

Evaluation of the CashBack Towards New Futures Programme 2022-23 (Year 3)

A Report for Rangers Charity Foundation



Social Research



Service Design & Innovation



Strategy & Collaboration



Evaluation Support



Social Impact Measurement

June 2023



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1. Introduction

This section introduces CashBack for Communities Towards New Futures programme and provides an overview of the research.

Rangers Charity Foundation

The Rangers Charity Foundation is an independent registered charity (SCO47681) associated with Rangers FC. The Foundation aims to bring the club, supporters, staff and players together to make a difference to people and communities.

The Foundation's mission is 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.

This is the first time Rangers charity Foundation has been involved in the CashBack for Communities initiative.

Social Value Lab

Social Value Lab is the national hub for social impact research, strategy, and evaluation. Our mission is to produce the evidence and ideas that support stronger, more effective projects, programmes and communities in Scotland.

Social Value Lab has been the evaluation partner for three programmes delivered under CashBack for Communities Phase 4 and is evaluation partner for five Phase 5 programmes.

CashBack for Communities

CashBack for Communities, established in 2008, is a Scottish Government initiative that takes money seized from criminals under the proceeds of crime legislation and invests them in programmes and services for young people.

The initiative has committed £130 million to community initiatives since 2008. For Phase 5 (2020-23) £19million was distributed through 24 organisations to improve the quality of life of young people across Scotland.

In Phase 5 there were six mandatory outcomes that projects had to support delivery of:

- Outcome 1: Young people build their confidence and resilience, benefit from

strengthened support networks and reduce risk-taking behaviour

- Outcome 2: Young people develop their physical and personal skills
- Outcome 3: Young people's health and wellbeing improves
- Outcome 4: Young people participate in activity which improves their learning, employability and employment options (Positive Destinations)
- Outcome 5: Young people contribute positively to society
- Outcome 6: Young people are diverted from criminal behaviour or involvement with the criminal justice system

CashBack Towards New Futures

CashBack Towards New Futures (TNF) is a bespoke employability programme that re-engages people with experience of the criminal justice system into the community and supports them to progress towards a sustained positive destination.

The programme is also focused on the personal development and wellbeing of participants through improving confidence and resilience, building personal skills and supporting young people to improve their physical and mental wellbeing.

Young people are recruited from four partnered prisons (HMYOI Polmont, HMP Addiewell, HMP Greenock and HMP Barlinnie), as well as community organisations (e.g. St Mary's, Kibble, Action for Children) and other referral routes (e.g. Social Workers, Community Justice Glasgow, DWP).

Towards New Futures is delivered across four main themes:

- Engagement** – Utilising the hook of football, the Club and other stakeholders to engage participants within a fast-moving and individualised project that enhances confidence, motivation and self-esteem by providing them with the skills and experience required to re-engage positively with society.

-
- **Health & Wellbeing/Fitness** – A learning environment that allows young people to thrive and reach their potential by providing appropriate physical and mental health support through accredited fitness & football coaching sessions and mental health first aid. The Foundation also employs a full-time Trauma Counsellor who can provide specialised mental health and wellbeing support to young people.
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- **Formal Accreditation** – Participants will greatly enhance their employability pathway and CV by achieving a variety of formal and industry-recognised awards (utilising the Foundation’s SQA Centre status), as well as gaining vocational work experience and improving their soft and core skills.
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- **Post-programme Destination Support** – Participants will have continued support after completion of the programme to help them achieve their individual aspirations towards a sustainable pathway, including employment, further education, training and volunteering. The Foundation will utilise its current partnerships to support this process.
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Towards New Futures is delivered for four days a week, over an eight-week period at the Foundation’s Learning Centre in Ibrox Stadium. Over the course of the programme, participants undertake a range of accredited awards, including: SQA Steps to Work Award; First Aid at Work; First Aid for Mental Health and; a range of Open University short courses.

Participants are also supported through the Foundation’s Youth Hub (delivered in partnership with the Department for Work and Pensions), giving them regular access to a Youth Work Coach from Jobcentre Plus.

The programme works with a range of employability partners, such as Access to Industry, Timpson’s and McTaggart’s Construction who will deliver workshops with young people and offer routes to employment following completion of the programme. Other delivery partners run workshops on issues relevant to participants – for example, on mental health, addictions, or anti-social behaviour.

The Foundation also employs a Trauma Counsellor who provides support to programme participants.

Research methodology

The evaluation was undertaken throughout Year 3 of the programme and consisted of a mixed methodology:

Surveys

To gather quantitative evidence of whether the CashBack outcomes had been achieved, three surveys were undertaken:

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- **Participant self-evaluation survey** – online surveys completed by participants towards the end of each programme cohort. 38 responses from 3 cohorts.
-
- **‘Significant Other’ survey** – online surveys for people with close relationships to participating young people. Those eligible for this survey included parents/carers, partner/spouse, family members, friends, support workers and social workers. 11 responses
-
- **Referral/delivery partner survey** – online survey for programme partners. 7 responses.
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Qualitative Research

Social Value Lab researchers visited the project in November 2022 and March 2023 and conducted **individual interviews with 12 young people** taking part in the programme.

In May 2023, **individual interviews with 3 programme delivery partners** were undertaken.

Section 2 of the report summarises the programme’s performance against the CashBack Phase 5 logic model targets. The remainder of the report focuses on the programme’s impact in Year 3.

2. Overall Performance Against CashBack Targets

	Target (Phase 5 overall)		Year 1		Year 2		Year 3		Total number of YP in Phase 5 to date	Performance against target (+ / - / =)
	%	YP	%	YP	%	YP	%	YP		
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	80%	104	95%	33	100%	67	100%	39	139	+
Young people feel able to do new things	80%	104	100%	35	100%	67	100%	39	141	+
Young people feel more resilient	80%	104	100%	35	100%	67	100%	39	141	+
Other stakeholders report perceived increases of confidence and resilience	80%	-	100%	-	97%	-	100%	-	98%	+
Young people report positive, supportive networks	69%	90	91%	32	100%	67	97%	38	137	+
Young people report positive changes in their behaviour	80%	104	86%	30	91%	61	97%	38	129	+
Other stakeholders report perceived positive changes in the behaviour of young participants	69%	-	100%	-	97%	-	100%	-	98%	+
Outcome 2: Young people develop their physical and personal skills										
Young people gain accreditation for learning and skills development	80%	104	100%	35	76%	51	100%	39	125	+
Young people report their skills are increasing	80%	104	100%	35	100%	67	100%	39	141	+
Other stakeholders report skills are increasing	69%	-	100%	-	94%	-	100%	-	96%	+

	Target (Phase 5 overall)		Year 1		Year 2		Year 3		Total number of YP in Phase 5 to date	Performance against target (+ / - / =)
	%	YP	%	YP	%	YP	%	YP		

Outcome 3: Young people's health and well-being improves

Young people report increases in feelings against SHANARRI indicators	80%	104	100%	35	100%	67	100%	39	141	+
Other stakeholders report perceived increases in SHANARRI indicators among young people	69%	-	100%	-	90%	-	100%	-	94%	+

