

# CASHBACK 180

## YEAR 3

## REPORT



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# CONTENTS

PAGE 1	YEAR 3 HIGHLIGHTS
PAGE 2	REASONS FOR REFERRAL
PAGE 3	AREA BREAKDOWN
PAGE 4-5	PERSONAL CHARACTERISTICS
PAGE 6	POSITIVE DESTINATIONS AND ACCREDITATION
PAGE 7	COLLABORATIONS
PAGE 8	KPI'S
PAGE 9-14	CASE STUDIES
PAGE 15	THE FIGURES
PAGE 16	A WORD FROM THE LINES BETWEEN
PAGE 17	PHASE 5 REFLECTIONS
PAGE 18	PHASE 5 OUTCOMES

# YEAR 3 HIGHLIGHTS

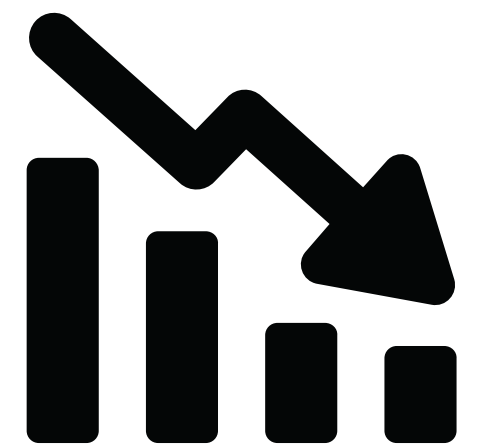
90

Young people engaged with supports



83%

Of Participants reported a reduction in offending



