

# Way2Work#Cashback

# #AnnualReport2017/18



BRIDGES PROJECT



# #Let'sGetStarted

Put down your phone, log off Netflix and park your LinkedIn account. This is the **BEST** way to use that 20 minutes in between meetings - read about the meaningful change **#Cashback** funding can make to disadvantaged young people.

The Scottish Government's phase 4 CashBack for Communities programme is an excellent fit with Bridges Project's strategic vision, charitable objectives and portfolio of services. The national ambition to raise attainment, ambition and aspirations of young people who are disadvantaged by; living in areas of deprivation, being unemployed, not in education or training, marginalised from school or at risk of involvement in the criminal justice system matches Bridges Project's local ambition.

Bridges Project was awarded its first CashBack for Communities grant of up to £393,193 for the Phase 4 CashBack implementation to deliver a mix of group and individual programmes of support and learning for young people in Midlothian and East Lothian whose pathways to positive destinations have been disrupted.

A dedicated Way2Work#CashBack team of 2 Employability Support Workers and 1 Coordinator has designed and delivered an ambitious and varied programme throughout the year, geared towards meeting the transition and employability needs of young people referred. The programme addresses 6 key CashBack outcomes:

- 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
- school attendance and attainment increases
- young people participate in activity, which improves their learning, employability and employment options

This report is a celebration, in words and pictures, of the achievements of the young people and acknowledgement of the work the Way2Work#Cashback team.



# #Factoids

Over 950 1:1 sessions



232 group work sessions



173 young people engaged



Over 1,500 hours worked with young people



90 males engaged with the service



83 females engaged with the service



28 took part in motivational groups



62 took part in accredited employability workshops



19 Prince's Trust Development Awards assessed



68 sustained positive destinations



21 young people progressed into college

COLLEGE

100 #CashBack related social media posts



13 young people gained employment



# #YoungPeople

We've worked with 173 young people over the year. 99 of them were based in Midlothian and the remaining 74 reside in East Lothian. The vast majority are affected by adverse childhood experiences which have created barriers to participation and engagement at school, with peers and in the community. The most typical issues for beneficiaries are:

- a history of being looked after by the local authority
- a history of poor attendance and attainment at school
- social isolation and disengagement from universal and community anchors
- a poor sense of self, wellbeing and heightened anxiety
- complex family dynamics, including domestic violence, parental separation and blended family difficulties
- personal and household poverty

Other presenting issues for participants include:

- significant caring responsibilities
- self-harm and other negative risk taking behaviour
- drug and alcohol misuse
- learning disabilities – primarily autism
- offending behaviour
- mental health difficulties

Our Way2Work #CashBack participants all have one thing in common. They want to participate and they want to succeed.

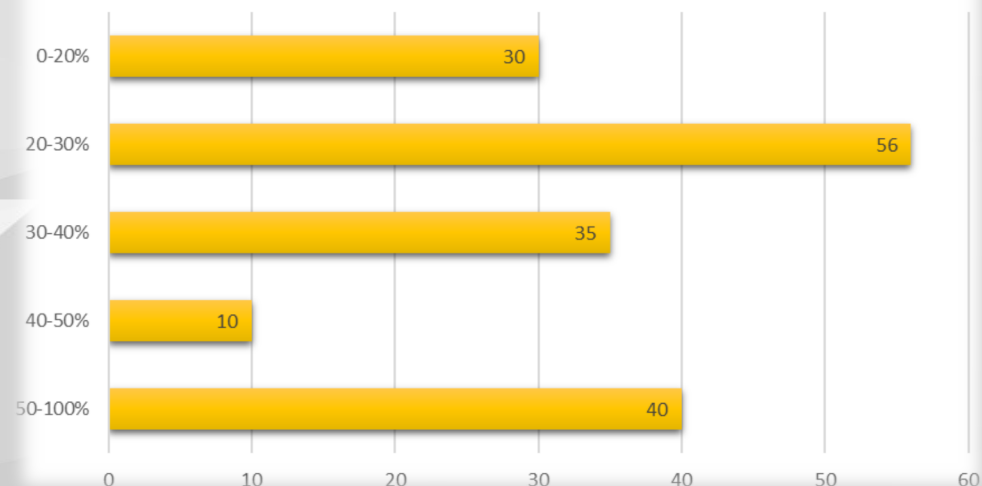
## Stakeholder comment:

A has left school and does not socialise out in the community. She spends a lot of time in her bedroom as she experiences panic/anxiety attacks.

