



# CashBack Passport

Year 3: External Evaluation Report

June 2023



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## 1. Introduction

### Cashback Passport

- 1.1. CashBack Passport is Access to Industry's training and employability programme, supporting young people between the ages of 16 and 23<sup>1</sup> in HMP & YOI Polmont.
- 1.2. A £19m national programme which repurposes money seized from criminals to invest in projects for young people aged 10-24 who face disadvantages, CashBack for Communities began in 2008, with Phase 5 running from April 2020 to March 2023.
- 1.3. In 2020, Access to Industry was awarded funding for a three-year programme of activity as part of Phase 5 of the CashBack for Communities initiative. It received £500,000 to help increase the employability skills of these young people during their detainment and to offer support towards a positive destination on release and continued support once they are living in the community.
- 1.4. CashBack Passport assumes all young people in HMP & YOI Polmont have the potential to build employment skills, regardless of gender, background or the length or type of sentence. Caseworkers connect with the young people there and maintain contact throughout the sentence, developing an Action Plan that reflects their interests and skills with each individual. Offering a comprehensive level of support, they encourage each young person to engage in activities, training and services before liberation.
- 1.5. The programme ensures caseworkers can offer continued support to the young person after liberation, maintaining general contact, helping to locate opportunities in the community to find and secure jobs, volunteering, college and training places. Caseworkers ensure that young people have CVs and certificates of training achievement, which can support them in securing a positive destination. Project staff can also signpost young people to specialist support services and guide young people on issues such as the disclosure of convictions.
- 1.6. A full-time CashBack Passport co-ordinator and caseworker based within HMP & YOI Polmont deliver the work. They coordinate programmes for young people, focussing on training, employer engagement and sector-based qualifications, notably from the construction and hospitality industries.
- 1.7. In Phase 5, the key targets for CashBack Passport included:
  - engage a total of 280 young people;
  - achieve 168 accredited training certificates;
  - support 224 young people to increase their wellbeing;
  - assist 153 young people to positive progression post-liberation;
  - help 81 young people to move into employment or further education; and
  - for 72 young people to engage with other providers.

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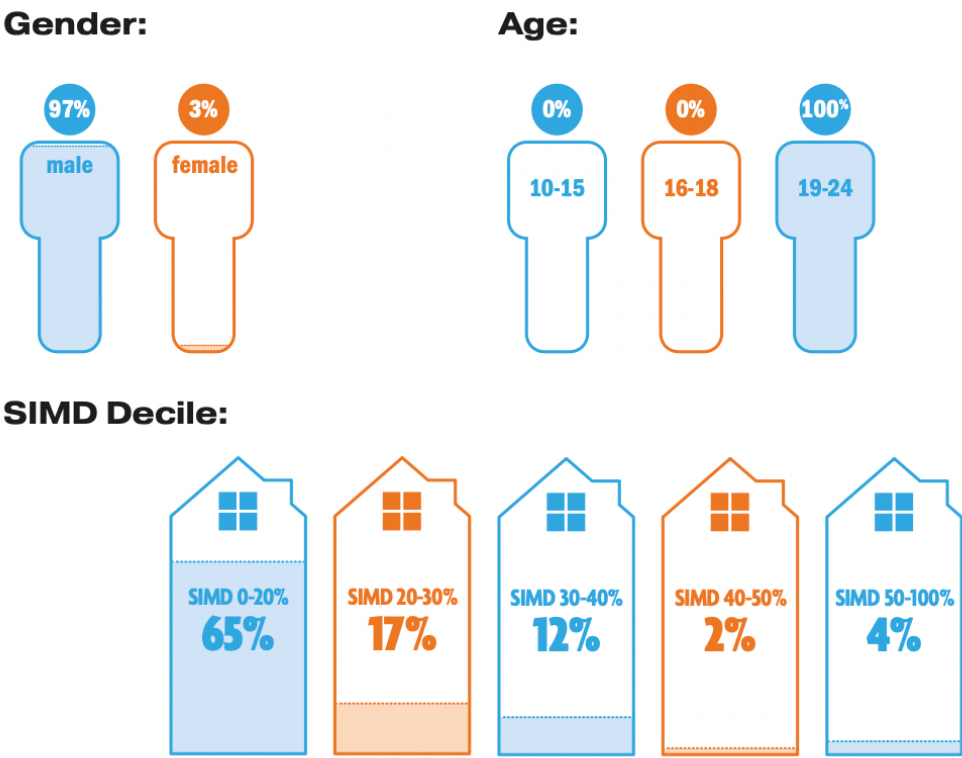
<sup>1</sup> The funding application was to support work with the 16-21 age range, however the population age in Polmont is up to 24. The project now works with 16-23 year olds. Young people over 24 at the point of registration are not eligible.

1.8. During Year 3, 115 young people participated in CashBack Passport which, combined with the 222 young people participating in the project in Years 1 and 2, the Phase 5 target of 280 has been exceeded by 20%.