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

Young people will achieve a positive destination	55%	72	100%	35	100%	67	100%	39	141	+
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Outcome 5: Young people contribute positively to their communities

Number of participants going on to volunteer, coach, mentor, support or take a leadership role in community organisations	38%	50	*	*	*	*	97%	38	38	-
Number of hours of volunteering contributed by participants	-	1560	*		*		380		380	-
Other stakeholders perceive that young people's contribution, links and social interaction are improving	38%	-	75%	-	77%	-	100%	-	85%	+
Participants' perception of their neighbourhood improves	38%	50	73%	26	97%	65	92%	36	126	+
Participants have a heightened sense of belonging to a community	38%	50	76%	27	91%	61	95%	37	124	+

	Target (Phase 5 overall)		Year 1		Year 2		Year 3		Total number of YP in Phase 5 to date	Performance against target (+ / - / =)
	%	YP	%	YP	%	YP	%	YP		
Participants have increased motivation to positively influence what happens in their community	38%	50	82%	29	85%	57	95%	37	123	+
Young people feel their contribution, links with communities and social interaction are improving	38%	50	95%	33	100%	67	100%	39	139	+

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	80%	104	95%	33	100%	67	95%	37	137	+
Young people feel less inclined to participate in anti-social and/or criminal behaviour	80%	104	100%	35	100%	67	89%	35	137	+

* Volunteer activities limited in Year 1 and 2 of the programme.

3. Programme Impact in Year 3

This section describes the impact of the programme in Year 3. The data in this section was gathered from surveys and interviews with young people and key stakeholders.

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

Young People

All young people reported increased confidence as a result of taking part in the programme, exceeding the target of 80%.

Fig 3.1: Young people report their confidence increasing

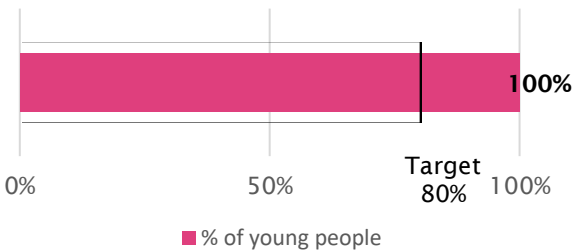
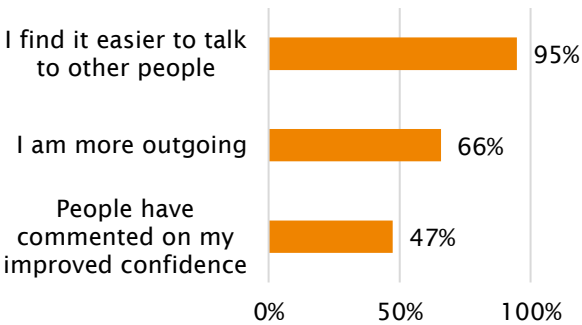


Fig 3.2 demonstrates the ways in which young people felt their confidence had improved. Most commonly young people reported that they were now more comfortable in speaking with others.

Fig. 3.2: Confidence - % of young people responding positively



An ease in being able to speak to people was frequently mentioned in interviews with young people. Participants spoke about feeling better able to hold a conversation, approach new people or

speak up in a group. Some mentioned feeling less shy or being less intimidated by new situations as the programme had given them opportunities to work on this.

"Before I wouldn't talk to people. Now, no problem."

"I'm a lot more confident in just speaking to people."

Young people

Several young people spoke about how they had gained confidence due to the improvements they had seen in themselves in other areas resulting from the programme. Developing skills, being supported into positive destinations, and gaining a more positive mindset were all mentioned by young people as influential on improving their confidence.

"Just knowing that I could get a job has really helped my confidence."

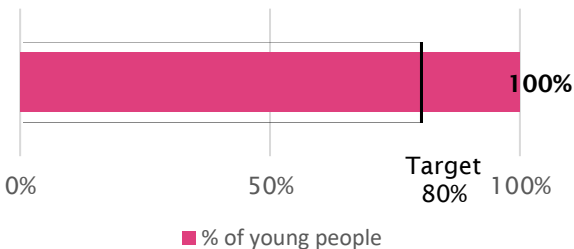
"I've gained a full-time job and have my confidence has grown massively since I got it."

"My girlfriend has seen a huge difference in me."

Young people

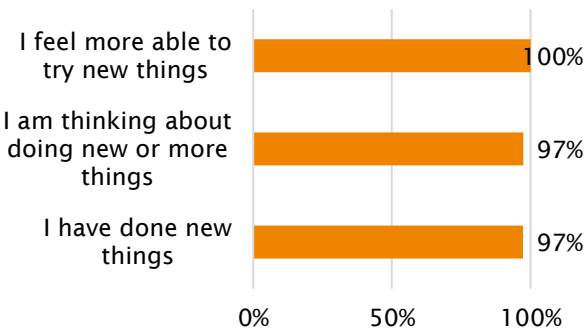
All young people said that taking part in the programme had made them feel more able to try new things.

Fig 3.3: Young people feel able to do new things



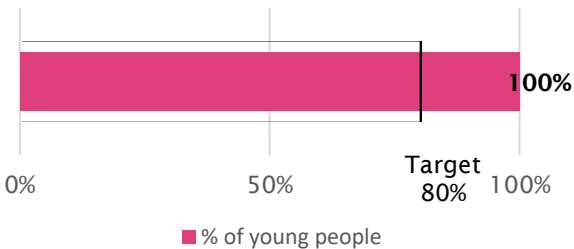
As well as feeling better able to try new things, all young people also reported that they had done new things and were thinking about doing other new things (see Fig. 3.4).

Fig. 3.4: Doing new things - % of young people responding positively



All young people reported that taking part in Towards New Futures had led to improved resilience.

Fig 3.5: Young people feel more resilient



Positive impacts on resilience were reported in a variety of ways, with most young people noting improvements across multiple areas (see Fig. 3.6).

Fig. 3.6: Resilience - % of young people responding positively



Self-belief, more effectively dealing with emotions and making more positive choices were also examples that came up frequently in interviews with young people. In addition to these, participants mentioned improved perseverance, learning to better their mindset and taking more control over decisions about their own future.

"I don't argue with people all the time anymore."

"Being around positive people makes you more positive".

"It's given me the ability to keep going even when I get rejected."

Young people

Almost all young people (97%) reported improved support networks as a result of taking part in the programme.