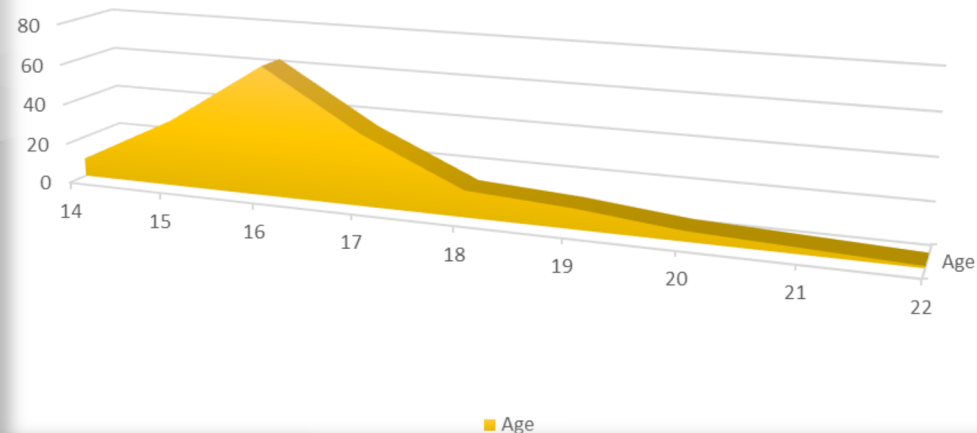
## Stakeholder comment:

C is very able but is not motivated when thinking about future outcomes. She has moved out of the family home and is now living in supported accommodation with her boyfriend. Having lost some stability in her life. C has been unable to focus on her full potential.

SIMD data for Year 1



Ages of our young people



# #YoungPeopleCanAchieve

## Indicators and Outcomes

- Outcome 1: young people build their capacity and confidence
- Outcome 2: young people develop their physical and personal skills
- Outcome 3: young people's behaviours and aspirations change positively
- Outcome 4: young people's wellbeing improves
- Outcome 6: young people participate in activity which improves their learning, employability and employment options.

<u>Outcome 1—Indicator</u>	<u>Actual</u>	<u>Target</u>
Young people increased their confidence/capacity	129	96
Young people reported they are able to do new things	100	84
Stakeholders reported increasing confidence through survey/questionnaire (%)	100%	70%
Young people went on to do new things after initial CashBack involvement	134	84
Young people increased participation in groups/activities involving other people	58	84
<u>Outcome 2—Indicator</u>		
Young people gained accreditation for learning and skills development	84	84
Young people reported skills increasing	129	96
Other stakeholders reported skills increased through survey/questionnaire (%)	100%	70%
<u>Outcome 3—Indicator</u>		
Young people increased aspirations	108	96
Stakeholders reported increased aspirations (%)	91%	55%
Young people reported positive changes in behaviour	118	96
Stakeholders reported perceived positive changes in behaviour through survey/questionnaire (%)	98%	55%
Young people took part in PX2 and other motivational groups	66	60
Young people set positive destination linked goals	141	120
Young people accessed other Bridges Project services/activities	78	60
<u>Outcome 4—Indicator</u>		
Young people made positive comments about wellbeing against SHANARRI indicators	96	96
Stakeholders made positive comments about wellbeing against SHANARRI indicators through survey/questionnaire (%)	80%	55%
Young people increased attendance levels at Bridges Project	85	72
Young people interacted more with families, peers and communities	94	84
<u>Outcome 6—Indicator</u>		
Young people accessed training	67	72
Young people accessed learning	80	90
Young people achieve positive destinations	69	51
Young people progressed into accredited learning	27	30
Young people volunteered	7	6
Young people gained employment	13	15