Participant profile

1.9. Access to Industry also reached the intended target groups that CashBack for Communities seeks to support with CashBack Passport in Year 3; the majority (65%) of participants live in areas with the highest multiple deprivation and all those who engaged in the project were in the 19-24 age bracket. Reflecting the prison population in HMP & YOI Polmont, almost all participants were male (97%). The original intention of the project was to work with young males, however support was extended successfully to include some young women.

Participant Profile



The context of delivering CashBack Passport

1.10. There have been significant changes to the operating context for CashBack Passport in the Phase 5 three-year period. Legislative and practical changes which heavily impacted the project were highlighted in the Year 2 evaluation report, including changes to the protocol for the presumption against short sentences (PASS), extended from three months or less to 12 months or less by the Presumption Against Short Periods of Imprisonment (Scotland) Order 2019.<sup>2</sup> In practical terms, young people sentenced to

<sup>2</sup> [https://www.gov.scot/publications/extended-presumption-against-short-sentences-monitoring-information-january-december-2020/pages/3/#:~:text=publication%20for%20Scotland-Background,Imprisonment%20\(Scotland\)%20Order%202019.](https://www.gov.scot/publications/extended-presumption-against-short-sentences-monitoring-information-january-december-2020/pages/3/#:~:text=publication%20for%20Scotland-Background,Imprisonment%20(Scotland)%20Order%202019.)

less than a year are no longer sent to prison, which has reduced the number of young people in custody, often including those who may have been more employability-ready.

- 1.11. As a result, the prison population available for staff to support is more likely to include higher-tariff prisoners who often face more significant restrictions or may have experienced more personal challenges. It may also contain higher levels of young people with neurodivergent issues and those with complex health and social care issues, for whom there are already more barriers to accessing employment.
- 1.12. The changed demographic of young people has had implications for CashBack Passport staff, and Access to Industry has therefore ensured appropriate training in trauma-informed practice, Living Live to the Full (CBT-based training programme) and other topics are available to help deal with the increased challenges they may face with the young people they support. Ensuring that training has been relevant to the requirements outlined by The Promise has been another development area during the project.
- 1.13. For these young people, the path to employment can be longer, and staff support focuses more on 'survival mode', supporting young people towards secure housing and safer relationships before they are near to employment-ready.
- 1.14. The impact of the pandemic as the project began brought additional protocols and restrictions to a prison environment with firm procedures already in place. It affected the ability of CashBack Passport staff to engage with young people in a time of no or extremely limited in-prison access. It also restricted the movement of young people within the prison or their ability to come together for group activity.

**“There were constantly shifting sands - it was all around safety – employability was far down the pecking order as at the forefront it was managing risk and keeping people alive.” [CashBack Passport Co-ordinator]**

- 1.15. Even in Year 3, effects from these changes were experienced as the institution retained some restrictions. Initially brought in for infection control, they were deemed more appropriate in the general day-to-day management of the prison population. One example is that the size of groups of young people coming together continued to be restricted to four, compared with pre-COVID levels of 10. The project had to deliver more training sessions to reach the original engagement level target, resulting in resource and logistical implications.
- 1.16. Staff recruitment is another challenge the project has faced throughout Phase 5. Some staff movement away from and within the project has been positive and allowed others to progress. However, it contributed to consistently low staff compared with planned levels, which was made worse by the difficulty in attracting the right calibre of candidates as replacements. Furthermore, there are delays before new staff can work fully with young people because of the personal safety and mental health first aid training required for work within HMP & YOI Polmont.

**“I’m proud of the staff and the creative approaches they’ve taken to overcome challenges and the partnerships that have developed and grown.” [CashBack Passport Co-ordinator]**



- 1.17. In summary, significant changes took place in the prison context and broader justice landscape as the project began. It is essential to see CashBack Passport's achievement in light of these factors.

## 2. Evaluation Methodology

- 2.1. Access to Industry was required to commission an external evaluator to gather evidence about the programme and report on progress towards programme outcomes agreed with CashBack for Communities as a pre-requisite of receiving the funding.
- 2.2. The Lines Between, an independent social research agency, was appointed to deliver the evaluation. Their role included undertaking primary research with those connected to the programme, reviewing and analysing secondary data and producing an annual report and case studies. A first report was compiled at the end of Year 2, reflecting on the first two years. The final output is this Year 3 final report.
- 2.3. CashBack Passport staff supported The Lines Between to contact young people who participated in the project while serving their sentence and post-liberation. This allowed the researcher to carry out interviews with a range of young people who had been liberated and those still serving sentences.
- 2.4. The research team developed a discussion guide for these evaluation interviews. The discussions allowed young people to reflect on their experiences of support from CashBack Passport and share examples of impacts, including contributions to aspirations and outlook. During interviews, the researchers thoroughly explored the connections between their involvement with the project and target outcomes.
- 2.5. Each interview was recorded, transcribed and written up as a case study, where enough material was available, using the first-person style to ensure that young people's voices and views on the project were clearly articulated.
- 2.6. The original proposed model for each case study included gathering views from an additional stakeholder linked to each young person to highlight the young person's current situation and personal development observed within the context of the CashBack outcomes. However, these were rarely available, so CashBack Passport staff provided information instead.
- 2.7. One of the aims in Year 3 was to produce one paired case study each quarter (presenting the views of a young person and stakeholder). By the end of the year, two case studies were written. Two further interviews took place with individual young people and an informal conversation with a group participating in a hospitality training week in HMP & YOI Polmont. Although these gave further insights into the project, they did not generate sufficient material for separate case studies.
- 2.8. Some interviews took place with young people who had been liberated and were either volunteering or employed in their local community. Other young people still serving their sentences in HMP & YOI Polmont also engaged in the evaluation.
- 2.9. COVID restrictions in Years 1 and 2 had prevented research visits to HMP & YOI Polmont, but these eased in Year 3. This enabled conversations with young people and social

