that would fit in better with a school timetable.

Content

Overall the participants felt the course was well run with good speakers and useful activities. However, one participant said the course was a bit repetitive. Two said they felt they didn't learn much that was new, and felt the course was focused more on the younger age group. One staff member said they found it hard to identify appropriate qualifications for young people through the course, as some awards could be a bit repetitive or patronising for young people – particularly those in the older age groups.

5. Conclusions

Programme reach

Over the first two years, the Fit for Work programme has worked with 186 people. In year 3, Barnardo's will need to engage 114 young people in the programme to meet its participation target.

The programme is reaching its intended target group in terms of supporting potentially vulnerable and disadvantaged individuals. More than half of participants were living in the 20% most deprived areas of Scotland. Young people were at the early stages of the employability pipeline and included those not attending school; with significant challenges in their lives; on low incomes; with additional support needs; and with chaotic lives.

The profile of participants is approximately two thirds male. This is broadly in line with UK wide trends in young people not in education, employment or training.

Progress towards intended outcomes

Progress towards CashBack outcomes and targets for Phase 4	
Outcome 1: Young people build their capacity and confidence	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.
Outcome 2: Young people develop their physical and personal skills	The programme has exceeded its target for developing young people's skills – with skills being developed around life, learning and work.
Outcome 3: Young people's behaviours and aspirations change positively	The programme has exceeded its target for increasing aspirations and positive behaviour changes among participants.
Outcome 4: Young people's wellbeing improves	The programme has exceeded its target for improving wellbeing, with particular impacts around young people feeling able to achieve, included, active, responsible, respected and healthy.
Outcome 6: Young people participate in activity which improves their learning, employability and employment options	The programme has exceeded its target for young people achieving positive destinations and accessing training and learning.
Outcome 8: Young people are diverted from criminal behaviour or involvement with the criminal justice system	The programme is below target for reducing antisocial and criminal behaviour. However, many participants indicated that they had not previously been involved in this type of activity.
Outcome 9: Young people contribute positively to their communities	The programme has exceeded its targets for participants volunteering and contribution to community. However, the average hours per volunteer is below target.

Recommendations

- The number of participants across each of the five local authority areas is varied. It would be worth considering whether this reflects need and demand, or if there are other factors affecting this which need addressed in the final year of the programme.
- While the balance of men and women across the programme is reasonable, it is important to continue to attract young women to the programme. This may involve learning from successful approaches in certain Fit for Work areas; considering the name of the programme; considering groups for young women only; and ensuring female staff and role models are involved in running the programme.
- Young people have expressed interest in larger groups and targeted sessions (for example separate sessions for young women and men, and separate sessions for older and younger age groups. It would be worth considering whether this would add strength to the programme in any of the locations.
- Volunteering hours for each participant are slightly lower than planned, and young people are keen to do more volunteering and work placements. It would be worth exploring what can be done to strengthen the volunteering and work experience elements of the programme for the final year.

Appendix 1: Table of year two 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 96, with a confidence level of 95% and a 5% margin of error, we would need a sample size of at least 77. The number of survey responses received was 37.

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 two, the programme engaged with 96 young people.

	Three-year target	Annual target (from Scorecard)	Evaluation evidence for 2018-19	Equivalent to . . . ²	Year 2 indicative performance ³	Cumulative indicative performance years 1 and 2
Outcome 1: Young people build their capacity and confidence	225 (75% of the agreed overall target of 300 participants) participants will increase their confidence/capacity	65	91% of young people responding to the survey said that they felt more confident	Estimated 87 young people (91% of 96)	Ahead of target +22 133% of annual target achieved	Estimated 170 young people 76% of Phase 3 target met
	225 (75%) young people will report they are able to do new things	65	97% of young people responding to the survey said that they felt able to do new things	Estimated 93 young people (97% of 96)	Ahead of target +28 143% of annual target achieved	Estimated 180 young people 80% of Phase 3 target met

² For targets based on the participant survey data, this column shows the projected number of the 96 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 (37), and may not be representative in terms of its profile of participants. For targets based on actual recorded data, this column shows actual figures.

³ This column brings together actual recorded data on participant outcomes, with figures projected based on the survey.