Fig 3.7: Young people report positive, supportive networks

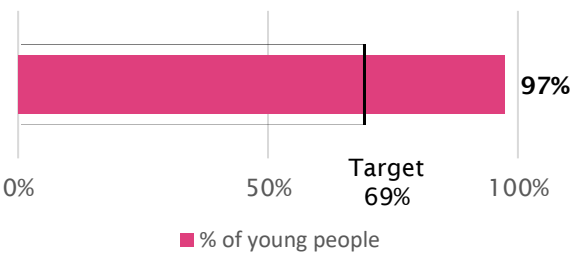
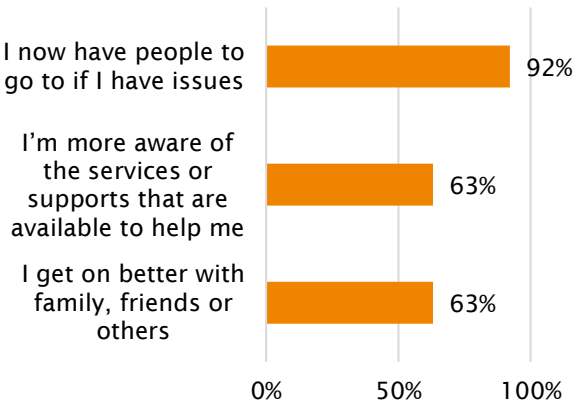


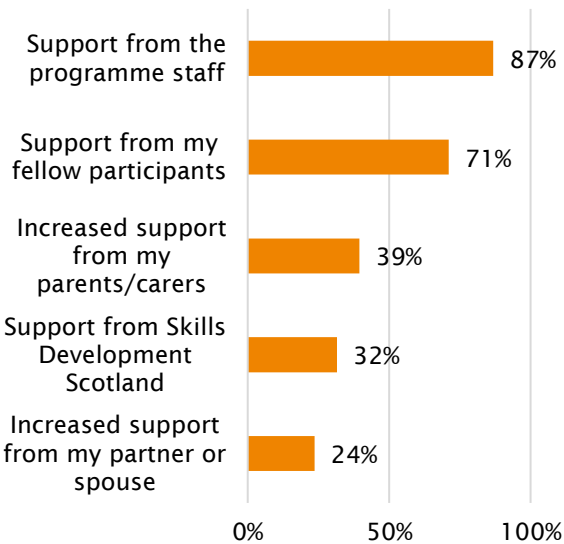
Figure 3.8 demonstrates the ways in which young people reported their support networks had improved.

Fig. 3.8: Support networks - % of young people responding positively



Young people were asked to indicate from whom they now had additional sources of support thanks to the programme. Fig. 3.9 shows that programme staff and participants were selected by the majority of young people, though some had also gained additional support from their families and in a professional capacity from Skills Development Scotland.

Fig. 3.9: Additional support - % of young people responding positively



The positive relationships participants had formed with programme staff were a common feature of interviews with both young people and key stakeholders. Interviewees spoke about the high level of support staff provided to young people and the range of ways they would help young people, not only in relation to employability but in their

personal lives as well. Young people noted delivery staff's approachability and relatability, and how they felt listened to, respected, or treated equally.

"I message [staff] whenever I have a problem."

"They don't treat you like a kid, they treat you with respect."

"I was understood and they listened to me."

"It feels like I can tell them stuff."

Young people

It was also clear from interviews that many young people have formed positive relationships with their fellow participants, often aided by the camaraderie that comes from everyone being 'in the same boat' and working towards similar goals.

"Everyone on my course I'm now pals with, that's how quickly everyone gets on."

"Everyone's in it together, trying to make a change."

Young people

The majority of young people (97%) said that their behaviour had improved due to their participation in the programme, exceeding the target of 80%.

Fig 3.10: Young people report positive changes in their behaviour

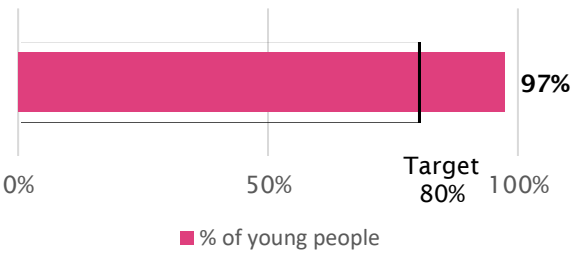
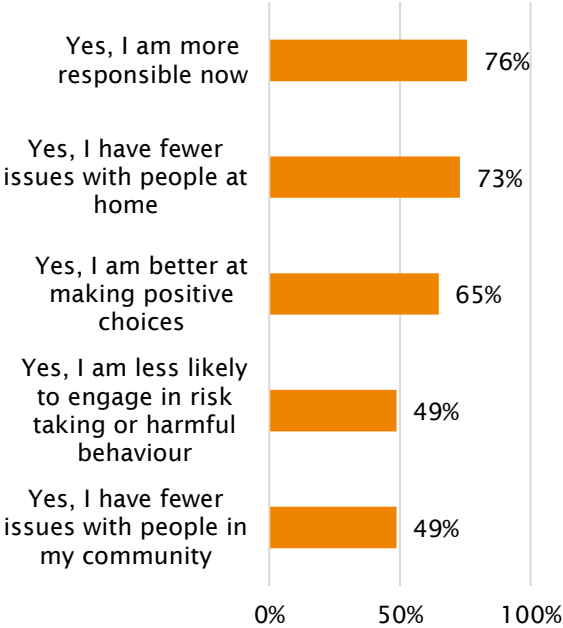


Figure 3.11 demonstrates the ways in which young people reported their behaviour had improved.

Fig. 3.11: Behaviour - % of young people responding positively



Becoming more responsible was a common theme in interviews with young people. Young people reported taking more responsibility in their personal lives through, for example, relying on other less to do things for them or doing things before they have to be asked. Some young people mentioned taking more responsibility for the direction of their own lives or getting serious about their futures.

"it's made me feel like I probably should be getting a job at this point."

Young person

Similarly, a couple of young people spoke about a newfound maturity gained as a result of the programme.

"I have to change. I don't want to live the life I was living."

Young person

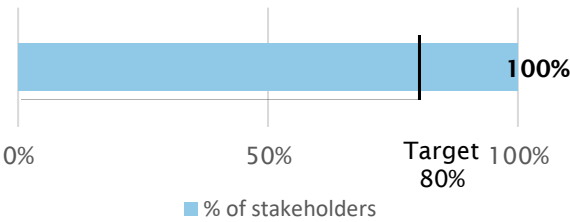
Young people reported feeling more empathy towards others, with a couple of young people also highlighting how a particular session around childhood trauma had helped them to be more understanding of others' circumstances. Several noted how a trauma counsellor, available to participants, had helped them to better understand their own behaviour.

Other Stakeholders

For reporting purposes, 'stakeholders' encompasses the views of young people's 'significant others' (e.g. parents, family members, partners) and project delivery/referral partners.

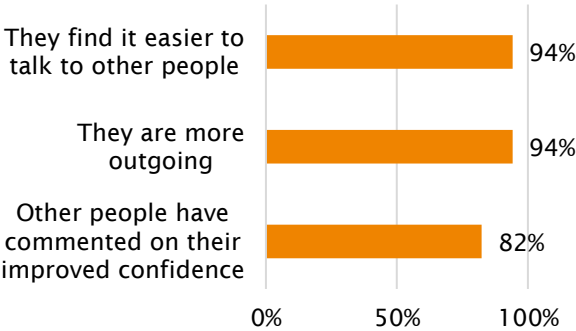
All stakeholders reported an increase in young people's confidence and resilience owing to their involvement in Towards New Futures.

