



RANGERS CHARITY FOUNDATION



CASHBACK TOWARDS NEW FUTURES ANNUAL REPORT 2022/23

TOWARDS NEW FUTURES

INTRODUCTION

The Rangers Charity Foundation is proud to participate in CashBack for Communities Phase Five and to work alongside other CashBack partners in making a positive difference for some of Scotland's most vulnerable young people.

Our programme, Cashback For Communities – Towards New Futures, aims to re-engage people aged 16-24 with current or past convictions or who have experience of the criminal justice system, and help them move towards a more positive future including working, training or further education.

The project is delivered within our Ibrox Community Hub at Ibrox Stadium and works in partnership with several Scottish prisons and secure units, Govan Thriving Place as well as a range of other referral partners to target and support young people from the local area and beyond.



KEY CASHBACK PROJECT DELIVERY STAFF

The Rangers Charity Foundation has a core staff of 23 who are supported by up to 15 part-time community coaching staff to deliver our life-enhancing work.



Community Programmes Manager, Jamie Duncanson

Jamie joined the Foundation in May 2017 having previously worked within Glasgow City Council's Education Services for 14 years. He leads our secondary education and employability programme development and delivery, an area which has enjoyed significant growth and impact over recent years. Jamie was instrumental in establishing the Foundation as an SQA accredited centre, which hundreds of young people and adults have now been able to benefit from. Jamie manages our CashBack – Towards New Futures programme, working alongside and supporting staff on a daily basis.



CashBack Coordinator, Derek Rhoddan

Derek joined the Foundation in October 2020 and has made a fantastic impact with his professional expertise and commitment for the young people on our CashBack programmes. An armed forces veteran who spent 14 years in the British Army, Derek worked in high school education working as a vocational qualification tutor after leaving the forces in 2009. Derek, a qualified SQA assessor, leads our programme delivery and participant support.



Community Executive, Andy Gordon

Andy has been a staff member for the Foundation for a five-year period delivering numerous programmes. He is an integral and highly valued part of the CashBack – Towards New Futures delivery team and is also a qualified SQA assessor. Andy has a special interest in supporting young people with complex needs and backgrounds in reaching their potential, providing empathetic and structured support.



Trauma Counsellor, Jane McLean

Jane joined the Foundation in September 2021 and has become an invaluable asset, offering one-to-one and group counselling to programme participants who may have a need for additional support. This valuable in-house service further enhances our person-centred support for people facing barriers who attend our CashBack programmes.

TOWARDS NEW FUTURES PROGRAMME CONTENT

The Foundation provides expert employability support for prisoners on release from various Scottish prisons as well as young people with experience of the criminal justice system locally and beyond including secure facilities such as St Mary's and Kibble. Our recruitment referral process has grown significantly, with additional partner links created with: Social Work, Community Justice Glasgow, Department for Work & Pensions (Ibrox Youth Hub), Action for Children and various school establishments. Our focus is to support candidates' integration back into the community, rehabilitation and improve their opportunities of progressing into employment.

During Phase Five of CashBack, we delivered eight programmes, each lasting eight weeks (four full days per week) and long-term tailored aftercare to ensure that opportunities for progression and one-to-one support continue beyond course delivery, creating a lasting relationship which supports each candidate towards their aspirations and a new future.

The course content has proven to not only enhance candidates' pathways towards the world of work, but to better prepare them for reintegration back into society by providing the necessary support and nurture to improve confidence, resilience, self-esteem and general health and wellbeing. The course content contains opportunities to achieve numerous accredited awards such as SQA First Aid, Mental Health First Aid, Pitchin' in programme (in partnership with Police Scotland) and bespoke course attainment through a partnership with The Open University to enhance knowledge, participation in regular work experience and the expansion of leadership skills, thus building up self-esteem, confidence and resilience to deal with unfamiliar situations.

The course focus is on the individual and what their requirements are to allow them to best integrate back into community life after serving a custodial sentence or help prevent them from going in that direction. This includes assistance with CV building, preparation for interviews and invited motivational and industry speakers. There is also a personal wellbeing element that allows participants to increase their levels of physical activity and build leadership skills.