## #IndividualJourney

The most vulnerable young people referred to Way2Work#Casback work individually with Employability Support Workers to establish pathways to employability, which take full account of their circumstances, aptitudes, personal difficulties and needs. Most have struggled with group and classroom based learning in and out of school. They require the intensity of intervention and safe settings, which can only be offered on an individual basis, to enable them to be challenged rather than overwhelmed and to experience small steps of success and achievement. 45 young people were allocated for individual support during the year. Every pathway is unique to the individual and the pace of activity is tailored to their needs and abilities.

Stuart was referred to the Way2Work#CashBack programme at Bridges Project in spring 2017. He had become disengaged from school and was home-schooled for period of time. He also had a range of personal issues including ADD/ADHD, anxiety, depression and ASD/Asperger's, as well as difficulties communicating. Stuart had been supported in the past through an Activity Agreement, and from CAMHS and Pathways to Success.

Stuart was referred to the programme at Bridges to receive employability support to help him explore his options and to move into a positive destination. He had previously been involved in some of the group activities at Bridges before being referred to the Way2Work programme, which he had struggled with, and was moved to one to one support instead. Since moving into the Way2Work programme Stuart has joined a self-evaluation group and cooking group, as well as continuing to receive one to one support.

Early on in the programme, Stuart expressed an interest in gaming and photography but recognised that his confidence and current qualifications could make it difficult for him to pursue a career in photography. After being picked up for his initial one to one meeting, Stuart did not feel comfortable enough to leave the car, which was a good indicator of his confidence levels.

Through the sessions with his key worker, Stuart received employability support, which included help in planning for the future and particularly thinking about college. Stuart has also taken part in a conflict resolution group run by an external partner but delivered as part of the Bridges Project. Through this group, Stuart learned how to resolve conflict and better control his emotions. He also completed an employability course, which involved making CVs on the computer and learning about appropriate behaviour for the workplace.

Stuart said that he worried about his future but that Bridges "*settle your mind a little*" and that "*they're great at planning with the future.*" He felt that his involvement at Bridges had a positive impact on his relationships with others, while he also "*grew a lot more relationships from Bridges as well.*" He mentioned that he had made new friends at Bridges and that he could rely on his key worker in particular.

Stuart recognised that he was "progressively getting more and more outside" through his involvement with Bridges. Since being involved in Way2Work, his ESA scores have risen from 28 points to 60 out of 88. Stuart also began a year-long placement at a local retailer, which he was really enjoying; his support worker helped him to prepare for this and gave him advice on what to do. Stuart also completed an application to study childcare at college. Stuart commented that the programme at Bridges had "completely changed [his] life for the better."

# #GroupProgramme

The group activity programme is designed to improve the personal esteem and confidence of participants, re-engage them with purposeful learning and address some deficits in the core competencies required for employment, further education, training and life as an adult. In discussion with the team, referring organisations select from a menu of activities to suit the young people they work with. The principle group activities were:

## PX2 and Mindbuzz

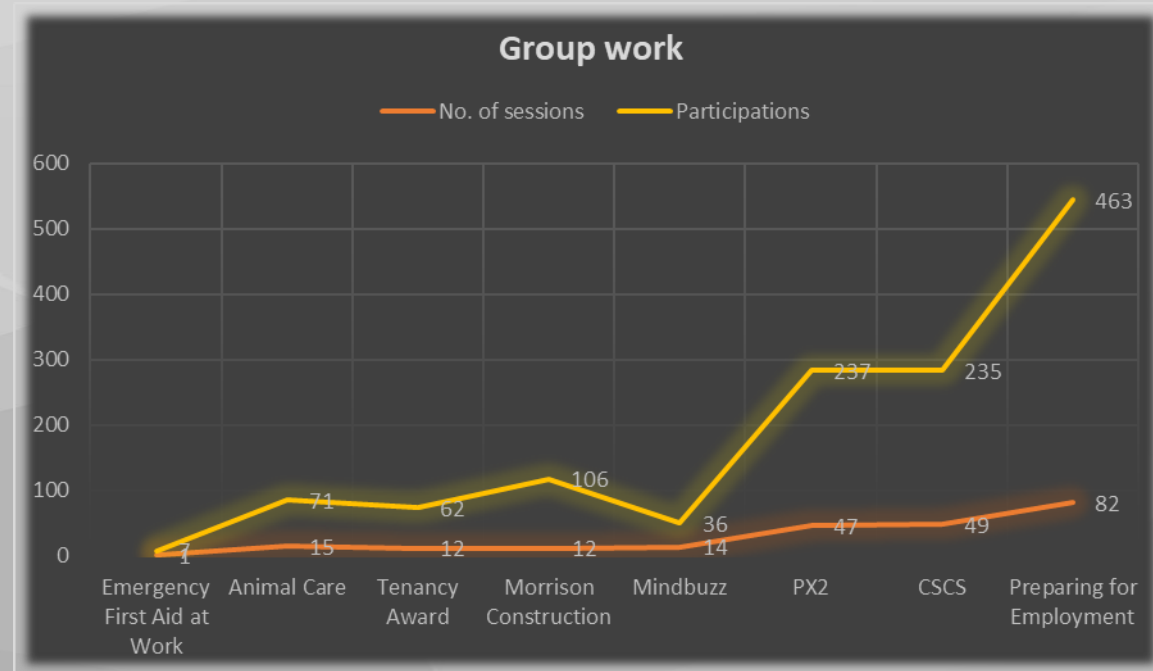
These motivational courses are designed to build confidence and assist participants to build important life skills such as communication, effective thinking, resilience and goal setting. The key objective is to enable young people to unlock and 'own' their potential and to move towards positive destinations, which are realistic, sustainable and relevant. Six course were delivered during the year in a range of school based and community settings.

## Preparing for Employment

Seven of these SCQF Level 4 accredited learning courses were provided over the year. The groups focus on developing practical employability skills including, CV writing, critical thinking, interviews, and self-evaluation. Participants were encouraged to make the links between 'on the job' competencies and skills for life, including travel to work, personal banking, rights and responsibilities. Using a mix of workbook exercises and practical, team-based activities, participants identify the strengths they have that employers are looking for and to work on the areas where there are deficits.

## Morrison Construction

The Morrison Construction programme is a bespoke, six-week model of training and learning designed and delivered directly by professionals in the industry, at Bridges Project's premises in Musselburgh. Key components of the course included: recognising transferable skills; interview skills; industry relevant CV writing and job applications. The course involved site visits and provided participants with the opportunity to gain accredited REHIS qualifications in Health and Safety at Work and Fire Safety Awareness. Participants took the Construction Skills Certificate Scheme test through our complementary CSCS group and the most ready were provided with work placements with Morrison Construction local sub-contractors. This integrated and well managed training and learning opportunity was delivered twice during year.





# #GroupProgramme

## Animal Care

A career in animal care has been the aspiration for large numbers of Bridges Project's young people over the years. Building on an existing model delivered at Bridges Project and managed in partnership with the SRUC and Midlothian Council's Lifelong Learning and Employability Team, senior phase pupils from five Midlothian High Schools participated in a rolling programme of accredited learning which will continue in to year 2. Participants work together to achieve SCQF Level 4 credits in animal care modules. The programme also introduces young people to the realities of working in the animal care through field visits to employers involved in the industry.

## Tenancy Award

This twelve-week learning programme is accredited at SCQF level 3 and delivered in association with Borders College. Participants were all in housing need and their unstable living situations presented real obstacles to inclusion in employability pathways. The course enables participants to learn the skills and aptitudes required for independent living and tenancy management. Skills are transferable to the world of work.