Fig 3.12: Other stakeholders report perceived increases of confidence and resilience



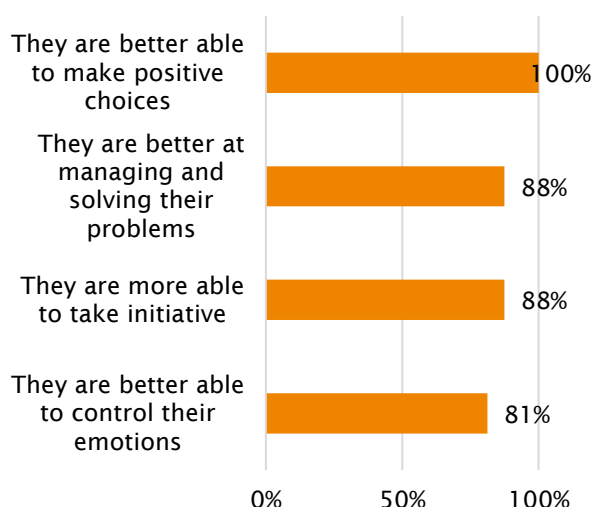
The majority of stakeholders had observed the difference in young people themselves, with most also receiving feedback from others about improvements to young people's confidence (see Fig. 3.13).

Fig. 3.13: Confidence - % of stakeholders responding positively



Most stakeholders had also seen improvements across a range of indicators of resilience in young people (see Fig 3.14).

Fig. 3.14: Resilience - % of stakeholders responding positively



"They work a lot on the young people's confidence."

"Even gaining the ability to have a conversation with you, it's massive for some people."

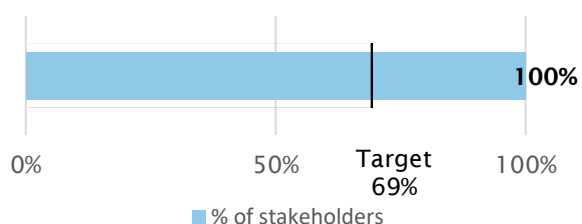
"There are visible improvements in confidence and self-esteem from the first week to the last."

"Being invited to participate on a Rangers programme and attend sessions at the stadium has provided an enormous boost to young people's self-esteem."

Delivery partners

All stakeholders agreed that the programme has had a positive impact on the behaviour of young people participating.

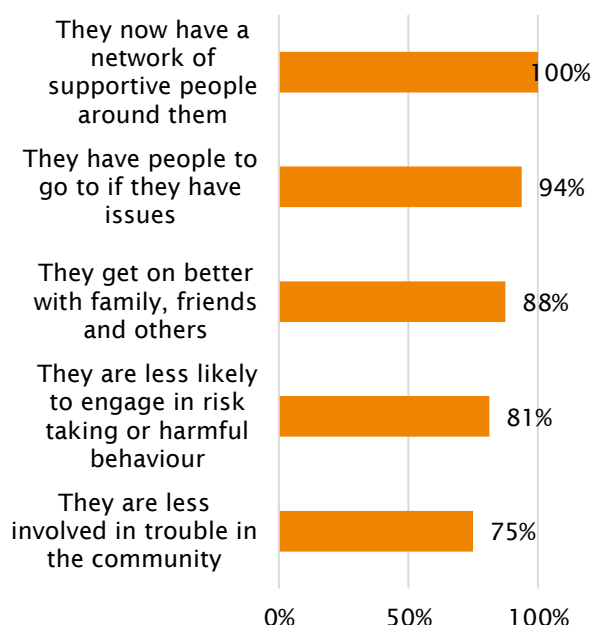
Fig 3.15: Other stakeholders report perceived positive changes in the behaviour of young participants



Most stakeholders saw an improvement in the behaviour of young people in a variety of ways and were positive that the support provided by the

programme better enabled them to make these improvements in their behaviour (see Fig. 3.16)..

Fig. 3.16 Behaviour - % of stakeholders responding positively



"He had a lot of trauma, but they've really worked well with him and he's come on leaps and bounds."

"It helps them re-integrate into society."

"it's different people, a different environment."

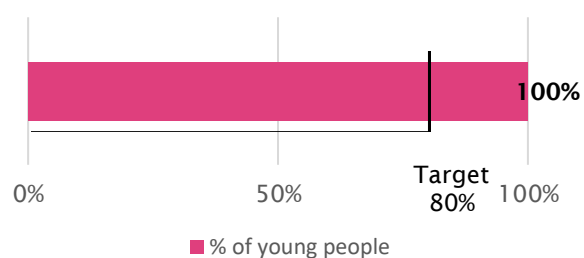
Delivery partners

Outcome 2: Young people develop their physical and personal skills

Young People

All young people were able to develop their skills as a result of the programme.

Fig 3.17: Young people report their skills are increasing



As well as the skills specific to courses or workshops they had done on the programme (e.g. First Aid, Mental Health First Aid, Open University Courses), young people reported improvements to a wide range of personal skills (see Fig. 3.18)



Other Stakeholders

All stakeholders agreed that young people had increased their skills through participation in the programme, comfortably exceeding the target of 69%.

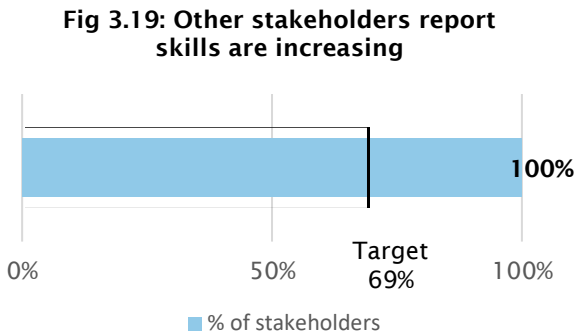
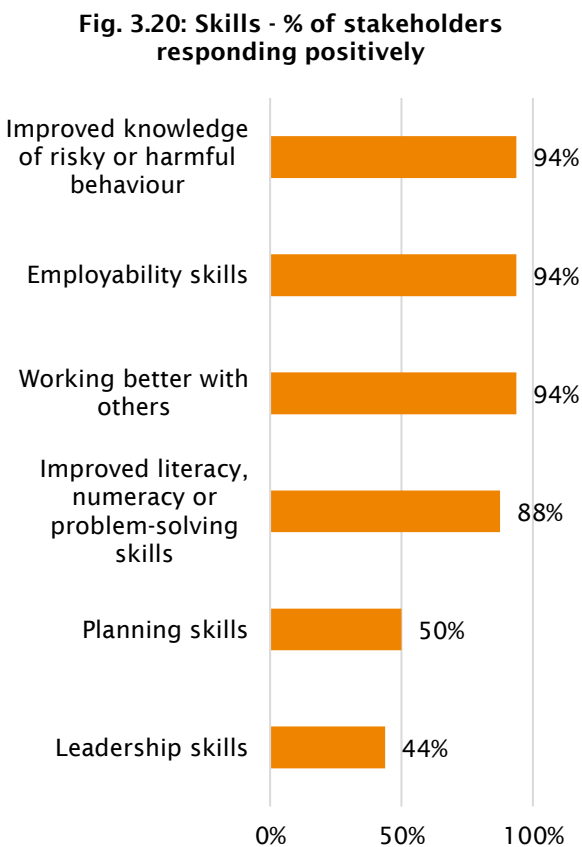


Figure 3.20 indicates which skills stakeholders had observed young people making improvements in.