42

Group work sessions delivered



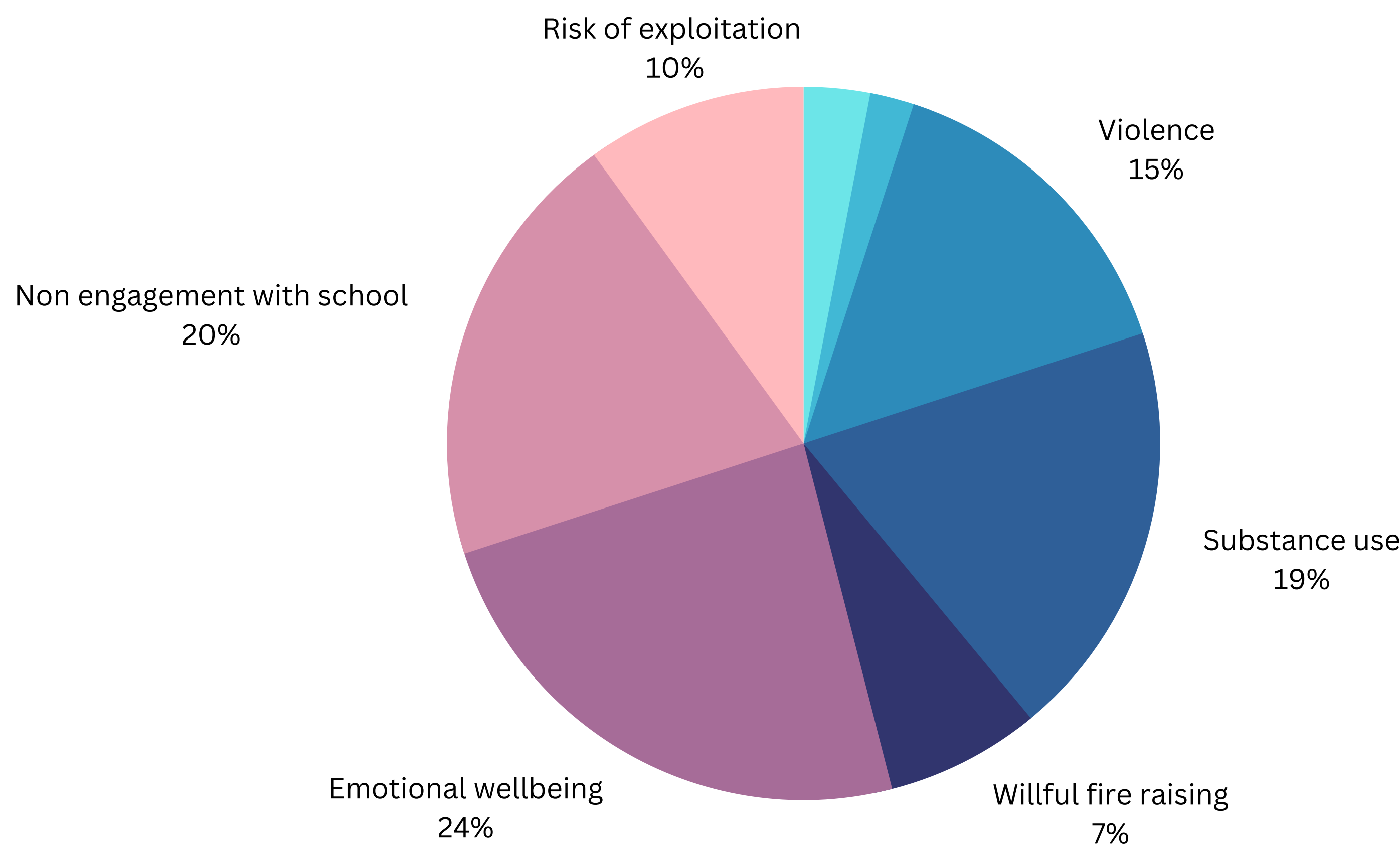
283

1:1 sessions delivered



# REASONS FOR REFERRAL

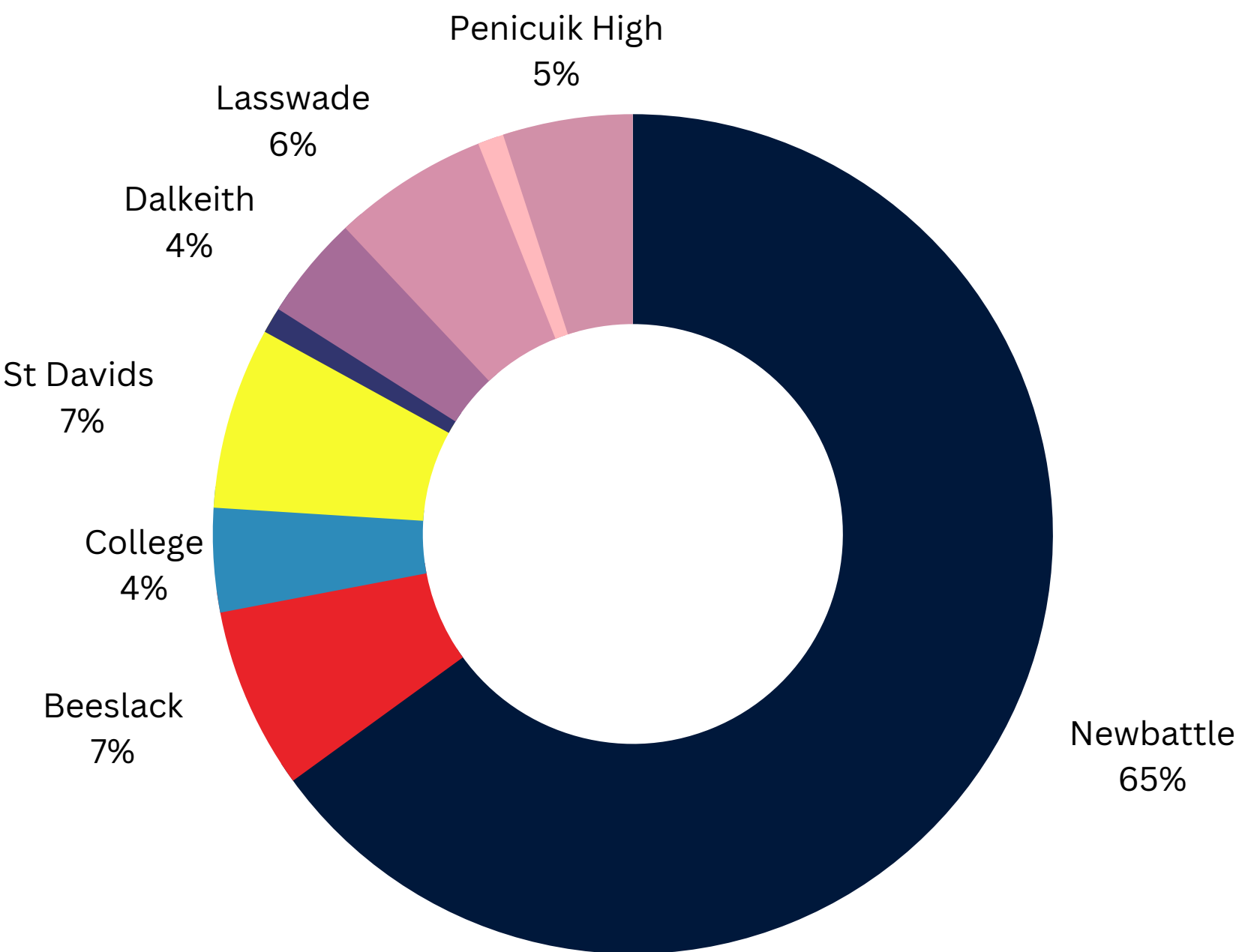
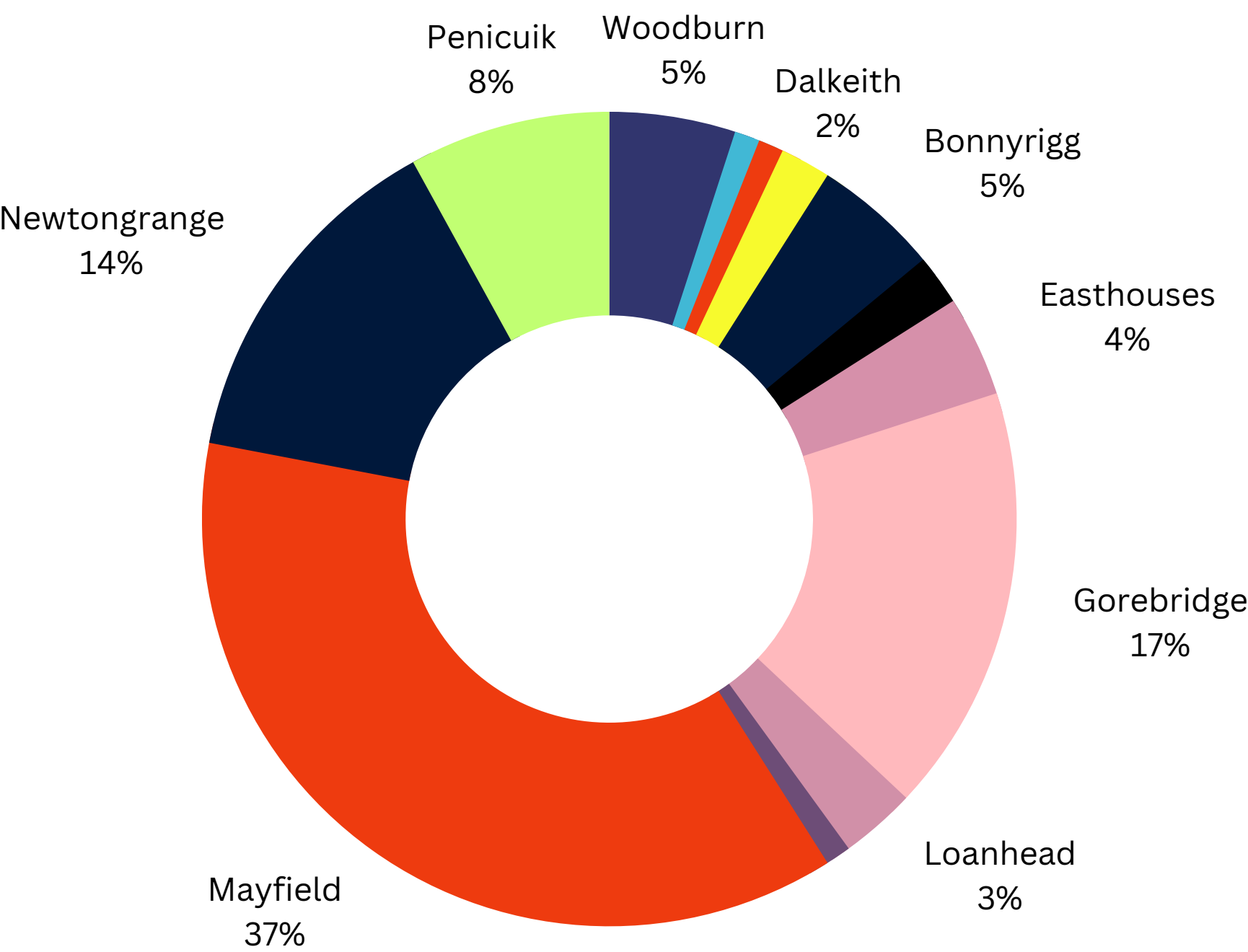
The CashBack 180 service has supported 90 young people across Midlothian over the last year, who were identified as being involved in or risk of becoming involved in risk taking, offending or anti social behaviours. Young people were referred to the service for a wide range of reasons. The chart below shows the breakdown of reasons for referrals in year 3.