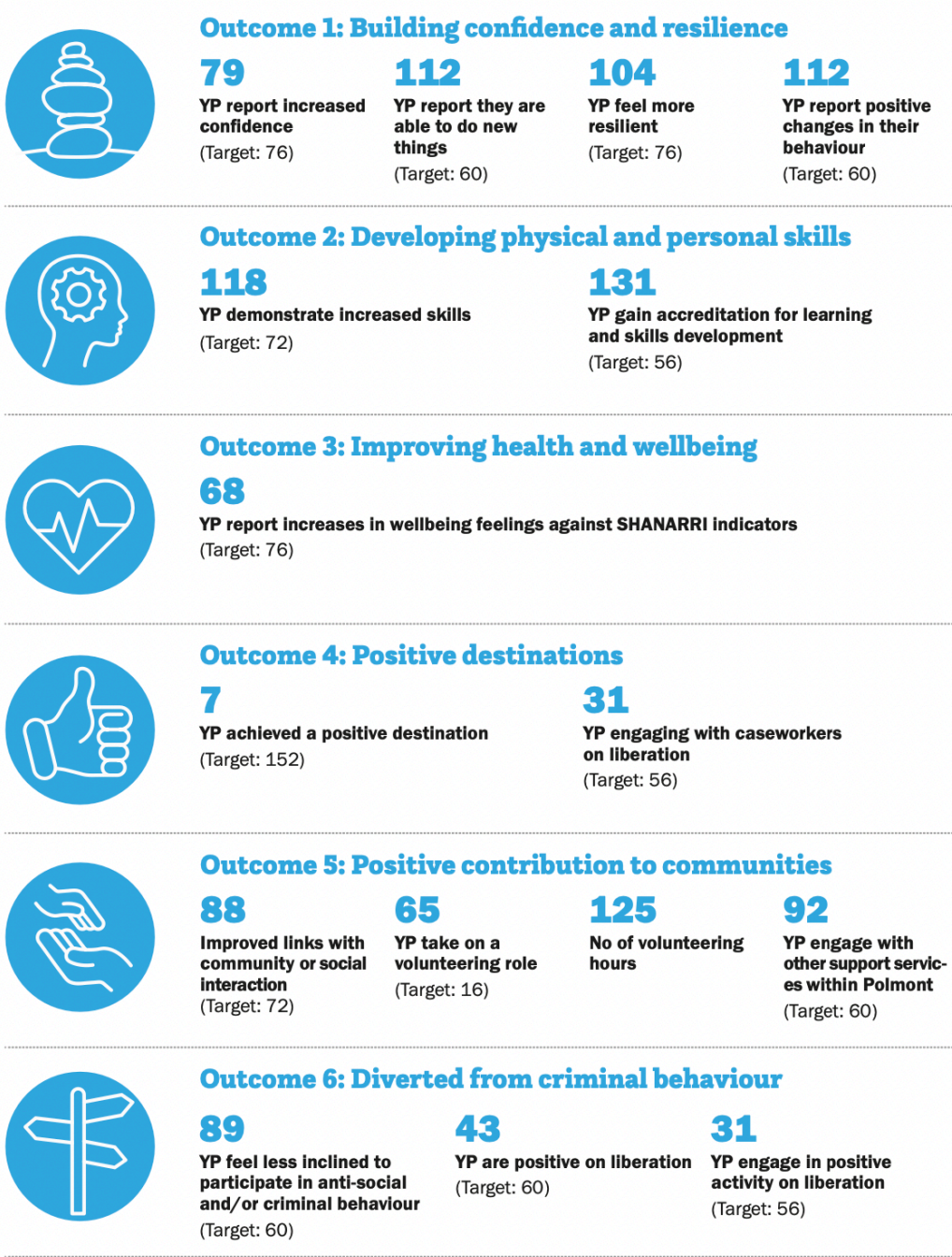
work, prison and training agency staff about the role of CashBack Passport and its support of young people.