COURTNEY TASTES SUCCESS AFTER CASHBACK PROGRAMME

CASE STUDY 1



With an initial referral from Elevate in Glasgow, Courtney Kimmins joined the CashBack programme in January 2023 at Ibrox stadium. With her eight-week course behind her, Courtney was looking forward to a new future as she prepared to start a career in the catering industry.

The 23-year-old admits that she may not have been on the best path before starting the course but credits the Rangers Charity Foundation programme with giving her the chance to turn things around.

Courtney said: "I feel like I'm not just surviving anymore, I feel like I'm living."

"Before I started I was constantly in trouble with the police, drinking all the time and I ended up being put on a restricted movement order. On top of that I was given 18 months' probation."

"Since I started the course I've not been in any trouble and I've been focused and I've been trying to give myself a chance because if I didn't come here and start this programme, I'm sure I would've ended up on the wrong path."

Despite having prior involvement with the criminal justice system, Courtney now has a totally different outlook on life.

Looking back at the change she sees in herself, Courtney said: "I realised that I need to be a role model for younger people and I made a real effort to do that. Being the oldest on the course it was important that I stepped up and set an example."

"I don't recognise the Courtney that I was before the course. I was in a bad way and I could be a horrible

person to people and now that I'm looking back, I was so different. It's like I don't know who she is anymore and it kind of scares me a bit that that's what I was like."

Qualifications earned through CashBack helped Courtney build on her CV, something she admits helped her immensely. She said: "The course has helped me get a job and I would never have been able to do that before this because as I said I would've been in trouble again more than likely."

"When I started I really wasn't prepared to start working so I completed a Steps to Work award which I could put on my CV and the staff sat down and did mock interviews with me and told me what I needed to work on which really helped me."

She said: "Derek and Andy made sure that any blips that I had we resolved together and I didn't need to do it on my own. They were really supportive and helped me with anything that I was needing."

Community Executive, Andy was similarly thrilled with Courtney's rapid progress and successful outcome. Speaking about Courtney's journey, he said: "The difference I have seen in Courtney has been astronomical since the start of the course. She has gained confidence, resilience and now has a positive outlook on her life. A massive change in her overall happiness was also wonderful to see."

With new qualifications, interview practice and an updated CV, Courtney's next steps were to start looking for employment and success wasn't far away. She accepted a chef apprenticeship and has gone on to employment in the catering industry.

Courtney explained how she felt when she got the call:

"I got an email to apply for the job and I applied but I didn't think I was going to get it though. I came into Ibrox and I got a phone call to offer me a trial. I completed the trial shift and I was offered the job and when they told me I was over the moon."

With her own future now looking positive, Courtney had some words of advice for anyone thinking about participating in the CashBack programme: "Stick in at it and stay out of trouble and just know that there is help out there. This course is amazing and it's helped me a lot. You get everything you need like qualifications and help with employment skills so don't waste it."

DARREN LANDS JOB AT IBROX AFTER CASHBACK PROGRAMME

CASE STUDY 2



Prior to starting on the Rangers Charity Foundation's CashBack for Communities – Towards New Futures course at Ibrox Darren had been struggling to find a job.

After completing the eight-week programme Darren was successful in applying for a role as a cleaner with Office Cleaning Services Limited and he can now be found working around Ibrox as he cleans up the stadium during the week.

Reflecting on how he was feeling prior to starting the course Darren said, "I was just struggling to get anything going for me and I was just looking to get myself a job or anything like that really. It was a real problem for me at the time because I was looking for jobs but nothing was coming from it.

"I was on a Ready for Employment course with the Foundation before I moved over to CashBack. The Foundation staff asked if I would be up for going through CashBack instead to see if that would help me and I was really keen to start it and hopefully get something out of it by the end."

Darren went on to say that he is now able to see a massive difference in himself since completing the course.

Looking back at how he was feeling before he started the programme Darren said: "I was a bit nervous when I first started the course because I've always been quite an anxious person but each time I went I could feel myself coming out my shell a bit more. It really helped me build up my confidence and it also really helped me build on my CV skills and things that would help me get a job.

"Derek and Andy really helped me a lot to become more confident in myself. They guided me through the whole course but also helped me overcome some of my anxiety and nervousness and now I'm a lot more confident thanks to them.

"When I first started the course, I really didn't see myself opening up and improving my skills as much as I did. I thought I would get some help with stuff but to see such a big difference in myself I really didn't expect it."