# AREA BREAKDOWN

CashBack 180 has supported young people from across Midlothian and we have worked with young people and partners from six of Midlothian high schools. The charts below show an area and school breakdown for participants:

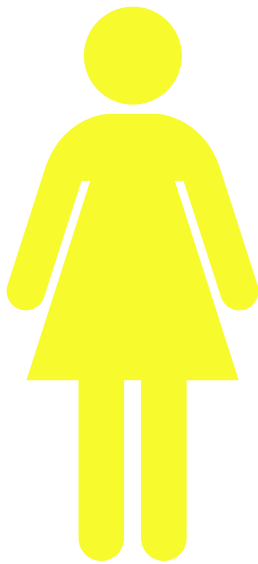


CHARACTERISTICS YEAR 3

Gender

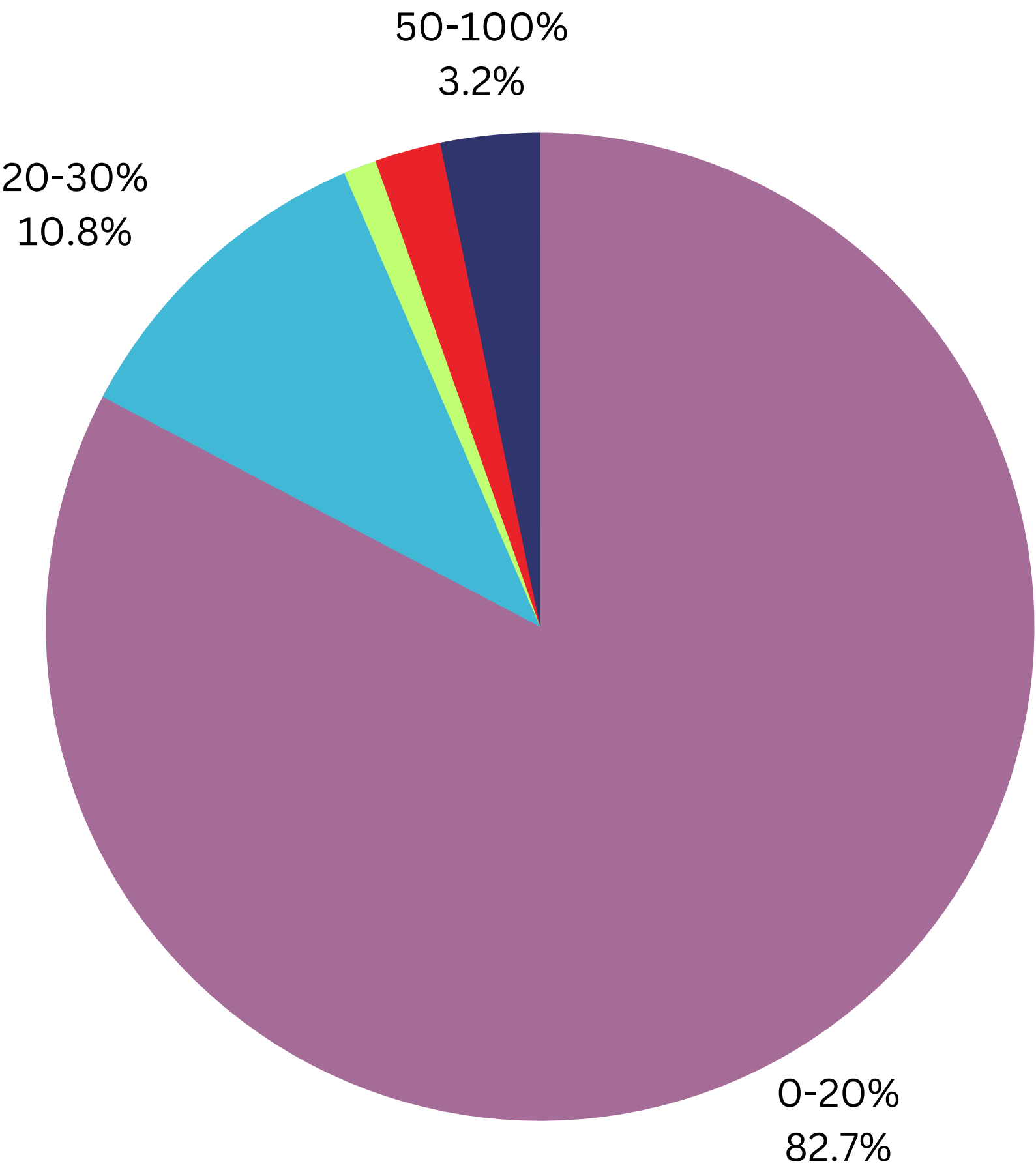


68%



32%

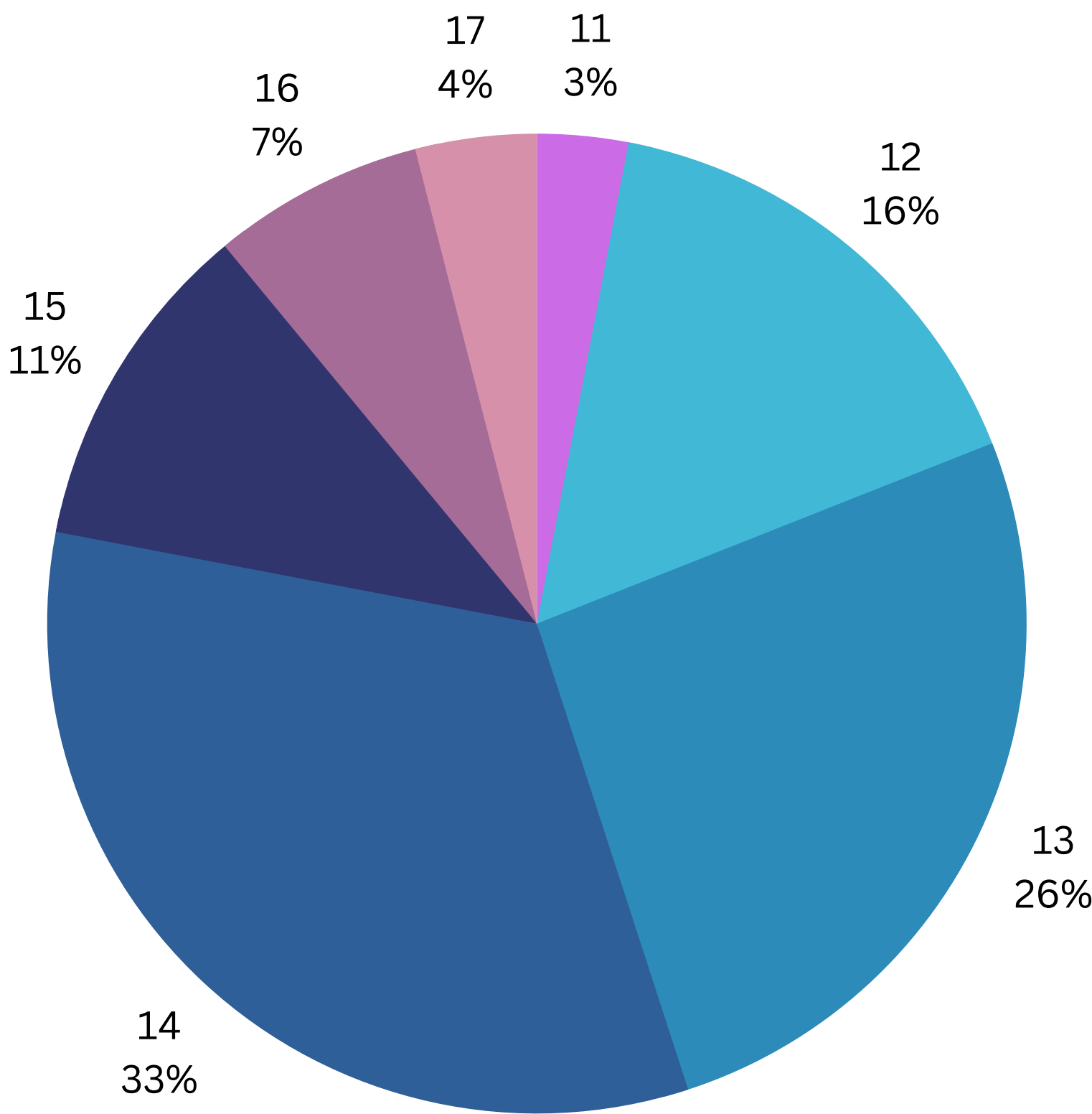
SIMD



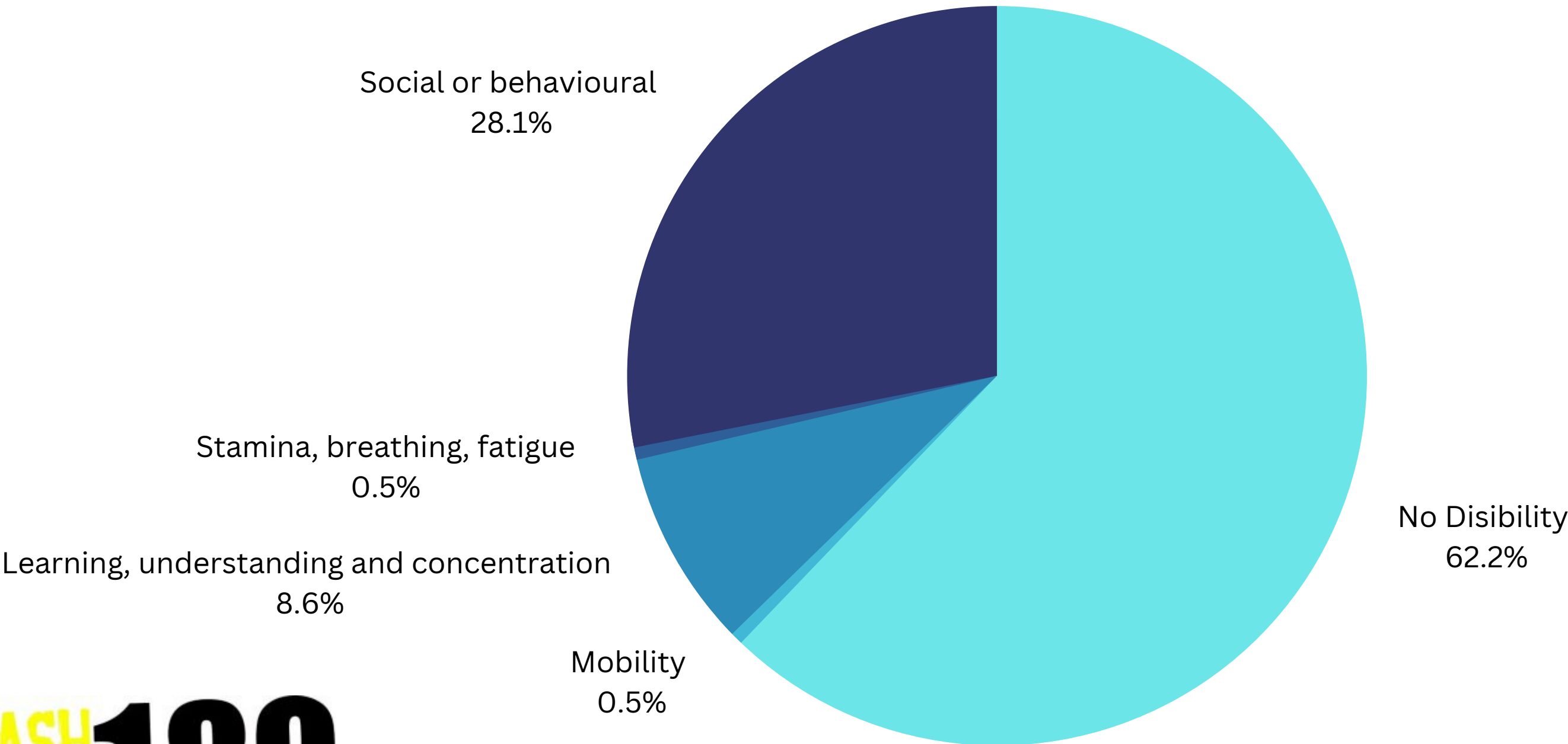


# PERSONAL CHARACTERISTICS YEAR 3

Age



Disability



# POSITIVE DESTINATIONS AND ACCREDITATION

**38** Young people achieved accredited  
Dynamic Youth Awards



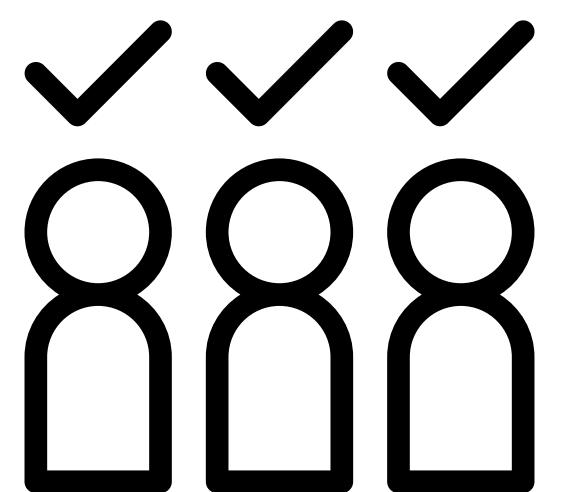
**49** Young people reported improved educational  
attainment



**6** Young people secured employment



**56** Young people reported improved  
school attendance.





# COLLABORATIONS

Partnership working is a vital part of the CashBack 180 service. We work alongside a wide range of organisations and services when delivering our programmes, to improve young peoples support networks and provide them with a varied range of opportunities to learn. We we receive referrals for supports from other local services and organisations including schools and social work teams.

Y2K staff and young people have benefitted from training, opportunities and funding from the CashBack funded service Youth Scotland in all three years of phase 5.

We have also worked with Midlothian High schools, the Scottish Fire and Rescue service, Police Scotland, Health in Mind, Midlothian Council and MyPas.



# KPI'S

Outcome 1: YP build their capacity and confidence	Yr 3 Actual	Phase 5 Actual	Phase 5 Target
YP report increased confidence	70	181	252