## Construction Skills Certification Scheme

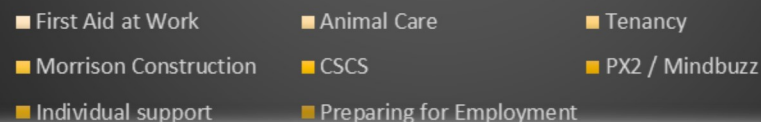
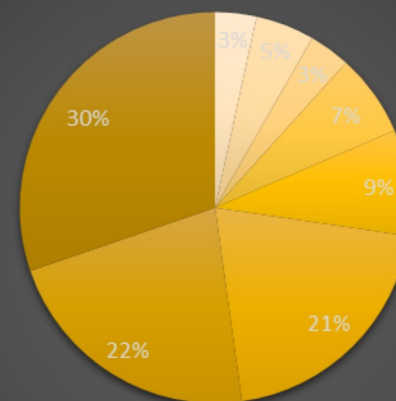
This rolling programme ran throughout the year, to take young people to the point of being able secure their CSCS card. Individuals work through the programme at their own pace, closely supported by a member of the Way2Work#CashBack team and are linked to partners to enhance and progress their learning, including Working Rite, Bruce Robertson Training, Morrison Construction and other local placement providers. The programme was easy access and particularly useful for young people who have been out of school and work for longer periods.

## First Aid at Work

Where time is available, the team is keen to deliver experiences, which complement the key areas of the programme and provide accredited learning outcomes for young people in the job market. The REHIS Emergency First Aid at Work course provides credits at SCQF Level 5 and is an excellent award for young people to achieve and add to their CVs. This year, the team put on an extra First Aid at Work course for those who did not participate in the Morrison Construction course.

The key elements of these programmes are supplemented by other life and social skills activities delivered by local and national partners including Fast Forward, Working Rite, Cyrenians and Dynamic Earth. We are indebted to all partners who supported individual and group pathways.

No. of participants



# #IncreasingConfidence



Way2Work#Cashback is all about making a difference to the life prospects of young people in Midlothian and East Lothian. Our self-evaluation tools, stakeholder feedback, monitoring tools and the evaluation team at Blake Stevenson provide the evidence about the differences and changes Way2Work#CashBack makes to young people from disadvantaged circumstances. The outcomes and indicators do not tell the full story – 62 young people continue their journey to employability with us into year 2 and follow up data on some year one participants has yet to be gathered.

The programme has had a positive impact on the confidence and esteem of most participants – in groups and in individual work. Improving confidence and identifying strengths is very important for this group of young people if they are to navigate successfully, routes to meaningful activity, further education, training and employment.

“D is a very shy young girl. At beginning of her CashBack course, she experienced a seizure and was diagnosed with epilepsy. This left her feeling vulnerable in social situations. Her confidence has grown and she applied for a college course.”

100% of our stakeholder questionnaires reported that young people have displayed an increase with their confidence.



129 young people increased their confidence



134 young people go on to do new things after CashBack involvement



100 young people reported being able to do new things



58 young people show increased participation in group with others

# #DevelopingSkills

Participants told us that their involvement with the Way2Work#CashBack programme had improved their cache of soft skills and increased their capacity to learn new things and gain acknowledgement for the learning. They spoke about the positive benefits of gaining qualifications for the first time and of being linked to further support with literacy and numeracy at Bridges Project. Stakeholders recognised the increase and improvement in skills for employability, life and independent living. This was especially evident for those young people who had been out of the formal education system for some time and needed the time and motivation to learn how to learn again. Stakeholders, in particular, valued the attainment of accredited learning qualifications.

## Stakeholder

J was heavily involved in the drugs scene. He has improved his social and communications skills. His physical, social and mental health have improved greatly and he has passed his CSCS and REHIS courses. He would like now to pursue a career/ apprenticeship in the construction industry.

J: 'Coming here has helped me know how to build a CV, interview skills, stuff like that, so it's basically just helped me for future life'.