- 2.10. Access to Industry undertakes self-evaluation, including feedback forms for training events and the Outcomes Star approach to explore ‘before and after’ perspectives. Early in Phase 5, staff shared these approaches with The Lines Between to confirm the tools and materials were fit for self-evaluation.
- 2.11. The research team at The Lines Between also analysed secondary data sources, including Access to Industry’s quarterly reports to Inspiring Scotland and the Scottish Government.
- 2.12. Throughout Chapter 3 we present scorecard data which indicates whether the CashBack for Communities outcome targets were met. This is based on self-evaluation data gathered from young people who have engaged with CashBack Passport.
- 2.13. The remainder of the report is structured as follows:
  - Chapter 3 describes the impact of CashBack Passport on young people and shows progress toward programme outcomes.
  - Chapter 4 reflects on the delivery of the project, describing highlights and challenges.
  - Chapter 5 presents a short conclusion.

3. Impact on young people

- 3.1. This chapter explores the impact of CashBack Passport on participants during Year 3, drawing on self-evaluation data gathered by the project and on qualitative research undertaken with young people and stakeholders. Reference is also made to the Year 3 results in the context of the three-year funding period of Phase 5 and its overall targets.
- 3.2. The evidence is structured around the six programme outcomes agreed between CashBack for Communities and Access to Industry; Year 3 results are shown below:

Year 3: Outcome Progress



Based on data collected from young people participating in Year 3 of CashBack Passport.



**Outcome 1: Young people build their confidence and resilience, benefit from strengthened support networks and reduce risk-taking behaviour**



**Outcome 1: Building confidence and resilience**

**79**

**YP report increased confidence**  
(Target: 76)

**112**

**YP report they are able to do new things**  
(Target: 60)

**104**

**YP feel more resilient**  
(Target: 76)

**112**

**YP report positive changes in their behaviour**  
(Target: 60)

- 3.3. Evaluation and monitoring data collected from young people shows CashBack Passport's impact on their confidence and resilience. In Year 3, 79 young people said they had increased confidence due to CashBack Passport's work, just over the target for this indicator. All other indicator targets, such as young people feeling able to do new things, feeling more resilient and reporting positive changes in their behaviour, were exceeded by between 36% and 86%.
- 3.4. The figures show continued growth from Years 1 and 2 to the end of the funding period, beginning slowly at the start of the project with the onset of the pandemic.
- 3.5. CashBack Passport delivers this outcome through one-to-one sessions with young people and opportunities to access a range of training. Through this combination of personalised support and skills-based training, young people build confidence in their abilities, create and develop CVs, and gain an understanding of opportunities they can access on liberation. They are also given guidance on how best to communicate about disclosure with potential employers.
- 3.6. In the evaluation interviews, young people and stakeholders attributed the support from CashBack Passport to growth in confidence and resilience. In particular, achieving training accreditation was highlighted as a way to encourage young people and provide evidence of the skills they have gained, which they can take into the workplace.

**“I think his little triumphs helped build that confidence with him, so right after he passed his CSCS, it was a continuation of getting these tickets and realising that he actually can do something - especially when he applies himself.” [caseworker]**

**“Those certificates have actually got me the jobs a lot easier because they stand out on my CV as well. My CSCS card - that's how I got the job...” [young person]**

- 3.7. Young people come with different backgrounds, attitudes, hopes and fears, but within this diversity, CashBack Passport aims to offer consistency. Staff take an interest in each young person, identifying and providing the support they need while highlighting opportunities and encouraging them that these are achievable.

- 3.8. In Year 3, we identified further examples of this approach which enables young people to build on what they have and develop self-belief and positivity about the future.

“My plan when I got out - the first thing was to go drinking, have a mad party, just causing it - that was my plan. And then when I spoke to them [Access to Industry], and they got me my tickets [certificates], I realised I can actually do something with my life instead of just being a waster. It made me think if I put my mind to something I can actually do it.” [young person]

“It was a case of working with him, speaking about the things he wants to do, where his interests lay...for things he was interested in, just being able to make sure we could facilitate that... So it was helping and supporting him to make sure that he could have a positive destination.” [caseworker]

“I've matured so much, and I've got to come back from this stronger. It's been a life changer. It really has.” [young person]

- 3.9. Young people told us they valued support from the CashBack Passport staff. They described being encouraged to see their potential and how they can use it once they are back in their local community and giving them a clearer understanding of what to expect from a workplace.

“I think if I didn't have any of this support, I don't know how that would have worked, you know. I feel like I would have had that same mindset of being in there [in Polmont YOI], and I probably would have came out and not wanted to get a job....[young person]

...I started labouring on this site and I just worked hard so I'd get noticed. And then once people started noticing me I was asking around, if there's any jobs going. It took me a while, but then eventually I got this apprenticeship with a flooring company...” [young person]

“[talking with CashBack Passport staff] gave me an idea of what to expect when I go into work. So it wasn't like I was just getting chucked right into the deep end. I understood what goes on on a site and everything like that. So it definitely made me a lot more confident.” [young person]

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



### Outcome 2: Developing physical and personal skills

# 118

**YP demonstrate increased skills**

(Target: 72)

# 131

**YP gain accreditation for learning and skills development**

(Target: 56)

**3.10.** CashBack Passport exceeded its targets for young people demonstrating increased skills and gaining accreditation in Year 3.