YP report they are able to do new things	82	205	219
YP feel more resilient	63	179	228
Other stakeholders report increasing confidence in YP	100%	94%	75%
YP report positive supportive networks	71	187	230
YP report positive changes in their behaviour	72	177	240
Other stakeholders report perceived positive changes in behaviour of young participants	100%	100%	100%
Outcome 2: YP develop their physical and personal skills			
YP increased personal skills, achieving accredited learning	51	141	208
YP report an increase in their skills	81	186	239
Other stakeholders report skills increasing in YP	68%	91%	67%
Outcome 3: YP health and well-being improves			
YP improve wellbeing against SHANARRI indicators	86	213	246
Other stakeholders report perceived increases in SHANARRI indicators	100%	100%	67%
Outcome 4: YP participate in activity which improves their learning, employability and employment options (positive destinations)			
YP will achieve a positive destination	80	194	208
YP will improve school attendance	56	158	150
YP will improve school attainment	49	143	197
Outcome 5: YP contribute positively to their communities			
YP take on a volunteering role	7	23	23
Number of hours of volunteering by YP	12	192	100
Number of community focussed awards gained by participants		9	100
YP feel their contribution, links with communities and social interaction are improving	82	190	220
Other stakeholders perceive improvement in YP contribution, links and social interaction	100%	100%	67%
Participants perception of their neighbourhood improves	69	177	180
Participants have heightened sense of belonging to a community	67	166	220
