

Evaluation of CashBack Off the Bench 2022-23 (Year 3)

A Report for the SPFL Trust



Social Research



Service Design & Innovation



Strategy & Collaboration



Evaluation Support



Social Impact Measurement

May 2023



1. Introduction

This section introduces CashBack for Communities, the CashBack Off the Bench programme and provides an overview of the research.

SPFL Trust

The SPFL Trust is an independent registered charity (SC041121) associated with the Scottish Professional Football League.

The SPFL Trust works in partnership with Scotland's 42 professional football clubs and others to promote, support, fund and administer the SPFL clubs' social and community activities.

The SPFL Trust aims to 'use the unique power of football to engage with communities.' The priorities of the Trust are:

- Inspire SPFL clubs to meet a variety of local community needs.
- Build capacity in SPFL clubs to help them engage with local communities.
- Engage with funders to facilitate national projects at local level.
- Establish relationships on a national level to ensure that Scotland's professional football clubs are at the heart of the national vision to tackle social issues.

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 six 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 programme is currently in Phase 5 and has committed £110 million to community initiatives since 2008. For Phase 5 £19million has been distributed through 24 organisations to improve the quality of life of young people across Scotland.

In Phase 5 there are six mandatory outcomes that projects must 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 Off the Bench

CashBack Off the Bench offered a 12-week programme for young people aged 16-24 years who have committed or were at risk of committing crimes of anti-social behaviour.

Sessions took place on one day each week and, in Year 3, were delivered in partnership with four¹ SPFL Trust members:

- Falkirk FC – Falkirk Foundation

¹ Dundee FC Community Trust delivered one cohort in Year 2 but were not involved with the programme in Year 3. Due to the COVID-19

pandemic, no cohorts were delivered in Year 1 of CashBack Phase 5 as planned.

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- Heart of Midlothian FC – Big Hearts Community Trust
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- Motherwell FC – Motherwell FC Community Trust
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- St Mirren – St Mirren FC Community Trust
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The programme consisted of physical activity based around football and classroom sessions. The classroom sessions were delivered in partnership with selected organisations and covered areas including sectarianism, flares/pyrotechnics, anti-social behaviour, homophobia, organised violence, racism, drugs & alcohol, employability skills and laws of the game.

Young people worked towards both accredited awards and vocational awards including SCQF Level 4 Employability Award, Scottish FA level 1.1 Introduction to Coaching, Citizenship Award and encouraged to apply for the Saltire Award for volunteering.

Research methodology

The evaluation was undertaken between August 2022 and April 2023 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. 50 responses from 4 clubs (59% response rate).
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- **‘Significant Other’ survey** – online surveys for people with close relationships to participating young people (e.g. parents, carers, partners, friends, support workers). 2 responses.
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- **Referral/delivery partner survey** – online survey for programme partners. 11 responses.
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Qualitative Research

Social Value Lab researchers visited four clubs in Year 3 and conducted **individual or group interviews with 26 young people** in total.

Section 2 of the report summarises the programme’s overall performance against the CashBack logic model targets.

Section 3 of the report provides further analysis of the programme’s impact on young people in Year 3.

2. Overall Performance Against CashBack Targets

	Target (Phase 5 overall)		Actual Year 2		Actual Year 3		Total number of YP in Phase 5 overall	Performance against target (+ / - / =)
	%	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	75%	158	98%	59	98%	120	179	+
Young people feel able to do new things	75%	158	100%	60	100%	123	183	+
Young people feel more resilient	75%	158	100%	60	100%	123	183	+
Other stakeholders report perceived increases of confidence and resilience	70%		100%		95%			+
Young people report positive, supportive networks	75%	158	93%	56	100%	123	179	+
Young people report positive changes in their behaviour	80%	168	91%	55	91%	112	167	-
Other stakeholders report perceived positive changes in the behaviour of young participants	70%		80%		90%			+

Outcome 2: Young people develop their physical and personal skills								
Young people gain accreditation for learning and skills development	70%	147		65 [†]		88 [†]	153	+
Young people report their skills are increasing	75%	158	100%	60	100%	123	183	+
Other stakeholders report skills are increasing	70%		100%		100%			+