**3.11.** As with previous years in Phase 5, young people in HMP & YOI Polmont have been able to gain qualifications for different industry sectors, notably construction and hospitality, with the main examples being:

- **Construction and Cleaning Skills**

- CSCS – Construction Site Certification Scheme - a gateway to employment in the construction industry
- TIGERS – incorporating five different construction industry-recognised certificates, including CAT & Genny (locating underground services for cable avoidance); Manual Handling; Asbestos Awareness; Vehicle Marshalling and Abrasive wheels.
- PASMA – Prefabricated Access Suppliers' and Manufacturers' Association – accreditation in assembling, moving and dismantling low-level equipment and mobile towers
- Environmental Waste – environmental awareness linked to construction sites.
- British Institute of Cleaning Science – industrial cleaning, with in-prison roles to use the qualification in practice

- **Hospitality**

- World Host Training - principles of customer care
- REHIS (Royal Environmental Health Institute of Scotland) - Food Hygiene

- **Other**

- REHIS - First Aid at Work
- REHIS – Health and Safety

**3.12.** New developments during Year 3 included broadening the hospitality sessions to include barista training. CashBack Passport funding was used to purchase barista coffee machines and Scottish Prison Service staff were also trained, so they could deliver future sessions. Solar panel rigs were purchased, so the young people could undertake training beneficial to renewable energy, one of the fastest growing sectors on the jobs market.

- 3.13. For most young people, these skills development opportunities represent new areas of employability interests. One young woman with no prior experience in construction-related skills said she had *“been up for trying new stuff”* and *“had found it interesting”*. Within her male-dominated group, she excelled in these courses, and her next intention was to work towards some of the hospitality certificates, which was closer to her previous catering experience.
- 3.14. Others have continued to develop skills they gained before being sentenced. For example, one young man with bricklaying experience could continue learning this trade, providing continuity with previous work experience and leaving him hopeful about employment opportunities on liberation.



*“Some people go to college for four years to do bricklaying. I'm nearly halfway there. I'm going to be a bricklayer. I've got a good work ethic – I just keep going.” [young person]*

*“He has got natural talent with bricklaying, and I think it'd be a shame if we didn't get a job placement that would help further those skills...if working with Scottish Prison Service, we could identify a placement that they can vet and be happy with, it would be a next step for him, having day visits and being back out in the community before he's properly liberated.” [caseworker]*

*“[relating to the quote above] If I got an opportunity like that, I'd thrive... When I'm released, I'll be on a five-year licence and on a tag. I'm going to do an OU course and become a site manager.” [young person]*

## Outcome 3: Young people's health and wellbeing improves



### Outcome 3: Improving health and wellbeing

# 68

**YP report increases in wellbeing feelings against SHANARRI indicators**

(Target: 76)

- 3.15. Getting It Right For Every Child (GIRFEC) supports children and young people to grow up feeling loved, safe and respected and can realise their full potential. The SHANARRI indicators relating to this are that every young person should be Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included.
- 3.16. Access to Industry has developed a process for measuring wellbeing against SHANARRI indicators. This involves a baseline assessment with young people at their third appointment and a review every eight to 10 weeks. Using the Outcomes Star model and the Wellbeing Wheel, young people reflect on areas of their lives as varied as health and wellbeing, home and family, career and money prospects, relationships, life purpose, and vision.
- 3.17. In Year 3, CashBack Passport achieved 89% of its target of young people improving wellbeing against the SHANARRI indicators. It showed a considerable improvement and continued growth from the end of Year 2 (55%) and Year 1 (5%).
- 3.18. The Year 2 report highlighted that project staff wanted to find more meaningful ways of capturing this indicator in Year 3, and the new baseline and review approach has helped achieve this. Staff now reflect that there are some of the SHANARRI headings on which their work is more likely to have an impact than others, and the learning from Year 3 is that self-evaluation methods may adapt further to ensure a focus which best captures the project's impact.
- 3.19. As evidenced in the interviews with young people, they clearly feel positive about CashBack Passport support impacting their wellbeing, sometimes complementing other self-development opportunities they can access at Polmont.



*"She [caseworker] met me and gave me support...really nice and helpful."  
[young person]*

*".... I did the rehabilitation course. It's all about your emotions and managing your feelings. It's good to talk about these things. I find it really beneficial."  
[young person]*

- 3.20. There is an awareness among CashBack Passport staff and caseworkers that each young person has individual needs and face challenges which impact their attitudes and outlook. While CashBack Passport aims to support young people towards positive destinations and engage them in employability activities, significant personalised work is needed to ensure the right balance of support is given.