Participants have increased motivation to positively influence what happens in their community	41	121	200
Outcome 6: YP are diverted from criminal behaviour or involvement with the criminal justice system			
Reported anti-social behaviour and/or criminal behaviour may reduce in area concerned	75	190	260
YP report own participation in anti-social and/or criminal behaviour has reduced	73	177	250
YP feel less inclined to participate in anti-social and/or criminal behaviour	73	187	250

As a result of the Covid pandemic, our actual KPI's were less than originally anticipated. The restrictions and guidelines meant that our group work programmes involved less young people and there was more of a demand for 1:1 support sessions. Since restrictions were removed, we have been able to work with larger groups and had the opportunity to deliver a wider range of supports and opportunities for young people to engage with.



## CASE STUDY ONE

### A brighter future

One-to-one support from CashBack 180 is tailored to the needs of young people and is responsive to the range of different challenges they can face.

Y2K's summer programme gives young people access to formal and informal support as well as a range of different activities during the summer break. It provides a non-judgemental environment where young people can speak openly about what is going on in their lives and get the help and support they need.

In this case study, Emma, a student at Newbattle High School, tells us about the circumstances and challenges she was facing and how support from CashBack 180 has helped her to turn her life around.

“ Things would be very different, I wouldn't have a job, I wouldn't be going to college. It would just be so different.”