- 84 young people gained SCQF accreditation for learning and skills development—including Preparation for Employment, Animal Care, Health & Safety at Work, Tenancy Award, Self Evaluation, Health & Wellbeing, First Aid at Work, Retail Skills, National 4 and National 5s.
- 129 young people report skills increasing
- 100% other stakeholder reports on skills are increasing





## #PositiveChanges

It's not easy for young people to talk honestly about themselves when fear and anxiety have a significant impact on their behaviour and prospects. We are delighted that so many participants and stakeholders shared their personal reflections on how participation in the Way2Work#CashBack service has changed their behaviour and helped them become aspirational and ambitious.

For many, the past is too painful to remember and the future too frightening to contemplate; they inhabit the ever-present 'now'. Setting goals can mean, to them, setting themselves up for failure. Our staff are very aware of this: goal setting is managed in bite-sized, achievable chunks, success is gently celebrated and the soft measurement tools are used to reinforce this success. Things can and do change:

One participant talked about getting on better with people in the relaxed atmosphere at Bridges Project compared to the pressurised environment at school. Others felt better at managing their emotions – from being 'super shy' to becoming more outgoing. Stakeholders also reflected these changes - One young person became more motivated after leaving and unhealthy relationship, another had changed 'childish tendencies' to a more 'mature' outlook, whilst a third participant with 'anger management' issues was better able to manage negative emotions.

On aspirations, one participation noted that 'they're great at planning with the future and help settle your mind' – this participant had left school early but was now in a work placement and actively applying for college.

60 completed stakeholder feedback sheets identified that 75% of participants had raised their aspirations since commencing with the Way2Work team and were actively pursuing careers in construction, gardening, animal care, mechanics and sports coaching and retail

## #Wellbeing

Most of the young people referred during year one of the programme had a poor sense of personal wellbeing. This is an historic phenomenon at Bridges Project and is recognised by staff, stakeholders and young people alike as a major roadblock in the transition from adolescence to adulthood. The agency as a whole is committed to improving wellbeing among young people and the Way2Work#CashBack team adopted GIRFEC's eight SHANARRI indicators as an important self-evaluation and practitioner's reflection tool for year one of the CashBack project. It comes as no surprise to the team that wellbeing improves with participation. The team will introduce the Ryff Scale of Psychological Wellbeing to their wellbeing measurement toolbox during year2, which will help to measure the development of participants across six dimensions of wellbeing: autonomy; environmental mastery; personal growth; positive relations with others; purpose in life and self-acceptance.

In interview, young people noted improvements in their relationships with peers and the programme's positive impact on risk taking behaviour and personal safety. Group and individual sessions on safety online, safety outside and sexual health all helped them to feel better about themselves. Stakeholders also commented on the wellbeing indicators being helpful in providing evidence for referrals to more specialised mental health agencies.

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## #StakeholderComments

- \* X, who suffers from periods of depression and sometimes feels down, is now opening up to staff and responds well with help and support. Participants were in a safe place where they felt they were able to express how they were feeling and what they were feeling.
- \* Q's social and emotional wellbeing has greatly improved. He is now working with peers, others, and not just his brothers. This has impacted on his social skills greatly.
- \* B's health and wellbeing has improved. He is taking part in swimming and his physical health and mental health have improved.
- \* I can't describe how much Z's overall wellbeing has improved, it has been a fantastic change. His mental health has dramatically improved and he seems a lot more happier in himself.
- \* K's health and wellbeing has improved. He is medicated for serious mental health problems. His physical, social and mental health have improved greatly as has his personal hygiene and appearance.

# #RealLife

Michael was referred to the Way2Work#CashBack programme by his former guidance teacher when he was 17. He had left school in January 2016 but had not progressed into sustained employment. He was interested in entering the construction industry and started attending the CSCS drop in sessions at Bridges to explore this career path.

Michael joined the Morrison Construction Group held at Bridges in August 2017, and attended six out of the seven sessions. These three-hour sessions covered topics such as careers in construction, transferrable skills, preparing a targeted CV, and health and safety. Michael found the guidance on what to do on construction sites, and learning about the different types of construction jobs that are available, particularly useful.