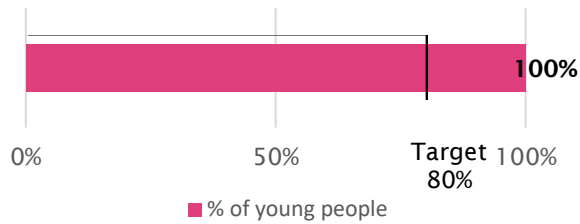


Outcome 3: Young people’s health and well-being improves

Young People

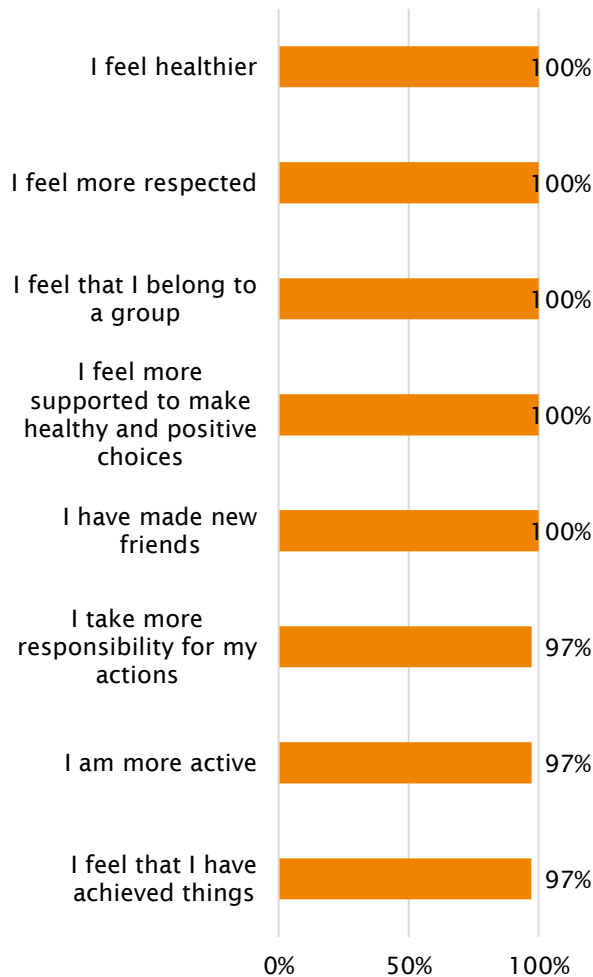
All young people reported positive changes in their wellbeing owing to their participation in the programme.

Fig 3.21: Young people report increases in feelings against SHANARRI indicators



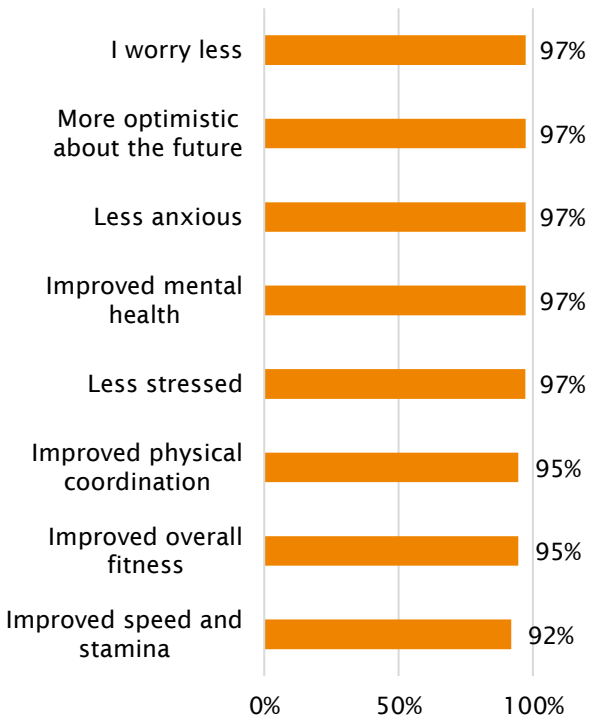
Almost all young people experienced improved wellbeing across the whole range of SHANARRI indicators (see Fig. 3.22).

Fig. 3.22: Wellbeing - % of young people responding positively



The programme has been influential in supporting most young people to worry less, be more optimistic, relieve stress and improve their mental or physical health (see Fig. 3.23).

Fig. 3.23: Physical/mental health - % of young people responding positively

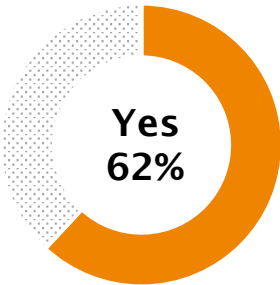


In interviews young people spoke about the positive impact the programme has had on their mood, both in terms of enjoyment and in giving some a sense of purpose or a reason to leave the house.

Several mentioned improvements in their own mental health. For some this was as a result of feeling more relaxed while attending the programme. For others, the support provided by the programme had helped them to feel less stressed about their situation or personal issues. A couple of young people we spoke to talked about how beneficial their conversations with the trauma counsellor had been and/or how this had helped them to better understand their own feelings.

For around two-thirds (62%) of participants for whom it was an issue before, being part of the programme has had a positive impact on their own use of alcohol or other substances.

Fig 3.24: If you have previously had issues with alcohol/substance misuse or addiction, have these improved as a result of the programme?



"Before this I was just sitting about smoking a lot of cannabis."

"[the programme] educated me on the long-term use of substances and the negative effect it's having on my life and mental health."

Young people

Other Stakeholders

All stakeholders reported improved wellbeing for young people taking part in the programme.