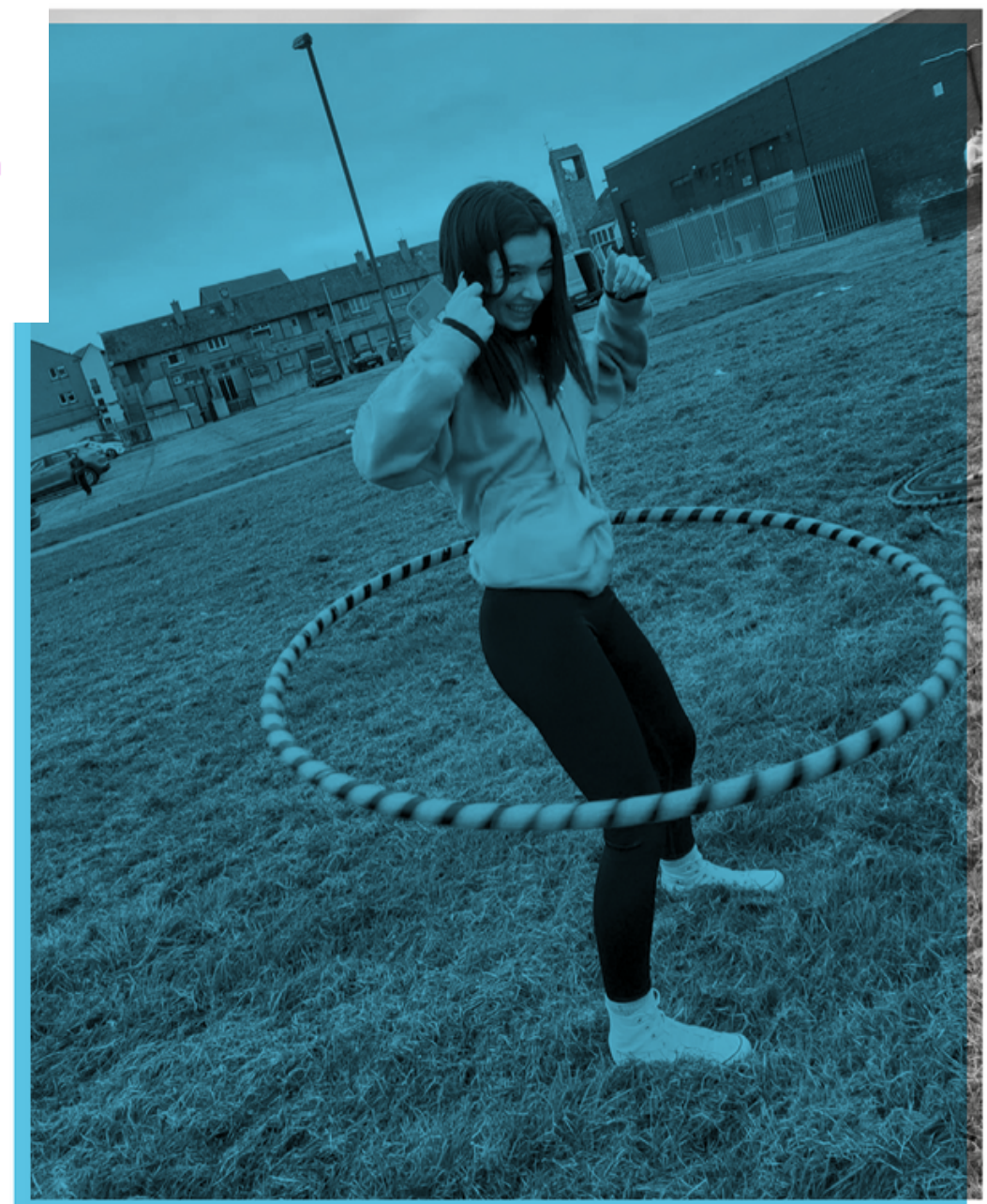
### A chaotic time

Emma found out about Y2K's summer programme through school and went along at a time when she had recently been made homeless and had an altercation with the police. She quickly felt she could open up to Y2K staff about her problems.

“I went to the summer programme last year and I was kindae struggling a bit, I had just been kicked out my house and stuff, I think they could see I needed some help.”

“On the night I was kicked out I went out and got drunk, and I'd fallen asleep and she (police officer) tried to wake me up and I got frightened. I don't know what happened, but she ended up with a broken finger.”

“I just felt comfortable enough to speak to them (Y2K staff), they just made me feel comfortable enough to tell them. And well I had to go to court and straight away (Y2K staff member) said that she would help me, that she would take me and support me through it.”





## A trusted partner

The one-to-one support offered through CashBack 180 enables young people to access tailored help and support to overcome the challenges they face and equips them to make the most of their potential.

CashBack 180 is delivered by Mayfield and Easthouses Youth 2000 project (Y2K). The programme provides support to schools and their students through group youthwork and one-to-one support sessions, tailored to young people's needs. In this case study Wendy Craig, a guidance teacher at Newbattle High School, explains the value of having Y2K as partner and talks about the difference Y2K support has made for one of their students when they were experiencing a significantly challenging time in their life.

**“If it wasn't for (Y2K staff member) I don't know where she would be, or if she would even be here right now.”**

“The key is that they are present that in the school, they attend things like our wellbeing meetings. And, if you need to get a hold of any of the members of staff, then they are there straight away. They'll communicate with you, they'll pop down to see if it's urgent, if you make a referral. You know that the pupil you've referred is going to get picked up straightaway. So it's really proactive. They're just really, really good partners with the school.”

Reflecting across the experience, Wendy suggested that Y2K has provided has gone above and beyond what would be expected of them, put Emma on a positive path and given her the best chance to realise her potential.



**“The other thing is, we always during that time period, we were unsure of what she was going to do after school and it was (Y2K staff member) that went to Newbattle Abbey College and looked at this course where pupils stay there as a resident and stay on campus. And it would remove her from the environment that she's in. And it was (Y2K staff member) that met with staff to get everything in place, helped her with the application form. So, it's the staff that have gone way above and beyond their actual remit to make sure that Emma has got the brightest future that she possibly can have considering the circumstances.”**



## CASE STUDY TWO

### First class support and fun

CashBack 180 is delivered by Mayfield and Easthouses Youth 2000 project (Y2K). The programme provides support to young people in their local community both in and outside of a school setting. In this case study, Charlie, who is 15 years old and has engaged with Y2K's summer programme and is a regular attendee at their evening drop-in sessions, tells us about his experiences with Y2K, what he has learned, and why he keeps going back. During this time he has been supported by staff through tailored one-to-one sessions, and his wider family have also benefitted from the wrap around support provided.



“ We've done stuff on health and wellbeing, we get taught what is healthy for you and what's not, and exercise and stuff. On Friday the police came in, and I met the police officer and they played the Xbox with me and they done a talk. We had the firefighters as well and they told us how to do CPR and stuff like that.”

“ We went to laser tag and other stuff during the summer. We went kayaking... we done bubble football, it's like, you're inside the bubble, an inflatable thing and you're playing football, trying to score goals and stuff. It was a laugh and people were all bumping into each other.”

Close relationships with CashBack 180 staff mean that Charlie is comfortable approaching them when he needs support, that he has opportunities to build relationships with different services. He appreciates the help that his wider family have received in times of crisis, which Y2K provide using other resources to add value to the CashBack 180 programme. Charlie described how he has learned and developed new skills, how CashBack 180 will support his progression from school, and his plans for the future.

“ I just wannae keep coming here, I just love this place.”





# CASE STUDIES

## A whole family approach

CashBack 180 is delivered by Mayfield and Easthouses Youth 2000 project (Y2K). The programme provides support to young people in their local community both in and outside of a school setting. In this case study, Julie Hynes, a social worker based in Midlothian, explains how CashBack 180 can respond to and meet needs of young people and families. Julie highlights this by sharing her experiences of working in partnership with CashBack 180\* to improve outcomes for a vulnerable young person.



“I mean, they have played a massive role in us being able to maintain [young person] at home and him not coming into care.”

“The range of activities that they’re able to offer Charlie, you know, whether that’s youth clubs during the week, and school holidays, there’s activities on almost every day of the week, there’s supportive groups, they’ll have one-to-one sessions with Charlie if need be. When we’ve had concerns about, for example, sexualised behaviour, they were able to pick that up with one-to-one sessions, and he has such a good relationship with them, that actually he’s much more open to discussing challenging things with them.”