With the eight-week course behind him Darren was starting to look ahead and see what was next for him when a job opportunity presented itself to him.

Darren explained how the opportunity came up: "After I had finished the course Derek had asked me if I'd be interested in the opportunity with OCS as a cleaner at Ibrox and I felt like I couldn't pass up the opportunity to go for the job.

"The Foundation team really helped me improve myself from an employability perspective because when I first started the course my CV really wasn't great. They helped me with a lot and it obviously it paid off."

Darren was successful in applying for the role with OCS and is now working in and around Ibrox on a regular basis.

Asked what advice he would have for anyone else thinking about joining the Foundation's CashBack programme, he said: "I'd just say to people that it's really important that you listen to the coordinators and follow what they say because they're there to help you and if you listen and take everything in then you'll give yourself a good chance to succeed."

Community Programmes Manager at the Foundation, Jamie Duncanson was delighted to see Darren have a successful outcome from the course saying: "Our CashBack – Towards New Futures programme is an extremely positive initiative that supports young people who have been involved within the criminal justice system and allows them to change their lives for the better in line with their career aspirations.

"With this programme being eight weeks, we were able to support Darren for a sustained period. He fully engaged with the programme and following the great work from our staff addressing any barriers, progressed into employment within the Club which we were delighted about."

WILLIAM CREDITS CASHBACK FOR GETTING HIM ON RIGHT PATH

CASE STUDY 3



William Gilchrist is a real Rangers Charity Foundation CashBack for Communities – Towards New Futures success story. William, who has attention deficit hyperactivity disorder (ADHD), struggled to learn and focus in a conventional environment but thanks to the intensive eight-week programme, he now has a new focus and more positive outlook on his future.

Before starting the programme, William became disengaged at school, but he credits the CashBack programme with giving him a clearer understanding of himself.

Speaking about how he was feeling prior to starting, William said: "I felt like I was bored all the time and just sitting in the house playing video games. I didn't go to school very much because I felt like I had enough qualifications and I just decided that it wasn't for me, and after that I declined an offer at college too."

Despite becoming disengaged William immediately found the Ibrox Study Centre to be a better place for him to learn. He said: "My school referred me to the Foundation and then I decided to go to the first CashBack session, and I thought it was so good that I decided to keep coming along and it's given me an opportunity to understand myself better."

"It seemed like it would be a good environment to learn in and it's at Ibrox which is great because I support Rangers, so it's been really good to be able to come here so often and be in the stadium."

It's not just William who has noticed the changes, his gran, Kay, also saw a remarkable difference in him. Kay watched on as William captained the CashBack

team to a victory over the Police Scotland team. Something which he was very proud of.

She said: "This course has changed William completely. Derek and the other coaches treated him as an individual and have listened to him and thought about his needs. That's sometimes all you need with someone who has ADHD."

"I had tried to get him involved in different courses or programmes before but there was always a barrier. From day one, he has been welcomed by the Foundation staff, listened to, encouraged and has looked forward to coming."

Speaking about the difference he can see in William, CashBack Coordinator, Derek Rhoddan said: "He has gained some valuable qualifications while working with us but he has also grown into a more mature person too which is equally important. The difference that we see in William from when he first arrived to now is night and day. His communication skills have improved massively which will help him a lot in the future."

"William feels like he has a purpose in life now which is exactly what we want give our CashBack participants."

Williams also speaks very highly of the course delivery and Foundation staff. He said: "I really enjoyed going through it with Derek and Andy and they helped me a lot."

William gained some new qualifications thanks to the programme. He said: "I'd one hundred percent recommend the course to anyone that's thinking about joining. It gives you an opportunity to understand things and learn more about yourself, but you get qualifications out of it at the same time, which is always good. Because of that I've got a first aid qualification from here as well as a mental health qualification."

"CashBack will get you on the right path and it can be really helpful in terms of developing your personal skills too. You'll meet new people and develop new relationships. This is a place where you can turn your life around so don't waste the opportunity."

While William looks ahead to his future, he credits CashBack with the significant turnaround in his behavior. He said: "I think my Gran would say the biggest improvement is the way I talk to her and interact with her. I always used to argue and shout at her but now I'm not doing that as much and I think I've calmed down a lot and matured quite a bit too."