Over the course of these sessions, Michael's confidence gradually increased. Although Michael said he was shy when he first joined, he felt that having to work in a group had improved his communication. One of the ESWs observed that Michael "is coming out of his shell by interacting with the group a lot more asking for help and sharing stories." Michael also commented that the group had "helped me be proud of myself" and that it had improved his organisational skills.

Michael's progress is also reflected in his ESA scores, which he completed during the group. When Michael first completed an ESA he received a score of 45 out of 88. This rose to 65 part way through the sessions and had reached 70 by the end, showing significant progress in a range of employability areas. Likewise, Michael's SHANARRI scores increased in all areas as he progressed through the group. For example, at the first assessment, Michael's Achieving score was 1 out of 5; by the time of the third assessment, this had risen to 5.

Upon finishing the Morrison Construction Group in October 2017, Michael became a labourer at a local joinery business. He has discussed the possibility of starting an apprenticeship with his boss, who was supportive of Michael doing so in the near future. Although Michael's current job is not in the construction industry, he still credits the Way2Work#CashBack with getting the job and has said "I wouldn't be doing it *without Bridges.*"



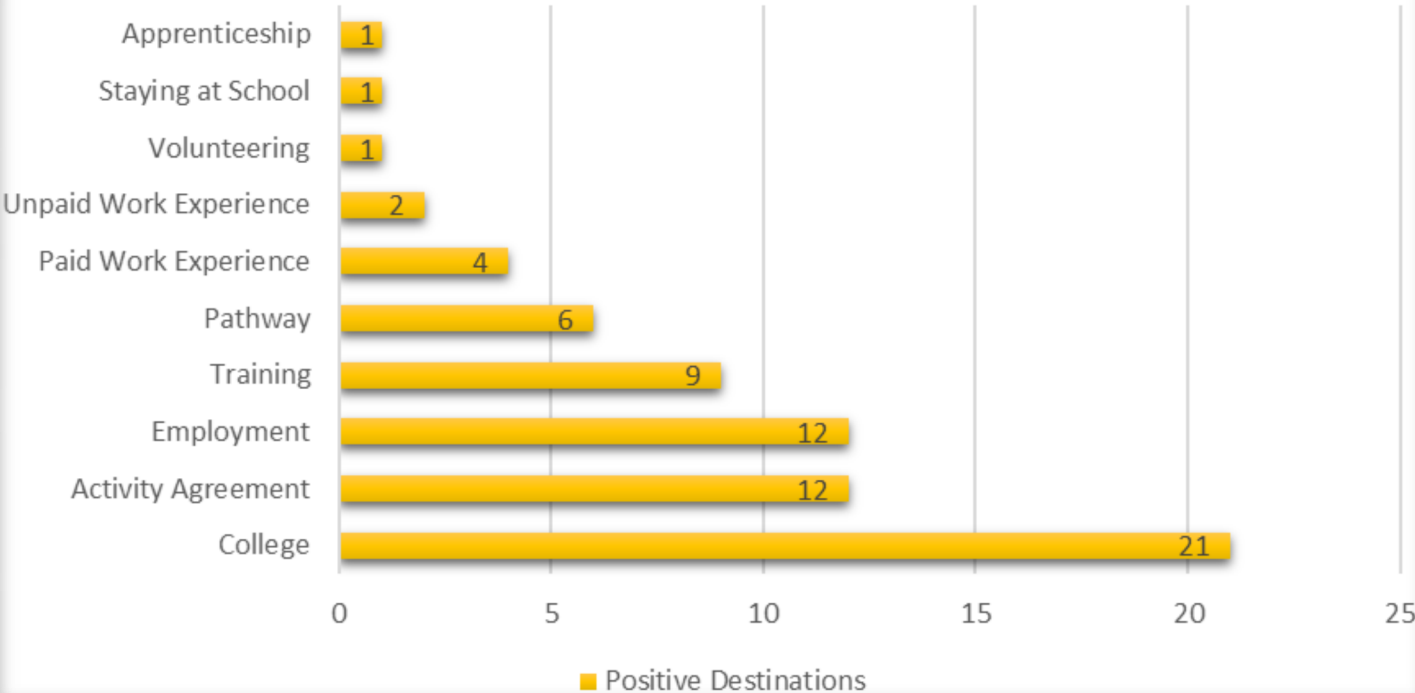
# #DestinationKnown

It's not the end of the journey, but it is an almighty achievement for 69 Way2Work#CashBack young people to land in a positive destination – jobs, college, training...can all seem unattainable dreams for many programme participants at the start of their journeys with the team. We are happy to celebrate their achievements with them. We're equally happy to acknowledge the huge steps towards positive destinations our other participants make – getting back in to learning is a massive risk for some of our young people and sustaining this commitment is a huge achievement. We're proud of their achievements during this year and we're happy in the knowledge that our work with them really does make a difference.

Participants interviewed for the evaluation report indicated that they would not have achieved a positive destination without taking part in Way2Work#CashBack. Stakeholders also felt that many participants would have struggled to achieve a positive destination without CashBack involvement and that, without these programmes there would be nothing for them.



## Positive Destinations



# #LetsBreakItDown

<u>Project Activity</u>		<u>Actual</u>	<u>Target</u>	<u>Variance</u>