Fig 3.25: Other stakeholders report perceived increases in SHANARRI indicators among young people

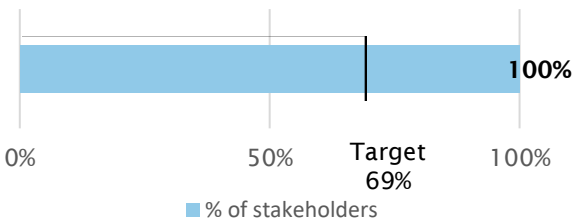
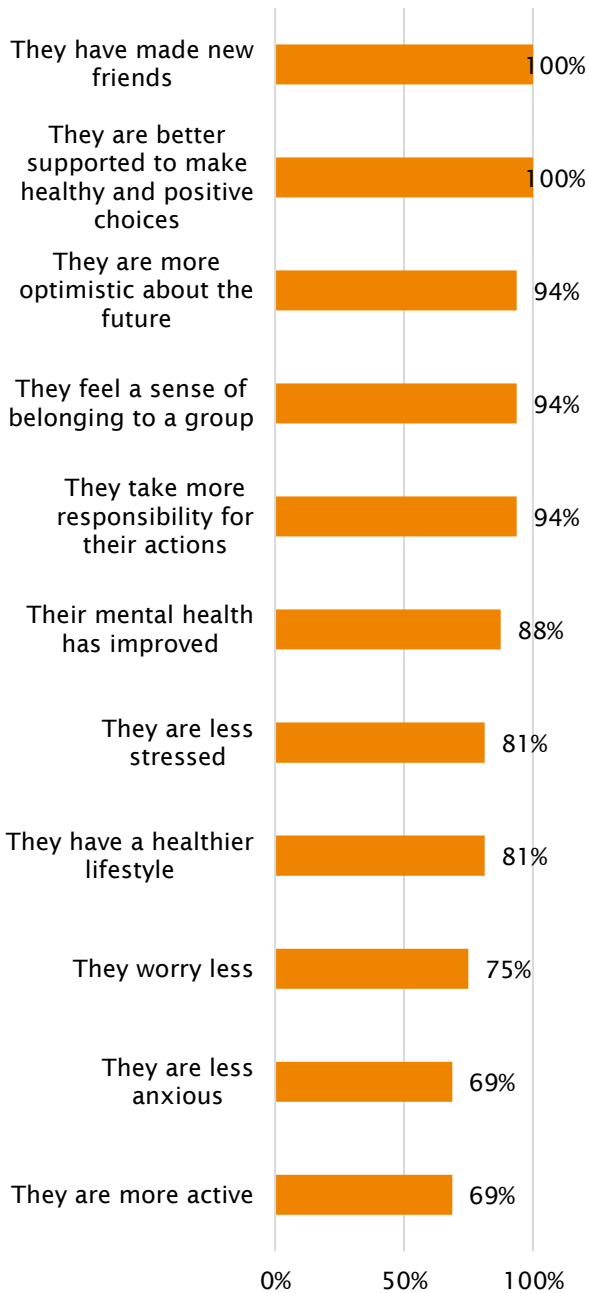


Figure 3.26 demonstrates the ways stakeholders felt young people's wellbeing had improved, with most observing improvements in several areas.

Fig. 3.26: Physical/mental health - % of stakeholders responding positively



"He has made new friends, which he has struggled with since after COVID, also has a new sense of belonging and values himself much more."

Parent

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

All young people reported progress towards a positive destination as a result of the programme.

Fig 3.27: Young people achieve a positive destination

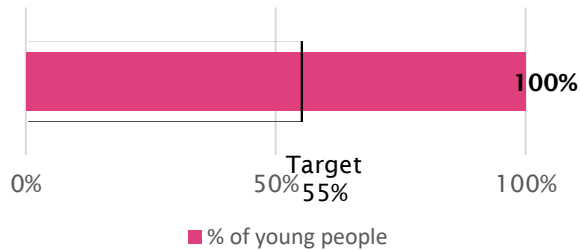


Figure 3.28 shows the ways in which young people report they have progressed towards positive destinations. Most commonly, young people indicated that they had a greater level of awareness or preparedness for taking next steps, and most had plans to pursue employment, education, or training. Just over half said they had been able to get a new job thanks to their participation in the programme.

Fig. 3.28: Positive destinations as a result of the programme - % of young people responding positively



In interviews, many participants spoke about being in the process of applying for jobs – often with programme employment partners – and how they had been supported in this at all stages by programme staff. Similarly, young people had benefited from advice and guidance to apply for further employability courses training to become certified for specific careers (e.g. the Construction Skills Certification Scheme).

Whether young people were awaiting the outcome of specific applications or yet to take their first steps in this process, a common theme in interviews was how the programme had helped participants to figure out what they wanted to do next and/or given them more optimism about the possibilities in front of them.

"I used to think there was no need for me to have a CV."

"Now I can look forward to my future."

"They open up a lot of doors - I didn't know there were so many opportunities out there."

"My future's a bit brighter."

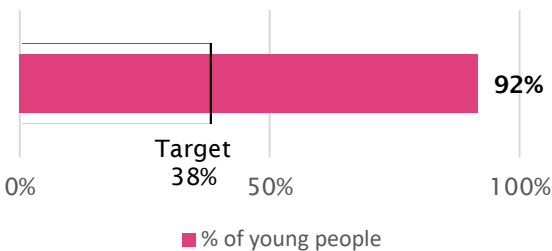
Young people

Outcome 5: Young people contribute positively to their communities

Young People

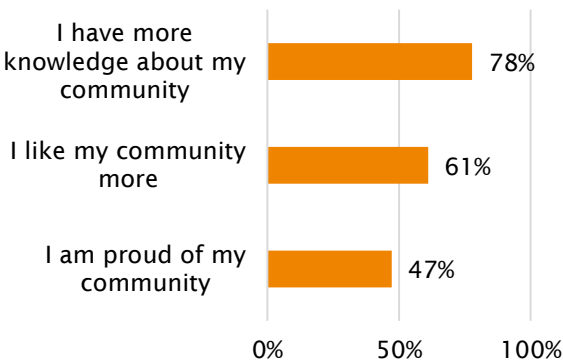
Most young people (92%) said that their perception of their community had improved due to their participation in the programme.

Fig 3.29: Participants' perception of their neighbourhood improves



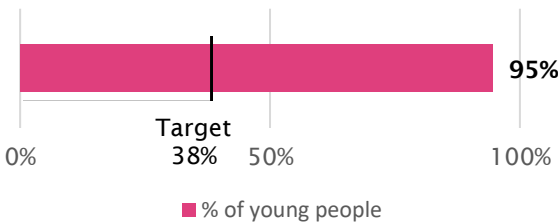
For most young people, a more positive perspective of their community was as a result of learning more about their community through the programme (see Fig. 3.30).

Fig. 3.30: Perception of community - % of young people responding positively



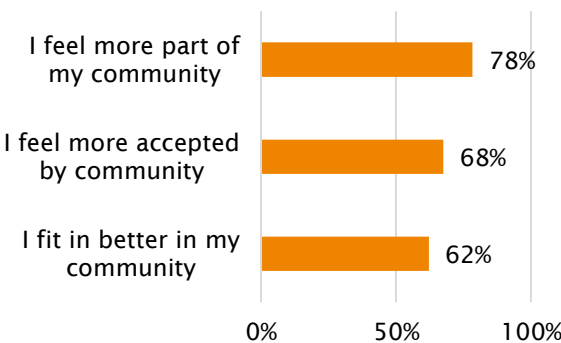
Most young people (95%) agreed that they felt a greater sense of belonging to their community through being part of the programme.