"She would probably say that she's proud of me and that she likes where I'm going with my life now. I've heard her say that once or twice before, but I know I need to earn that."

IMPACT

Social Value Lab is the evaluation partner for Rangers Charity Foundation for the Cashback – Towards New Futures project. Social Value Lab is the national hub for social impact research, strategy, and evaluation. Their mission is to produce the evidence and ideas that support stronger, more effective projects, programmes and communities in Scotland.

In addition to regular informal feedback, consultation took the form of an online survey that was completed by 49 participants and 14 key stakeholders (e.g. representatives from participating prisons or referring organisations).

Results gathered by Social Value Lab for 2022/23 can be found below.

Outcome	Indicator	Actual(%)	End of ProgrammeTarget
Outcome 1: Young people build their confidence and resilience, benefit from strengthened support networks and reduce risk taking behaviour	Young people report their confidence increasing	100%	80%
	Young people feel able to do new things	100%	80%
	Young people feel more resilient	100%	80%
	Other stakeholders report perceived increases of confidence and resilience	100%	69%
	Young people report positive, supportive networks – including improved relationships with family and friends/ increased access to appropriate services	97%	69%
	Young people report positive changes in their behaviour	97%	80%
	Other stakeholders report perceived positive changes in the behaviour of young participants	100%	69%
Outcome 2: Young people develop their physical and personal skills	Young people report their skills are increasing	100%	80%
	Other stakeholders report skills are increasing	100%	69%
Outcome 3: Young people's health and well-being improves	Young people report increases in feelings against SHANARRI indicators	100%	80%
	Other stakeholders report perceived increases in SHANARRI indicators among young people	100%	69%
Outcome 4: Young people participate in activity which improves their learning, employability and employment options (positive destinations)	Young people will achieve a positive destination	100%	55%
Outcome 5: Young people contribute positively to their communities	Participants' perception of their neighbourhood improves	92%	38%
	Participants have a heightened sense of belonging to a community	95%	38%
	Participants have increased motivation to positively influence what happens in their community	95%	38%
	Young people feel their contribution, links with communities and social interaction are improving	100%	38%
	Other stakeholders perceive improvement in YP contribution, links and social interaction	100%	38%
Outcome 6: Young people are diverted from criminal behaviour or involvement with the criminal justice system	Young people report that their own participation in antisocial and/or criminal behaviour has reduced	95%	80%
	Young people feel less inclined to participate in anti-social and/or criminal behaviour.	89%	80%

OUR PARTICIPANTS

There were 49 participants who completed the CashBack course in 2022/23. A summary of their protected characteristics is shown below.

In addition 53% had experience of or were threatened with homelessness and 46% are care experienced.

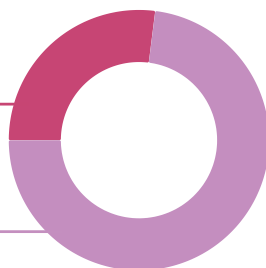
Age

10-15 years (0)

16-18 years **27%**

19-24 years **73%**

Over 24 years (0)

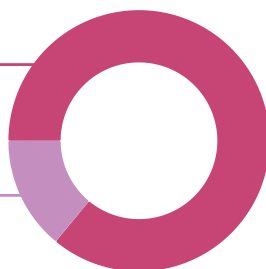


Sex Identity

Male **86%**

Female **14%**

Prefer not to say (0)



Disability

Vision (0)

Hearing (0)

Mobility (0)

Learning, understanding
or concentrating **35%**

Social or behavioural **35%**

Other (0)



SIMD Profile

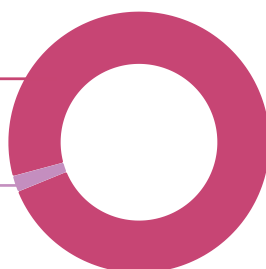
0-20% **98%**

20% - 30% (0)

30% - 40% (0)

40% - 50% **2%**

50% - 100% (0)



OTHER SOFT OUTCOMES

The Foundation's Towards New Futures programme is a support mechanism for the most challenging and vulnerable young people who come to us with numerous barriers. Many candidates have issues such as substance and alcohol abuse and may experience homelessness. In these cases, employment is not a realistic or suitable progression route for these young people and soft skill development or support with other areas is the priority. Examples of other critical support provided in Phase Five include:



Ongoing dialogue with the candidate referrer
e.g. social worker



Referral to other required services e.g. through Alcoholic Anonymous (AA), Intensive Support Monitoring Services (ISMS), Young Parent Services



Provision of at least one meal a day



Linking candidates in with our homelessness partners Glasgow City Mission



Assistance with essential items via a partnership with HIS Church such as home food supplies, hygiene products, clothing for interviews or work placements



Trauma counselling



Provision of appropriate references in court cases

COMMUNICATIONS

The Foundation is committed to promoting the CashBack programme to potential candidates and referral partners as well as to sharing the empowering messages and successes that have already had a life-changing impact with the wider public, the Foundation's stakeholders and networks.

There is a dedicated page on the Foundation's website and our communications team regularly share case studies and success stories from the programme. With over 140,000 followers across social media platforms for the Foundation and many more following Rangers FC, news of Cashback's success is reaching a wide audience.

The participants' football games against Police Scotland is also now a popular fixture on the calendar, with news stories being picked up by national media.



The Lord Provost of Glasgow visited the programme during Phase Five to talk with participants about the course activities and the barriers to employment they have to overcome. She was impressed by the range of activities and support offered by the course, including qualifications, workshops, mental health support and opportunities to engage with employers and training providers.

COMMUNICATIONS IN BRIEF



51 social media posts



**8 e-newsletters,
opened 17,837 times**



**7 website
stories**



**4 external
newspaper stories**



1 Lord Provost visit



1 MP Visit



**1 piece in Foundation's
Annual Review**



**1 feature in Community Justice
Glasgow Annual Report**

331,721

SOCIAL MEDIA IMPRESSIONS

14,538

SOCIAL MEDIA ENGAGEMENTS

1,872

CASHBACK WEB PAGE HITS

FINANCE

Salaries & Expenses	£76,314.00
Qualifications	£4,250.00
Kit	£1,530.00
Facilities	£2,432.00
Management & Marketing	£9,216.00
External Evaluation	£7,575.00
TOTAL EXPENDITURE	£101,317.00

After our full reconciliation we have noted a small underspend of £33.00

Local Authority Spend	No of participants	Spend
Falkirk	4	£8,270.78
Glasgow	40	£82,707.76
Inverclyde	1	£2,067.69
North Lanarkshire	3	£6,203.08
South Lanarkshire	1	£2,067.69
TOTAL	66	£101,317.00

PARTNERSHIPS

An integral part of the course content is our partner collaboration which enhances not only accreditation but offers extensive support with employability, further training, and further education pathways. We have increased our partnership working significantly over the last year which has provided our course participants with the opportunities they require to progress. Strong partnership working has included liaising with:



EMPLOYERS

Access to Industry	Action for Children	Addiewell Prison	Littles Vehicle Hire	Apex	Bell Group
British Army	Buchanan Orthotics	Chamber of Commerce	Citizens Advice Bureau	City of Glasgow College	Community Jobs Scotland
CSM Facilities	Disclosure Scotland	Dumbreck Decorators	Elderpark Workspace	Enable	First Steps Future Training
Garrion	GeoAMEY	Glasgow City Council – Towards Better Futures	Glasgow Clyde College	Glasgow Kelvin College	Glasgow University
Go Glasgow Urban Hotel	Govan Thriving Place	H1 Healthcare	HMP Barlinnie	Impact Arts	Inspire Scotland
Department of Work and Pensions	Lillias Centre	McTaggart's	Ministry of Defence	MoveOn	Open Gates
Open University	Polmont Prison	Pursuit Marketing	Quarriers	Rangers FC	Robertsons Construction
Rosemount – Lifelong Learning	Scotsman Hospitality	Scottish Council for Voluntary Organisations	Scottish Engineers	Scottish Fire & Rescue	Scottish Sport Futures
Social Value Labs	Springboard	St Mary's Kenmure Secure Unit	Stack & Still	STARS	Street League
The Lennox Partnership	TIGERS	Timpson's	Trained Up	West College Scotland	Wheatley Group
		Wise Group	WOSTUS		

PARTNER CASE STUDY



As Managing Director for our company part of my responsibility is to ensure our staffing levels meet the manufacturing requirements and where possible to offer the possibility of apprenticeships to both new and existing staff.