Co-ordinator and Employability Support Workers - Salaries	£	76,895	77,157	262
Co-ordinator and Employability Support Workers - NIC	£	7,184	7,289	105
Co-ordinator and Employability Support Workers - Pensions	£	7,655	7,716	61
Staff travel	£	4,231	7,200	2,969
Staff training	£	610	1,800	1,190
Participant Subsistence	£	258	500	242
Participant Travel	£	980	3,000	2,020
Participant Development costs	£	4,859	4,000	-859
Participants Mobile phones	£	1,211	1,200	-11
Participant Resources	£	7,593	4,500	-3,093
<b>Total Project Activity</b>	£	<b><u>111,477</u></b>	<b><u>114,362</u></b>	<b><u>2,885</u></b>
<b><u>Other Project Costs</u></b>				
Management and Marketing	£	12,818	12,818	0
External Evaluation	£	6,000	6,000	0
<b>Total Other Project Costs</b>	£	<b><u>18,818</u></b>	<b><u>18,818</u></b>	<b>0</b>
<b>Total Expenditure</b>	£	<b><u>130,295</u></b>	<b><u>133,180</u></b>	<b><u>2,885</u></b>

# #FinalCountdown

Our Way2Work#CashBack expenditure in year 1 was: £130,295

## Breakdown

East Lothian spend—£56,026.85 with 74 young people

Midlothian spend—£74,268.15 with 99 young people





## #YearAhead

We've enjoyed an excellent first year as part of the CashBack family. It has been busy, challenging and exciting. We've levered in new services and partners for the first time, which benefit young people and the whole agency, going forward. We've reached young people in local communities which previously felt out of reach for our organisation. We've reflected on what we do and how we do it. With the evaluation team at Blake Stevenson and our Performance Advisor at Inspiring Scotland, we've thought about how we can do things better in year 2 and how we can improve our reach with the resources at hand.

Our priorities for year 2 are:

- Secure GDPR appropriate data sharing agreements with key agencies to improve outcome reporting for young people still at school
- Develop a new operational partnership with East Lothian's 'Construction Academy'
- Increase the use of accredited learning opportunities, wellbeing activity and other group activities as their availability increases with new funding at Bridges Project
- Be more visible to young people through the introduction of Instagram
- Introduce multi-media feedback from participants in selected activities
- Increase the number and proportion of regular stakeholder feedback returns from the current 62
- Encourage more innovative use of the Prince's Trust Development Awards
- Leverage more external partners in to the programme to enhance the whole CashBack experience for young people

## #SpreadTheWord



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www

www.bridgesproject.org.uk



Unit 1, Bogpark Road, Musselburgh, EH21 6RT  
0131 665 1621 Charity no:SC036976 Company no:SC277102