	Target (Phase 5 overall)		Actual Year 2		Actual Year 3		Total number of YP in Phase 5 overall	Performance against target (+ / - / =)
	%	YP	%	YP	%	YP		
Outcome 3: Young people’s health and well-being improves								
Young people report increases in feelings against SHANARRI indicators	75%	158	100%	60	100%	123	183	+
Other stakeholders report perceived increases in SHANARRI indicators among young people	70%		80%		100%			+

Outcome 4: Young people participate in activity which improves their learning, employability and employment options (positive destinations)								
Young people will achieve a positive destination	70%	147	98%	59	98%	120	179	+
Young people will gain a qualification at SCQF Level 4	70%	147		39 [†]		87 [†]	126	-

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	75%	158	100%	60	100%	123	183	+
Number of hours of volunteering contributed by participants	2100		400		1580		1980	-
Number of community focused awards gained by participants	120		‡		‡		‡	-
Young people feel their contribution, links with communities and social interaction are improving	75%	158	98%	59	98%	120	179	+
Other stakeholders perceive that young people's contribution, links and social interaction are improving	70%		80%		100%			+
Participants' perception of their neighbourhood improves	75%	158	79%	47	91%	113	160	+

	Target (Phase 5 overall)		Actual Year 2		Actual Year 3		Total number of YP in Phase 5 overall	Performance against target (+ / - / =)
	%	YP	%	YP	%	YP		
Participants have a heightened sense of belonging to a community	75%	158	84%	50	89%	110	160	+
Participants have increased motivation to positively influence what happens in their community	75%	158	93%	56	83%	102	158	=

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	70%	147	90%	54	98%	120	174	+
Young people feel less inclined to participate in anti-social and/or criminal behaviour	80%	168	95%	57	98%	120	177	+

† Some decisions were pending at the time of reporting in Year 2 and these figures have been carried over into Year 3 data, which is why accreditations/qualifications achieved exceed participant numbers in Year 3 and percentages have not been reported.

‡ It was intended that participants would self-register for Saltire Awards in fulfilment of this indicator. However, due to a combination of issues (which the SPFL Trust has already undertaken steps to address going forward) it has not been possible to report on this data. Though not accredited, all participants did receive in-house Citizens Awards and Off the Bench completion certificates from the SPFL Trust.

3. Programme Impact in Year 3

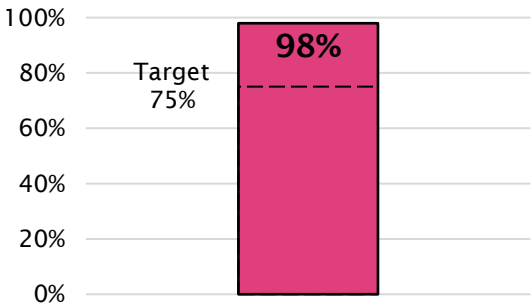
This section describes the impact of the programme in Year 3. The data in this section was gathered from survey responses from young people and stakeholders, and interviews with young people.

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

Young People

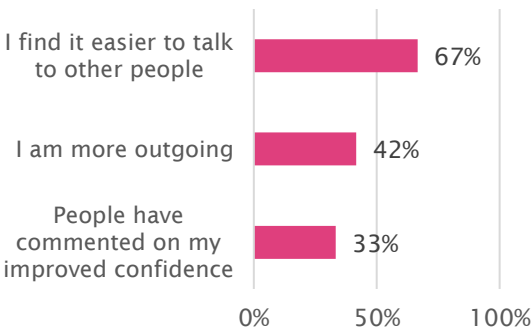
Most young people (98%) reported that participation in the programme had resulted in improved confidence.

Fig. 3.1: Young people report their confidence increasing



When asked how they were aware of this improved confidence, most commonly participants said they found it easier to speak to people, which around two-thirds (67%) reported. A significant percentage of young people also felt more outgoing (42%) or had received comments from others about their improved confidence (33%).

Fig 3.2: Confidence - % of young people responding positively



These indicators of improved confidence were also reflected in interviews with young people, some of whom also mentioned coming out of their shell more, socialising more and speaking in front of a group.

"There's no barrier in how high your confidence can go. I thought I was confident enough before I started this course, but being on this course has shown me that I'm not – I can always aim higher."