Fig 3.31: Participants have a heightened sense of belonging to a community



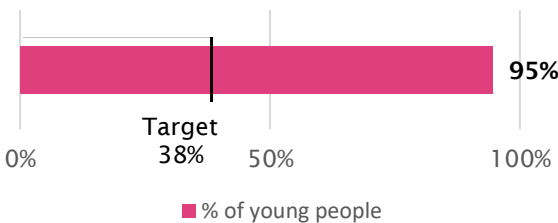
Most commonly, young people reported this heightened sense of belonging as being the result of feeling more part of their community (see Fig. 3.32).

Fig. 3.32: Belonging to community - % of young people responding positively



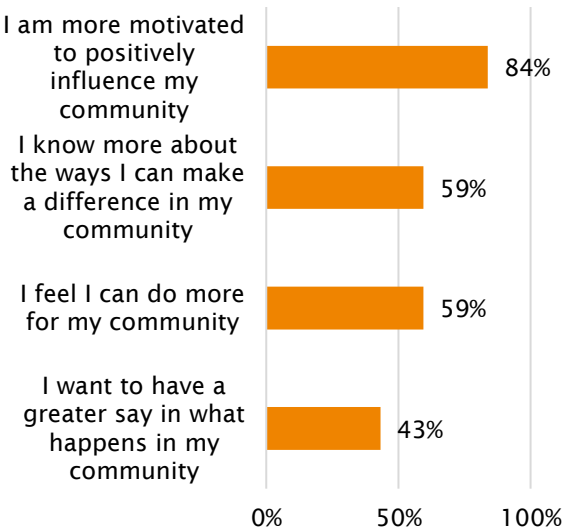
Most participants (95%) agreed that they felt more motivated to positively influence their communities.

Fig 3.33: Participants have increased motivation to positively influence what happens in their community



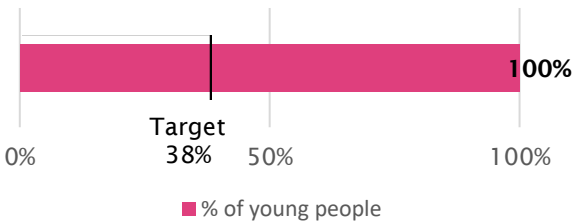
This increased motivation was measured by young people responding positively to at least one of the statements shown in Fig. 3.34.

Fig. 3.34: Motivation - % of young people responding positively



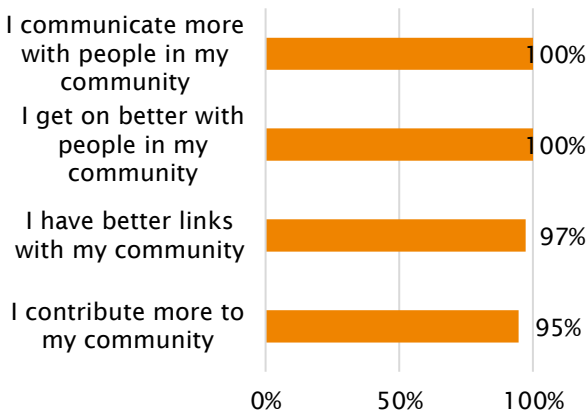
All young people reported that their contribution to, links with and social interactions in the community had improved as a result of the programme.

Fig 3.35: Young people feel their contribution, links with communities and social interaction are improving



As Fig 3.36 demonstrates, all young people reported improvements across all indicators for this question.

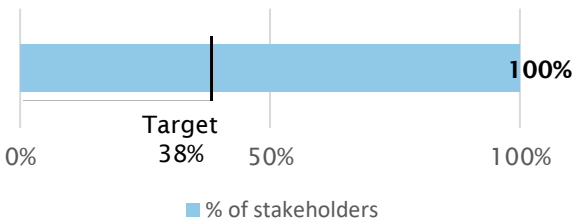
Fig. 3.36: Contribution, links and social interaction - % of young people responding positively



Other Stakeholders

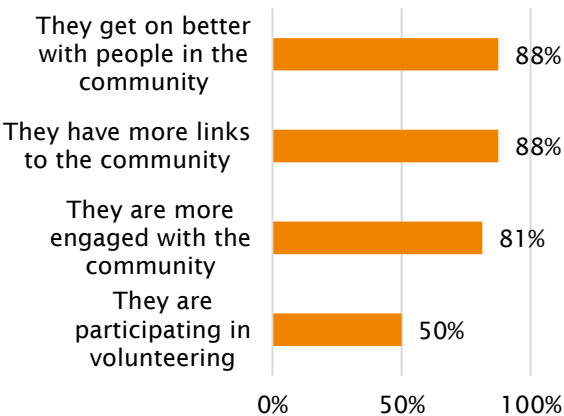
All stakeholders agreed that young people's contribution to, links with, or social interaction with their communities had improved as a result of the programme – well above the target of 38%.

Fig 3.37: Other stakeholders perceive improvement in YP contribution, links and social interaction



The breakdown for responses to this question is shown in Fig. 3.38.

Fig. 3.38 Contribution, links and social interaction - % of stakeholders responding positively



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

Young People

Almost all young people (95%) reported that they had reduced their involvement in anti-social or criminal behaviour, with slightly less (89%) indicating that they were less inclined to take part in this kind of behaviour in future.

Fig 3.39: Young people report that their own participation in antisocial and/or criminal behaviour has reduced

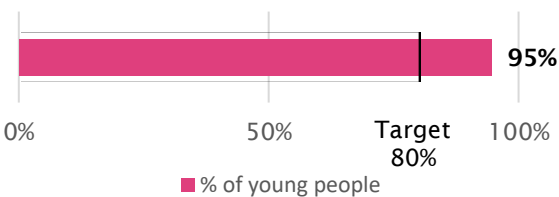
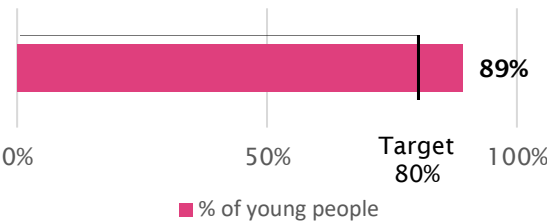


Fig 3.40: Young people feel less inclined to participate in anti-social and/or criminal behaviour.



In interviews, participants spoke about the influence of programme staff in making them think more about their behaviour and how it can affect the choices available to them later in life. For some, specific talks, or workshops (e.g. around anti-social behaviour or drugs/alcohol) had been eye-opening and made them more aware of the consequences of their past behaviour.

There were young people we spoke to who were sure that participating in Towards New Futures had already or would in future prevent them from getting involved in criminal behaviour – for example, by taking them away from negative influences while attending the programme, giving them a desire to change, or starting them on a more positive path.

"It showed me that selling drugs is not the only way to make money."

"Without the course, I'd probably be in prison again."

Young people

"It gives them another route out."

"Working as someone who refers young people who are involved with criminal justice, I have actively seen the positive impact the programme has on those involved."

Delivery partners

Programme Delivery

All delivery partners spoke positively about the relationships they had formed with Rangers Charity Foundation. Stakeholders found programme staff to be very professional, well-organised, and clear and timeous in their communication.