“When the school come to the multi-agency meetings and, for example, when Y2K are telling us about what they’re able to put in place, the school’s absolutely always astounded as well with the range of services that Y2K can offer, especially somebody like Charlie. Whether it’s kind of one-to-one work on violence and aggression, whether it’s encouraging him to go to sports and activities, whether it’s for him to use as a kind of almost like a respite at night times. Everybody always thinks they really are a great resource.”

“The range of activities and groups and interventions that they can offer is far more than we can do on a day-to-day basis, to be honest.”

“They are a massive support to that family unit as a whole and they’re also in the local community. They’re available various nights of the week outwith hours that we wouldn’t be available to support the family. Also, I think the family see them as a supportive organisation as opposed to social work or police or whatever. So family will speak with them, they’ll share concerns and information, and Y2K staff will get permission to share that with us.”



## CASE STUDY THREE

### A new direction

CashBack 180 is delivered by Mayfield and Easthouses Youth 2000 project (Y2K). It provides one-to-one and group support for young people across Midlothian. Tailored to meet individual needs while also covering a range of topic areas relevant to teenage life, the support encourages young people to reflect on risk-taking behaviours and consider the consequences of their actions. It equips them to think more about the choices they make.

In this case study, James and Lewis, two teenage students from Newbattle High School explain how they became engage with Y2K's group-based sessions, and the difference that participation has made for them.



“When they came in to share their experiences, a lot of them were like ‘I didn’t stick in at school, I was smoking and drinking and daeing this and that’. I didn’t want to end up like how they have in the jail or that, so I need to stick in.”

### Taking stock

James and Lewis reflected on the reasons they had been given the opportunity to engage with Y2K and why they chose to get involved. Both boys had attended Y2K's evening youth groups in the past, and felt the group sessions could benefit them. Their parents were also pleased they were getting this opportunity.

“Well outside of school, I've got a few charges and that, like assault charges. I'd say I'm probably better in school than what I was outside of school. I still could be better in school though, I was getting in fights in the playground and stuff.”

“It's the same for me but now that I've been here, it has been making me think about stuff”

“Because I thought it would be a good choice to come on and see if I learnt stuff. They [parents] thought it would be good for me to do as well.”

“I knew who Y2K were because they're just up the road there. Because we used to go. I used to do one on one meetings, my mum and dad think it's a good thing.”



# CASE STUDIES

## An eye opener

The 12-week programme introduced thought-provoking content and both boys described the parts that really stuck in their minds and led them to think about changes they had to make.

“The videos with the fighting and stuff. There was a video about a boy and his pals and stuff and like started fighting and one of them got stabbed. It made me think back because you don’t know who’s out there and like, with groups you don’t know, one of them could have anything on them. It just made me think, like, all this fighting and I don’t know if this boy could have like something in his bag.”

## Changes inside and outside of school

Both boys explained that they were more focussed on doing as well as they can in school and getting ready for their exams. They also recognised that they were at a point in life where they had to be making smarter choices outside of school as well.

“Well, I’ve been much better [in school]. I’ve been focusing on like exams and that, tons of prelims coming up and just focus more on school and stuff.”

“Racial abuse and stuff and like we were talking about like, like homophobia and stuff and stereotypes. With me and my mates, our banter is like calling each stuff and like, they might not show their hurt, but you never know they could be hurt from it.”

## An opportunity to change paths

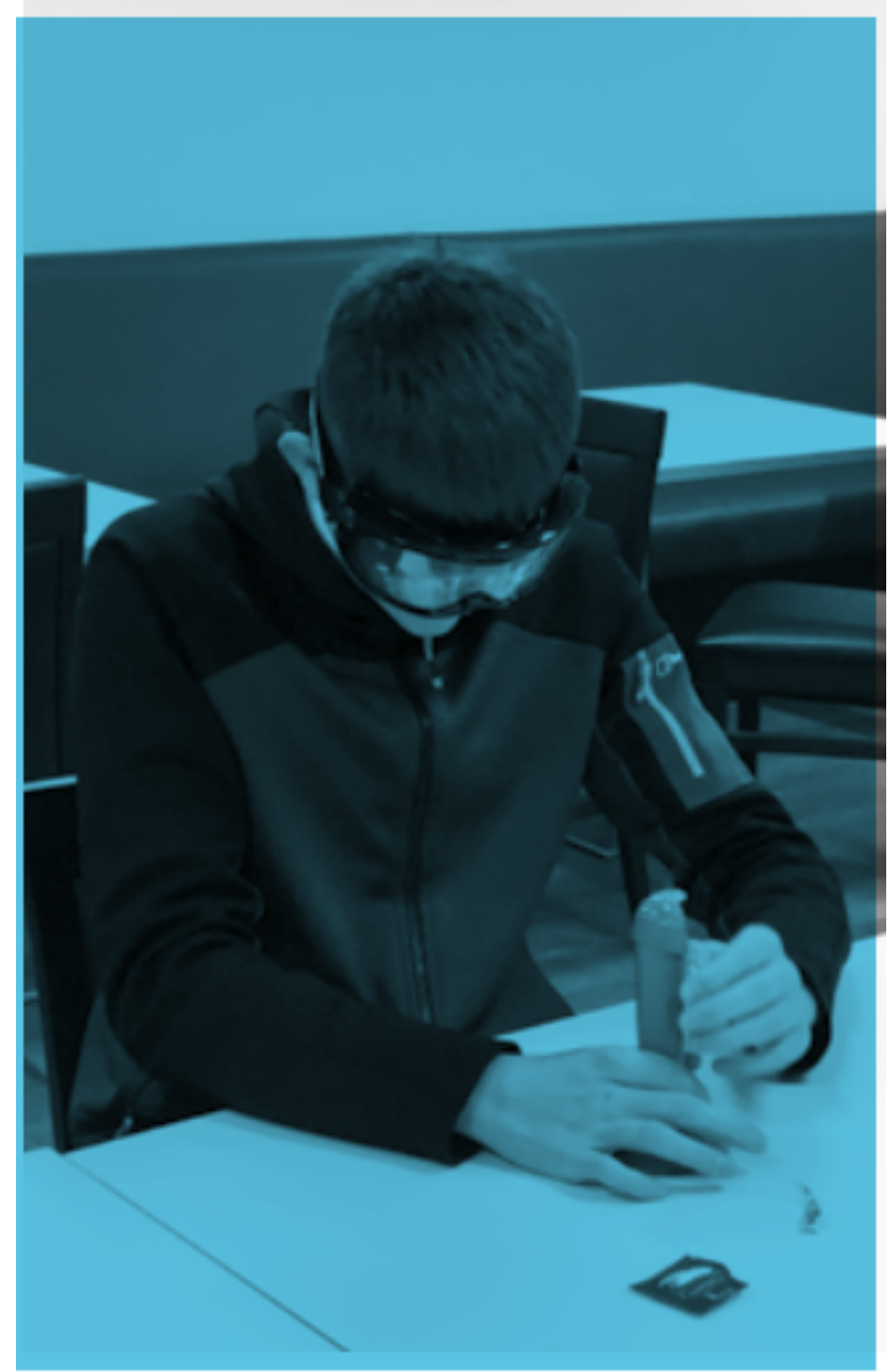
### Awareness and trust

Y2K staff were known and trusted amongst the school community which made the offer of the support more attractive to the students. It was also recognised that there can be a different dynamic when support is provided by non-school staff.