"When I first came here I didn't really want to talk to anyone – I thought, I don't really know these people I don't want to talk to them. But I've started to come out my shell a little bit, and that's really helped me."

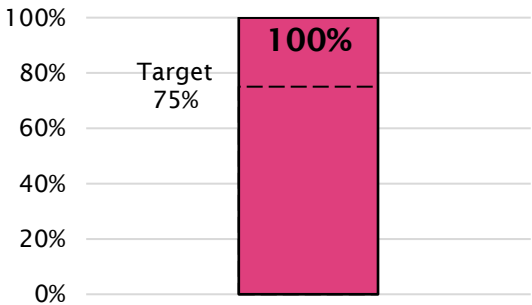
"Compared to the first few weeks, you barely heard a peep out of everyone but now everyone's shouting out answers and stuff."

"Ever since I came here I've been more sociable."

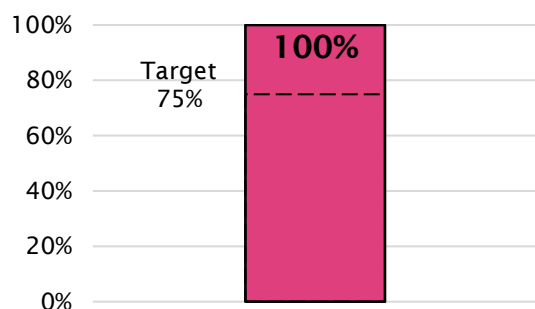
Young people

All young people agreed that participation in the programme had made them feel more able to try new things.

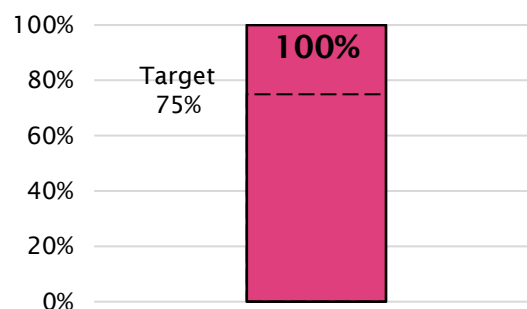
Fig. 3.3 Young people feel able to do new things



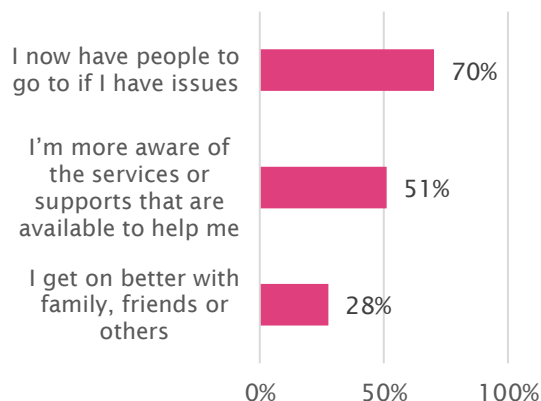
Increases in resilience were reported by all young people.

Fig. 3.4 Young people feel more resilient

As Fig 3.5. demonstrates, most young people have experienced improved resilience in a range of ways as a result of the programme, including greater self-belief, being better able to make more positive choices, and an increased ability to manage problems.

Fig. 3.6: Young people report positive, supportive networks

Participants reported having more people to seek help from (70%), being more aware of sources of support available to them (51%) and improved relationships with people already in their support network (28%).

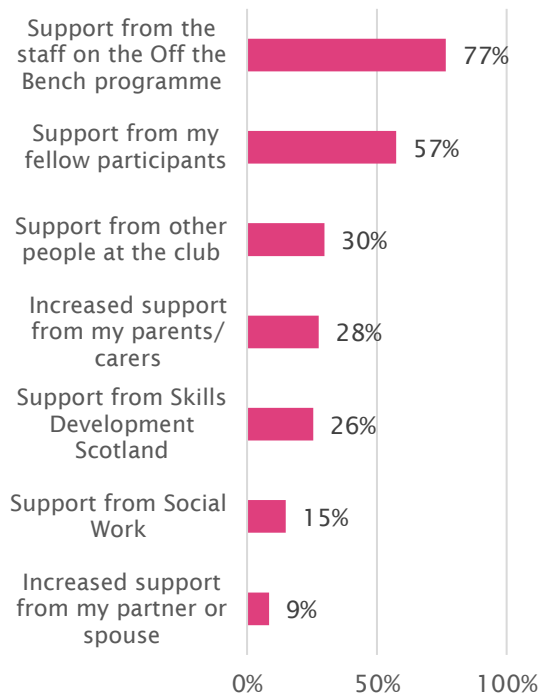
Fig. 3.5: Resilience - % of young people responding positively**Fig. 3.7: Support networks - % of young people responding positively**