Interviewees spoke favourably about how committed programme staff were to working in genuine partnership, mentioning how collaborative

and open to ideas they were. Partners also valued the support they had received from programme staff to deliver their own work.

"Their communication is great, and the team is fabulous."

"If they think something didn't work, they'll come and tell us and vice versa. So it's an open chat all the time."

"If we feel something would be beneficial, they'll say yes."

"They're always there to assist us with anything we need."

"We're really thankful for the support they've given us."

Delivery partners

Delivery partners also observed the positive relationships programme staff formed with participants and how this contributed to successful outcomes for young people.

Interviewees highlighted how well the programme can be tailored to the needs of each young person. One delivery partner gave an example of a participant with ADHD whom they had witnessed being given extra support to stay engaged, provided with resources to suit their needs, and generally made to feel comfortable. This attention to young people's needs would appear typical, with all partners commenting on how well programme staff understand the complex issues and challenging behaviours that participants might be dealing with.

"These can be very challenging young people with difficult and chaotic lifestyles. They're dealing with trauma, mental health issues, you name it. And I think they deal with it very well."

"Rangers (Charity Foundation) have the ability to see the bigger picture."

Delivery partners

Similarly, partners spoke positively about how support for young people provided by staff went beyond the day-to-day of the programme, with young people given support in their personal lives and outside of programme hours where necessary.

"You do see the extra support. You do see the people coming back and the phone calls being made late at night."

Delivery partner

This commitment to supporting participants, as well as an ability to communicate with them in an accessible and relatable way, allows programme staff to build positive and trusting relationships with young people in a relatively short space of time.

"I love how personable they are."

"They care, and they build those relationships pretty quick."

"it's a short period of time build they build up trust with the participants."

Delivery partners

Looking ahead, partners were generally positive that the programme should look to continue doing what it has been doing, with no significant areas for improvement suggested.

"I really like the programme."

"I think what they do is fantastic."

Delivery partners

A couple of interviewees would like to see the programme expanded to allow even more young people to take part, but were aware that additional funding would be required to make this happen. Apart from this, partners had a couple of small suggestions for future development:

-
- Adding more employment partners to increase the variety of industries participants are exposed to in the programme.
 - If resources would allow, creating a paid 'peer mentor' role for a former participant in future cohorts, allowing them to further develop their skills, whilst sharing their perspective of the programme with current participants.
-

4. Case Study

This section describes the experience of a young person who has taken part in the Towards New Futures programme and the difference it has made to them. The participant's name has been changed.

Davie's Story

Background

Davie, 17, found out about Towards New Futures from a family member who had previously participated. He had struggled in other learning environments due to his ADHD and did not have many qualifications. He was hopeful that taking part in the programme would start him on a path to finding a job.

Skills

Through the programme Davie has been able to gain new qualifications in First Aid, Mental Health First Aid and an SQA Steps to Work Award. More than this though, Davie was supported to develop a range of key skills that he hopes will serve him well in future. As well as interpersonal skills like communication, public speaking and teamworking, Davie has also gained practical skills in job searching, CV building, interview technique, and has even improved his handwriting.

"I've struggled with my communication in the past because of my ADHD."

Behaviour

Davie credits the programme with helping him to develop positive personal traits. The expectations placed on him around timekeeping and regular attendance has led to Davie establishing a more positive routine in his day-to-day life. He also thinks that being treated like an adult throughout the programme has encouraged him to be more responsible - relying on other people less and doing things off his own initiative.

"No one has to tell me what to do now."

Davie sees the programme staff as role models and says he has learned a lot from them about how to act towards other people. His experience has taught him to be more respectful towards people and hopes that he now comes across more open and approachable to others (in the same way that programme staff are to participants).

Support Network

Davie's positive view of programme staff has been informed by the extensive support they have given him. He has received advice and encouragement to keep going throughout his time in the programme. This not only includes guidance on employability, but support for any issues or problems Davie might be experiencing.

"I can talk to them about everything."

Davie knows that programme staff are keen to help him in any way they can, and he has plans to keep in touch with them even after the programme has finished.

Confidence

The support Davie has felt during the programme is perhaps partly responsible for an improvement in his general confidence. He described how much easier he finds it speaking to people and how others have noticed a difference in his body language. Overall Davie believes that the programme has pushed him to improve and given him a greater sense of self-belief.

"It's really got me out of my comfort zone."

5. Conclusions

This section summarises the key findings from the evaluation and highlights the key lessons learned.

Outcomes

1. The programme has exceeded almost all targets in the CashBack logic model in Year 3, the exception being targets around young people volunteering.
2. The programme has a significant impact on the confidence of participants, supporting them to become more comfortable socialising with different people and in different settings.
3. Improved resilience was experienced by all young people taking part in the programme. This was measured in a variety of ways, including greater self-belief, increased independence, and a better ability to manage problems.
4. Through building relationships with fellow participants and programme staff, and becoming more aware of what other support is available to them, most young people have been able to improve their support networks through the programme.
5. For the majority of young people involvement in the programme resulted in positive changes in their general behaviour, with most becoming more responsible, getting on better with people, and making more positive choices. The range of workshops and talks relating to specific issues or behaviours were relevant for young people and encouraged many to reflect more on their own behaviour.
6. The programme has provided a platform for all young people to develop their skills across a range of areas, including personal skills, employability skills and football/coaching specific skills.
7. The wellbeing of young people is positively affected by participation in the programme across all SHANARRI indicators. In particular, the benefits to mental health are strongly felt by young people, with most reporting less stress, less anxiety and more optimism. It was also clear that the impact of the programme's Trauma Counsellor had been significant for a number of young people.
8. All young people that participate in the programme make progress towards a positive destination. Some have already achieved paid employment (often with project partners), while others had jobs or further training/education lined-up for the end of the programme. The progress in others is often more subtle – a change in mindset, a better idea of what they want to do, a broadening of horizons or greater optimism about their ability to take next steps.
9. The programme has supported most young people to increase their links and contribution to the community, improve their perceptions of the community and become more motivated to give back to the community.
10. Most young people report a positive influence from the programme in discouraging them from participation in anti-social or criminal behaviour.

Programme Delivery

11. Based on feedback from partners, the programme continues to be delivered effectively. Partners spoke positively about the programme's organisation, as well as staff's professionalism and communication.
12. The programme is adept at forming positive relationships with all stakeholders. With partners, programme staff have proven collaborative, responsive, and open to new ideas. With young people, the programme has shown success in quickly building trusting relationships, even where there are challenging behaviours to overcome.
13. The commitment to supporting young people in a range of ways across their personal and professional lives was widely commended by partners. The willingness of programme staff to 'go the extra mile' was clear from discussions with partners and participants alike.

Performance in CashBack Phase 5

14. The programme has comfortably exceeded all CashBack Phase 5 targets, with the exception of volunteering. This a notable success, particularly given that the early stages of the programme took place against a backdrop of continued restrictions resulting from the Covid-19 pandemic.

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