*“A lot of young people I work with, they've got quite a really bad inner monologue - quite negative self-talk - often it's because it's the environment they've been brought up in, their friend groups, their parents, wherever they may reside. They're outside of that environment when they're placed in Polmont ... it's a case of 'you are capable - you can do this'.” [caseworker]*

- 3.21. Staff recognise that positive destinations such as employment, education or training are more realistic and achievable when young people have greater stability in health, housing and income, among other factors. Sometimes there are issues relating to safety and survival which take priority over employability, and the role of CashBack Passport staff can include compassionately supporting young people with many different aspects of life as a realistic response to their needs.
- 3.22. During interviews, young people reflected on their time in HMP & YOI Polmont, noticing a changed attitude to drink and drugs and a new awareness of how these had negatively affected their life in the past. They spoke about being in a better state of health without access to drink and drugs in prison and being more open to the opportunities offered by CashBack Passport as a result.



*“Before I went in [to Polmont]...my head wasn't too clear because I was taking drugs and stuff, constantly - drinking all the time. But when I went in there, I cleared my head. So I think if I was still out and someone came up to me and told me about all the tickets [training opportunities] and that, I don't think I would have really listened to them. But being in there got me sober - that made me think clearer and Access to Industry speaking to me - it was the perfect time when I was ready for a change.” [young person]*

*“Before, I was full of the drink. I won't be drinking when I get out. I was bombed out my nut on weed. It frazzles your head - you can't function on that.” [young person]*

**Outcome 4: Young people participate in activity which improves their learning, employability and employment options (positive destinations)**



### **Outcome 4: Positive destinations**

**7**

**YP achieved a positive destination**  
(Target: 152)

**31**

**YP engaging with caseworkers on liberation**  
(Target: 56)

- 3.23.** This outcome has been the most challenging for CashBack Passport. Seven young people achieved a positive outcome in Year 3 against a target of 152. The overall figure for Phase 5 is that 11% of the target has been achieved. More positively, over half of the target for young people engaging with caseworkers on liberation has been achieved.
- 3.24.** Difficulties in achieving the target for this outcome link to the issues outlined in Chapter 1. Fundamentally, as the project began, the throughput of young people changed from the original anticipated levels. The project rationale and targets were based on a rolling 12-week programme of support, as young people on short sentences entered HMP & YOI Polmont, were supported and then liberated. Instead, this cohort of young people were released at the start of the pandemic, and short-term sentencing changed. In the aftermath, staff could not meet with young people for much of Year 1. Furthermore, the profile of these young people shifted to those with longer sentences and had a greater likelihood of living with a range of learning, social or health challenges, leaving them further from being employment-ready.
- 3.25.** While the results are low, evaluation interviews did show how the access to learning opportunities left the young people better equipped to achieve a positive destination on liberation.



*“It’s the best time of my life [in Polmont] because I’ve been getting qualifications and I’ve had a chance to learn.” [young person]*

*“It felt like I had things to show – that I had certificates.” [young person]*

*“That PASMA course where I had to put up a PASMA... I did a PASMA labouring job where they wanted me to put up a mini-scaffolding in a few places and take it down. So I was able to do that thanks to Access to Industry.” [young person]*

*“My CV was quite rubbish - it wouldn’t stand out at all...I had just had one job for a few weeks in a kitchen before I’d been put in Polmont. They [Access to Industry] definitely made it a lot better.” [young person]*

- 3.26.** Attitude to work had also been a focus of CashBack Passport’s activities, with staff beginning to bridge the experiences and learning in HMP & YOI Polmont with the life young people might have on liberation. For some young people, there is a realisation that they can live life differently after release.



*“When you're in Polmont, it's like a totally different world in there. You kind of forget what it's like out here...when I was told about all this work, speaking to them [Access to Industry] puts you in more of a mental state of being outside. I feel like when I spoke to them, I kind of stagnated myself away from all the jail - I stopped getting involved in all the stuff going on. I was thinking about the real world - you prepare yourself for what to expect outside. I just kept myself to myself - preparing to get out.” [young person]*

- 3.27. A key part of CashBack Passport’s support is trying to help young people prepare for life on liberation and offering continuing support once they are released. This can include improving their understanding of work environments so that expectations are realistic.



*“...with workplaces, it was a case of chatting through with him about what to expect, especially in construction because he's very assertive. He takes direction very well but I think sometimes like many young men, they don't always react well to authority or being challenged...So just managing his expectations .... be open to the fact that not everything that's been said to you is a criticism. And just preparing him with regards to what the work will be like, his timekeeping and attendance...” [caseworker]*

## Outcome 5: Young people contribute positively to their communities



### Outcome 5: Positive contribution to communities

**88**

Improved links with  
community or social  
interaction  
(Target: 72)

**65**

YP take on a  
volunteering role  
(Target: 16)

**125**

No of volunteering  
hours

**92**

YP engage with  
other support serv-  
ices within Polmont  
(Target: 60)

- 3.28. CashBack Passport has exceeded all of the targets for the indicators for Outcome 5 confirming the trajectory of growth highlighted in the Year 2 report.
- 3.29. In the setting of HMP & YOI Polmont, Outcome 5 has relevance for young people serving their sentence because there are opportunities for them to positively contribute to the prison community. Those who have been liberated can benefit the wider community once released too.
- 3.30. Many young people who engage with CashBack Passport assume roles within the prison. This can include being part of work parties focused on painting or joinery, and roles within catering or cleaning teams. Some achieve a 'PASS' role, where they are given a pass from the governor to access other areas within the prison or undertake additional tasks, such as cleaning an officer's area. This is a mark of trust in their ability to take on responsibility.