	70% of other stakeholders report increasing confidence	70%	100% of the stakeholders responding to the survey felt that the programme had increased young people's confidence	-	-	90% in year 1 100% in year 2
	195 (65%) young people go on to do new things after their initial CashBack involvement	60	Barnardo's reports that 84 young people went on to do new things	-	Ahead of target + 24 140% of annual target achieved	108 young people 55% of Phase 3 target met
Outcome 2: Young people develop their physical and personal skills	210 (70%) young people will increase personal skills, achieving accredited learning	60	Barnardo's reports that 65 young people achieved accredited learning (<i>in local authority breakdown sheet</i>)	-	Ahead of target +5 108% of annual target achieved	95 young people 45% of Phase 3 target met
	225 (75%) participants will report an increase in their skills	65	94% of young people completing the survey reported that the programme had helped them to develop their skills	Estimated 90 young people (94% of 96)	Ahead of target +25 138% of annual target achieved	Estimated 170 young people 76% of Phase 3 target met
	70% of other stakeholders report increased skills in young people	70%	100% of stakeholders responding to the survey felt the programme had helped young people develop their skills	-	-	100% in year 1 100% in year 2
Outcome 3: Young people's behaviours and	240 (80%) participants will report increased aspirations	70	94% of young people responding to the survey reported increased levels of aspiration	Estimated 90 young people (94% of 96)	Ahead of target +20 129% of annual target achieved	Estimated 177 young people 74% of Phase 3 target met

aspirations change positively	65% of other stakeholders report increased aspirations	65%	100% of stakeholders completing the survey reported that young people showed increased aspirations	-	-	100% in year 1 100% in year 2
	240 (80%) participants will positively change behaviours	70	89% of young people responding to the survey report positive changes in behaviour.	Estimated 85 young people (89% of 96)	Ahead of target +15 121% of annual target achieved	Estimated 157 young people 65% of Phase 3 target met
	70% of stakeholders report perceived positive changes in behaviour	70%	100% of stakeholders completing the survey said that they had noticed a positive change in young people's behaviour	-	-	100% in year 1 80% in year 2
Outcome 4: Young people's wellbeing improves	240 (80%) participants will improve wellbeing.	70	100% of young people reported improvements in wellbeing in at least one SHANARRI indicator explored in the survey	Estimated 96 (100% of 96)	Ahead of target +26 137% of annual target achieved	Estimated 186 young people 78% of Phase 3 target met
	70% of other stakeholders will make positive comments about wellbeing against one of the relevant SHANARRI indicators	70%	100% of stakeholders responding to the survey had noticed an improvement in at least one of the indicators	-	-	80% in year 1 100% in year 2
Outcome 6: Young people participate in activity	210 (70%) participants will progress to a positive destination	70	Barnardo's recorded that 74 young people achieved positive destinations	-	Ahead of target +4 105% of annual target achieved	118 young people 56% of Phase 3 target met

which improves their learning, employability and employment options	240 (80%) young people take part in training	75	Barnardo's reported that 71 young people took part in training and 46 progressed on to further training	-	Behind target -4 95% of annual target achieved	151 young people 63% of Phase 3 target met
	240 (80%) young people will access learning (including staying on at school)	75	Barnardo's reported that 71 young people accessed learning and 14 progressed on to further or higher education	-	Behind target -4 95% of annual target achieved	151 young people 63% of Phase 3 target met
	150 (50%) of young people will gain employment or apprenticeship	44	Barnardo's reported that 10 young people gained employment	-	Behind target - 34 23% of target achieved	21 young people 14% of Phase 3 target met
	30 (10%) young people volunteering following completion of programme	5	Barnardo's reported that 4 young people progressed to volunteering	-	Behind target - 1 80% of target achieved	7 young people 23% of Phase 3 target met
Outcome 8: Young people are diverted from criminal behaviour or involvement with the criminal justice system	240 (80%) of young people report a reduction in antisocial and/or criminal behaviour	40	94% of young people responding to the survey said that they felt they were making a difference, or getting on better in their local community 46% reported a reduction in antisocial or criminal behaviour	Estimated 44 to 90 young people (46 - 94% of 96)	Ahead of target + 4 to +50 At least 110% of annual target achieved	Estimated 112 to 158 young people 46% to 66% of Phase 3 target met
Outcome 9: Young	30 (10%) of young people	24	Barnardo's reports that 4 young people	-	Behind target – 20	7 young people

people contribute positively to their communities	volunteering/taking on leadership role in community organisations		went on to volunteer or take a leadership role in their community		16% of annual target achieved	23% of Phase 3 target met
	30 hours of volunteering contributed by young people	1,500 hours in total	Barnardo's reports that in total, young people contributed 1,260 hours of volunteering	-	Behind target – 240 hours against annual target	2,350 hours across first two years of Phase 3 Cumulatively - 650 hours across years 1 and 2
	210 (70%) of young people feel their contribution to community has improved	60	94% 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 90 young people (94% of 96)	Ahead of target +30 150% of target achieved	Estimated 135 young people 64% of Phase 3 target met
	70% of other stakeholders' report young people's contribution/links with community improved	70%	75% of stakeholders responding to the survey felt that young people were making a difference and getting on better in their local community	-	-	90% in year 1 75% in year 2