The opportunity to meet up with the team from the Rangers Charity Foundation and find out about the work they were doing to support and encourage young people into employment and careers was impressive and we were delighted to get on board with them.

With their encouragement we arranged to visit and explain the work that we did and being a medical based company, the outcomes we helped to achieve with the products we made. We invited any of the young people we were speaking to, to visit our company and be taken round to show them what jobs they might be interested in learning.

Jamie and Derek who had organised all this, personally accompanied those who had shown an interest and we arranged an interview for those who did.



The outcome is in the photograph which shows the young people who have joined us, are progressing really well and have become respected members of our manufacturing team.

The work that has been done by the team at the Rangers Charity has prepared them for employment and has helped them to realise their potential for the future.

It has been such a pleasure to work alongside both Jamie, Derek and their team to give these young people a better chance to progress and we hope to be able to offer this to more in the future.

Diana Currie,
Managing Director

PLANS & PRIORITIES FOR 2022/23

Priorities going forward centre around the successful delivery of Phase Six having been successful in the bid application.

Other areas of priority are to:

- expand our delivery to reach more candidates by offering four eight-week programmes
- continue to provide our Trauma Counselling service to CashBack participants
- offer the crucial aftercare support mechanism for all previous candidates which allows us to liaise with all participants to gauge their progress and current wellbeing
- learn and adapt from our previously run courses to further enhance course content
- use our bespoke recruitment video to promote the course to referral partners, including prisons
- build more and deeper partnerships with referral agencies, potential employers and trusted industry partners such as Police Scotland



RANGERS CHARITY FOUNDATION ORGANISATIONAL UPDATE

OUR MISSION

The Rangers Charity Foundation exists to be a force for good on behalf of the Rangers Family, showing compassion to those in need, tackling inequalities and creating opportunities for people of all ages to change their lives for the better.

OUR VALUES

- **Compassionate**
- **Open**
- **Inclusive**
- **Committed to excellence**
- **Confident custodians**

The Foundation's impact has continued to grow, in line with our strategic plans. We delivered 20 community programmes to over 10,000 people of all ages and provided generous support to a range of local, national and international charity partners. In addition, a long-term lease agreement was reached between Glasgow City Council and the Foundation for the Ibrox Community Complex. With the strong support of Rangers Football Club, the Foundation looks forward to revitalising this facility and increasing its presence in the local community and providing even more opportunities for people to improve their lives.

OUR CHARITABLE WORK IS DELIVERED VIA SEVEN THEMATIC PILLARS



A FOUNDATION FOR

Potential



A FOUNDATION FOR

Healthy Lives



A FOUNDATION FOR

Everyone and Anyone



A FOUNDATION FOR

A Better World



A FOUNDATION FOR

Our Local Community



A FOUNDATION FOR

Giving



A FOUNDATION FOR

Dreams

HIGHLIGHTS FOR 2022/23

1

We exceeded expectations in the delivery of Phase Five and were successful in gaining continued funding for Phase Six to build on this vital work for young people and society more broadly.

2

We were able to champion and assist a range of local, national and international charity partners, including: Glasgow Children's Hospital Charity; Glasgow City Mission; Bowel Cancer UK; Unicef and a range of armed forces charities.

3

An extensive range of employability programmes were delivered throughout the year, with our staff working hard to support routes into positive destinations and assisting people in achieving 224 SQA awards.

4

Our Wider Achievement programme for disengaged secondary school pupils benefitted 130 pupils in 10 high schools – the highest number of schools in a year to date.

5

Thousands of primary school pupils across Glasgow have benefited from a range of tailored educational programmes focused upon health and wellbeing and diversity and inclusion delivered by our inspiring community coaches.

6

We have continued to arrange for letters of support from first team players to be sent to those affected by illness, bereavement and difficult circumstances and provided Dream Day experiences for those in need.

7

The first year of our Trauma Counselling Service has enhanced our ability to provide tailored and expert support to a range of participants attending our programmes.

8

We launched our fourth Hub in the Community initiative at Whitehill Secondary School.

9

We have played an active role in the Govan Thriving Place initiative, bringing local organisations together for the benefit of the people of Govan, particularly in the areas of learning and employability.

10

Alongside Rangers Football Club, we continue to be proactive in celebrating and championing diversity via a range of community programmes and the Everyone Anyone campaign.