“I'm a peer mentor. They [prison staff] approach those that can be trusted to be peer mentors... When people arrive [at Polmont YOI], they can be shy or scared. It can feel an intimidating place. I like helping people. You can be a positive example. That's my duty.” [young person]

“He has worked really hard on himself and he's really become a model prisoner. They're given jobs where they can move about the prison... he's got his BICSc qualification, and they're basically the industrial cleaners for the facility, so that's what he does.” [caseworker]

- 3.31. These opportunities can be linked to the training that CashBack Passport offers young people. Staff support them to succeed in new roles in various ways. For example, they draw a connection between the work young people do and any achievements gained within the prison community to help them to look ahead and consider a different life on liberation. For some, this has a powerful effect, supporting them to mentally prepare for life outside.

“When you're in Polmont, it's like a totally different world in there. You kind of forget what it's like out here...when I was told about all this work, speaking to them [Access to Industry] puts you in more of a mental state of being outside. I feel like when I spoke to them, I kind of stagnated myself away from all the jail - I stopped getting involved in all the stuff going on. I was thinking about the real world - you prepare yourself for what to expect outside. I just kept myself to myself - preparing to get out.” [young person]

- 3.32. While in HMP & YOI Polmont, engaging with other support services is essential for young people to make the most of available opportunities, such as experiencing contact with a range of trainers and facilitators. During Year 3, CashBack Passport could signpost young people to a range of other services or support and encourage their growing involvement with, for example, Scottish Prison Service staff, Fife College, TIGERS Training, prison-based social work, New Routes (pre and post-release mentoring support), and others.
- 3.33. Young people are released to various communities throughout Scotland and sometimes other parts of the UK. As an example, in the last quarter of Year 3, young people went to Aberdeen, Aberdeenshire, Ayrshire, Clackmannanshire, Edinburgh, Dundee, Fife, Glasgow, Highland, Moray, North Lanarkshire, Scottish Borders, South Lanarkshire and West Dunbartonshire post-liberation. In the same period, outreach through CashBack Passport took place in Edinburgh, Glasgow, North Lanarkshire and South Lanarkshire.
- 3.34. CashBack Passport aims to help young people successfully re-integrate into their local community on liberation. This includes supporting young people to look ahead, set appropriate expectation levels, and connect to local area support services.

“Initially, he wanted information regarding how you would go about making a business plan. I helped him with this, managing his expectations in relation to getting the funding loans he hoped for due to his convictions. This was by no means done to put him off, just to make him aware there would need to be some time and work done post-liberation before he could act upon his plan...I've linked him in with Business Gateway, where he'll be living, who will work with him as he progresses now he is liberated.” [caseworker]

- 3.35. When returning to the community, young people face many challenges, including finding work. One young person noted, “It's been a bumpy road since I came out...not many jobs to go for.”
- 3.36. Some young people described their development through CashBack Passport, noting a greater capacity for self-reflection, renewed positive focus and desire to change as an opportunity to give something back, so that others might benefit from it. One summed this up: “If I can help one person from this experience, that's a good thing.”
- 3.37. The most positive stories are when young people secure a new opportunity after liberation and are welcomed by an employer, a fresh start allowing the individual to contribute to the wider community.

“It took me a while, but then eventually I got this apprenticeship with a flooring company - the money's good. It's been going perfect. I'm really enjoying it...the people I'm working with are really good... they're helping me.” [young person]



## Outcome 6: Young people are diverted from criminal behaviour or involvement with the criminal justice system



### Outcome 6: Diverted from criminal behaviour

**89**

**YP feel less inclined to participate in anti-social and/or criminal behaviour**  
(Target: 60)

**43**

**YP are positive on liberation**  
(Target: 60)

**31**

**YP engage in positive activity on liberation**  
(Target: 56)

- 3.38.** CashBack Passport reports positive results for this outcome in Year 3, with the target for young people feeling less inclined to participate in anti-social and/or criminal behaviour exceeded by over 40%. The project has met over 70% of its target for young people being positive about the future on liberation and over half of its target for young people being involved in positive activity on liberation.
- 3.39.** In evaluation interviews, young people reflected on their lives before they served their sentences. They described a sense of feeling ready and willing to move on from negative behaviours and experiences.