“[Y2K] Staff are well known to pupils within the school and school community. It provided the best chance of engagement and the make-up of the group would make it an easy pitch to him. He was open to the offer and keen for support.”

“He had built up trust with the youth workers from Y2K and this supported the scope of work. It was also beneficial that the staff were not associated directly to the school and the boys had a different type of relationship with the youth workers. He was previously involved in support from Y2K and was very enthusiastic when presented with this offer.”

“And it made my confidence better because I was like I had bad confidence. I never used to like, put my hand up in classes or that”



“Everybody’s kind of, I think maybe just getting older and maturing as well. But definitely just getting wiser. Getting closer to working and that. So you can’t be doing that. Once you turn 16 and get charged, that’s it there forever.”



“Simply put he has moved from a pupil where there was doubt about his ability to complete the school year to a pupil who we would welcome back into S5. This is a dramatic turnaround and he has gone from working against the school to working with us. Y2K has played a big role in this.”

	Performance (£)			
The Figures				
	Actual			Actual Year 1-3
Project Activity	YEAR 1	YEAR 2	YEAR 3	
1 x Full Time Project Leader @ 35 hrs per wk	25,434	28,488	30,316	84,238
1 x Full Time Project Worker @ 35 hrs per wk	11,068	22,102	23,842	57,012
Activities (Young People)	49	0	1,043	1,092
Volunteer Expenses	508	252	301	1,061
Staff Training and Travel	605	557	0	1,162
Resources and Materials (incl cost of Awards)	1,008	893	298	2,199
Total Project Activity	38,672	52,292	55,800	146,764
	Actual			Actual Year 1-3
Other Project Costs	YEAR 1	YEAR 2	YEAR 3	
Management and Marketing	4,612	4,736	4,864	14,212
External Evaluation	2,664	2,664	3,475	8,803
Total Other Project Costs	7,276	7,400	8,339	23,015
Actual Totals	45,948	59,692	64,139	169,779
Total overall underspend				221

# A WORD FROM THE LINES BETWEEN

The

Accessible Social Research

Lines  
Between

## Cashback 180

The evidence generated through the evaluation of Cashback 180 demonstrates the positive impact generated for young people, through the support that has been provided. This positive impact extends beyond just that of the young person, with benefits also realised for schools, the staff in schools and the local community more widely.

Over the three years of the programme, Cashback 180 staff have had to operate through the challenges of the COVID-19 pandemic, and more recently during a cost-of-living crisis. This has brought with it operational challenges, as well as increased demand and need for support among young people. The Programme team have been responsive to this, working closely with stakeholders to ensure young people have been able to access and receive the support they need.

The evidence gathered through our case study fieldwork with young people demonstrates the positive change that can be achieved through the provision of tailored, holistic support that is directly relevant to the needs and contexts of young people. The range of benefits and outcomes that young people report includes:

- Being able to talk to a trusted adult that is not seen as a figure of authority, about things that matter to them, in a space where they will not be judged, and will be listened to
- Improvements in behaviour and attitude inside and outside of school
- Feeling equipped to make better choices and decisions, and putting this into practice
- A desire to engage better at school, work harder, and having increased aspirations and ambitions for the future
- New friends and social connections
- The chance to have fun and do things they normally don't have the chance to do
- A better understanding of risks and consequences
- Reductions in anti-social behaviour and/or criminal activity, and a greater respect for their communities and the people in them
- Increased participation in positive activities

The following provides a summary of the enabling factors and what has helped to make the programme a success:

- The support offered by Y2K through the Cashback 180 programme is seen by schools as a valuable and essential aspect of what they can provide to ensure they are able to meet the needs of their student population
- Programme staff are highly regarded and respected, by students and staff, with staff seeing them as professional, responsive, flexible and taking a genuine partnership approach to working with them.
- The new links and relationships the programme has established across different statutory agencies means that they are able to engage with young people that are at genuine risk of becoming involved in the criminal justice system.
- The staff go above and beyond delivering the activity they are funded to deliver through the Cashback 180 programme, doing whatever is required to ensure the needs of a young person are
- While their group and one-to-one support is underpinned by a structured programme of activity and topic areas, this will be adapted and tailored to ensure it is aligned to the specific needs of the young people.



# PHASE 5 REFLECTIONS AND OUTCOMES

Despite a challenging and unexpected start to our CashBack funded project as a result of Covid, the last three years have been hugely successful, with excellent engagement levels, positive outcomes and service expansion all being achieved. Over the three year period, the CashBack 180 service has supported 231 individual young people through the delivery of bespoke packages of support including group work programmes, 1:1 supports and diversionary activities. We have worked with young people to develop the service, encouraging them to share their experiences to ensure the service was youth led, person centered and responsive to their identified needs. From 2020-2023, we have worked with young people from communities across Midlothian, working with our partners to deliver early intervention supports to some of the most at risk, vulnerable young people in Midlothian.

As a result of the success of Phase 5, we have been able to expand the level of service we provide and we are looking forward to continuing to support local young people, helping them to make positive changes in order to work towards positive futures.





# PHASE 5 OUTCOMES

**231**

young people supported

**194**

young people  
achieved a positive  
destination

**213**

young people  
reported improved  
wellbeing against  
SHANARRI  
indicators

**125**

accredited  
awards  
achieved



**177**

young people  
reported  
improvement  
in their  
behaviour

**10**

young people  
secured  
employment

**190**

young people  
reported  
improved  
community  
connections

**158**

young  
people  
reported  
improved  
school  
attendance

**190**

young people  
reported a  
reduction in  
offending