“Before I went in [to Polmont], I was involved in a lot of criminal activity - it was just normal to me - that was my life at that point - I didn't know anything different from it... But being in there got me sober - that made me think clearer and Access to Industry speaking to me - it was the perfect time when I was ready for a change.” [young person]

“I want to be a law-abiding citizen. I've got a family to think about. This is it - away from the past.” [young person].

- 3.40.** Caseworkers and wider stakeholders highlighted the difficulties young people face if they do not have strong foundations or alternative activities in place. Along with the young people, they recognise liberation can present a return to situations and relationships, which heighten the chances of re-offending. CashBack Passport provides a new source of motivation and a chance for a positive outlook.

“Every opportunity we gave to him, he was more than happy to oblige - he always took part and gave 100%, and naturally progressed to everything. ... I think he can really apply himself to any industry and that's something that we made sure to say to him during the time of working. [caseworker]

- 3.41.** Young people's ability to be resilient to any knocks that they experience was seen as crucial, and they may need to develop further resilience to help them avoid being drawn into negative behaviours. CashBack Passport plays an important role in helping young people understand there will be challenges along the way and providing practical advice on how to react as they leave Polmont.

“Some days you will have maybe have a bad day, we all have them ... realise that every day is a new day. Really just managing his expectations with regards to what his work will look like...and just how he reacts in situations.” [caseworker]

#### 4. Year 3 and Phase 5 analysis

- 4.1. The end of Year 3 figures for Phase 5 of CashBack Passport demonstrate continued growth from Year 2 into Year 3. Below we present the percentage of the target achieved for each indicator. Across the past year, there have been increases against targets for all indicators apart from positive destinations and the Outcome 6 indicators.
- 4.2. Results vary across the outcomes for the whole Phase 5 period. Of the 16 indicators, eight targets were exceeded (some substantially). A further three have achieved over 75% of their target, two have achieved 50-75% and three targets are under 50%.

Outcome	Indicator	% Year 1 target	% Year 2 target	% Year 3 target	% Phase 5 target
1	Increased confidence	33%	93%	104%	77%
1	Able to do new things	25%	84%	187%	100%
1	Feel more resilient	24%	90%	137%	88%
1	Positive behaviour changes	32%	123%	187%	108%
2	Increase in personal skills, accredited learning	54%	186%	234%	178%
2	Young people see an increase in their skills	28%	129%	164%	108%
3	Improve wellbeing against SHANARRI indicators	5%	58%	89%	51%
4	Achieving positive destinations	26%	14%	5%	11%
4	Engaging with caseworkers on liberation	25%	43%	55%	42%
5	Young people take on a volunteering role	0%	250%	406%	223%
5	No of volunteering hours	0%	100%	Target not set but 125 yp worked with	243%
5	Young people feel their contribution, links with communities and social interaction are improving	19%	71%	122%	71%
5	Young people engage with other support services within Polmont	23%	126%	153%	101%
6	Young people feel less inclined to participate in anti-social and/or criminal behaviour	22%	169%	148%	112%
6	Young people are positive about future upon liberation	47%	148%	72%	89%
6	Positive activity on liberation	25%	59%	55%	47%

## 5. Conclusions and looking ahead

- 5.1. Over the three years of Phase 5 CashBack for Communities, CashBack Passport has established a respected programme of support for young people both within HMP & YOI Polmont and on liberation. CashBack Passport has developed relationships with young people and with stakeholders who offer a range of training opportunities.
- 5.2. Young people have been encouraged to engage with training opportunities, and CashBack Passport staff have worked closely with them to build a portfolio of experience. This has enabled young people to evidence their achievements on their journey to a positive destination and empowered young people to have greater self-belief and see their potential, diverting them from risky or criminal behaviour.
- 5.3. The project launch coincided with the start of the pandemic; therefore, the early years were affected by multiple restrictions, altering working practices. This, combined with changes to justice legislation, affected the premise on which the project had been planned. In addition, based on identified need, the working practice from the proposed project was adapted to include providing support for some young women, alongside the majority of male participants. Despite the challenging delivery context of the pandemic, the project has exceeded targets in half of its indicators. Only a small number of indicators are below target, and these can be explained by target-setting that was based on factors that changed significantly and a combination of adverse circumstances.
- 5.4. CashBack Passport takes a strategic approach to supporting young people to develop their employability skills, matching opportunities to growth sectors in the job market to give young people the best hope of accessing work on release. They have increased opportunities for young people to participate in and gain accredited learning before liberation by developing training delivery hubs in the prison, with options for hospitality and construction. For example, the barista training and solar panel work demonstrate CashBack Passport's efforts to future-proof the project by reacting to recruitment gap trends in the hospitality and renewable energy industries. The project is now well-placed to offer further support to young people. This will include further development of work with young women given the project's successful early steps in this area.
- 5.5. There are continuing positive signs for the project's work in Phase 6, as post-pandemic, it has established increasingly productive partnerships in HMP & YOI Polmont. A significantly stronger shared vision now exists between different stakeholders for the value of employability support for young people and how that can be delivered.