Survey respondents also indicated which new sources of support the programme had introduced them to – see Fig 3.8.

In addition to the areas above, a common theme in interviews with young people was improved resilience through greater perseverance - the programme has taught young people the importance of not giving up in the face of setbacks.

All young people (100%) said that taking part in the programme had helped them to enhance their support network.

Fig. 3.8: Additional sources of support - % of young people responding positively



In interviews young people frequently mentioned the positive relationships they had developed with the coaches at the clubs, noting how they were (for example) relatable, understanding or always on hand to help them. Many were grateful for the opportunity to make new friends and stated their intention to keep in touch with coaches and participants beyond the end of the programme.

"[the coach] will always still be there if we ever need anything, to contact him, he'll still checking up on us to make sure we're still in a job or getting something if not - and if we're not he'll probably help us get something or point us in the right direction."

"[the coach is] someone you can trust, he's quite fair with you and you can come out of your shell a bit."

"If something went wrong, you'd know who to talk to."

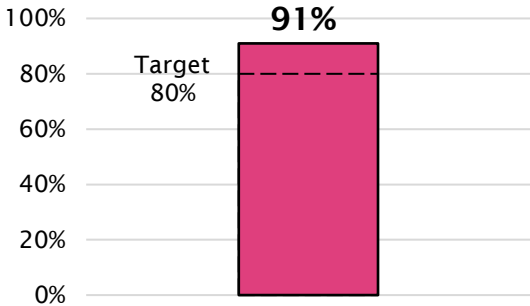
"He knows what you're going through."

"Before this I didn't really know many people. I'd set myself in this bubble without realising it."

"I have great support from everyone."

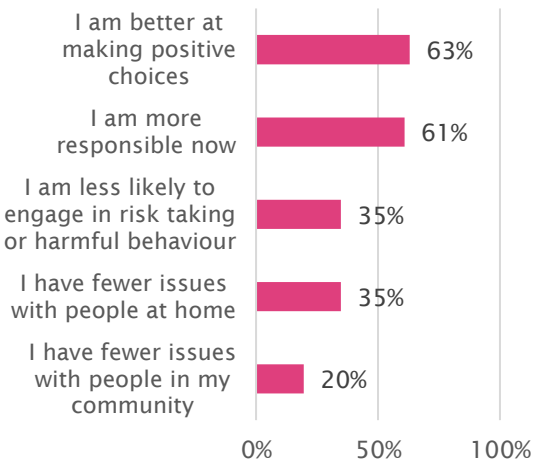
The majority of young people (91%) agreed that being part of the programme had helped them to make positive changes in their general behaviour.

Fig. 3.9: Young people report positive changes in their behaviour



Most commonly participants reported improvements in making better choices (63%) or taking more responsibility (61%), though some said that they were less likely engage in risky behaviour or have issues with people around them (see Fig 3.10).

Fig. 3.10: Behaviour - % of young people responding positively



Other stakeholders

Most stakeholders (95%) agreed that young people's confidence or resilience has been improved through participation in the programme.

Fig. 3.11: Other stakeholders report perceived increases of confidence and resilience

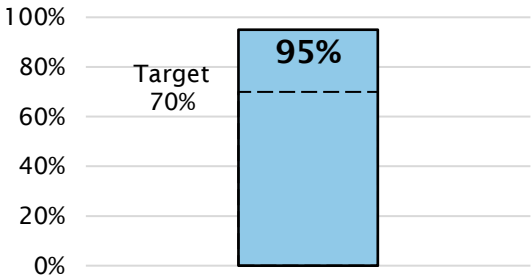
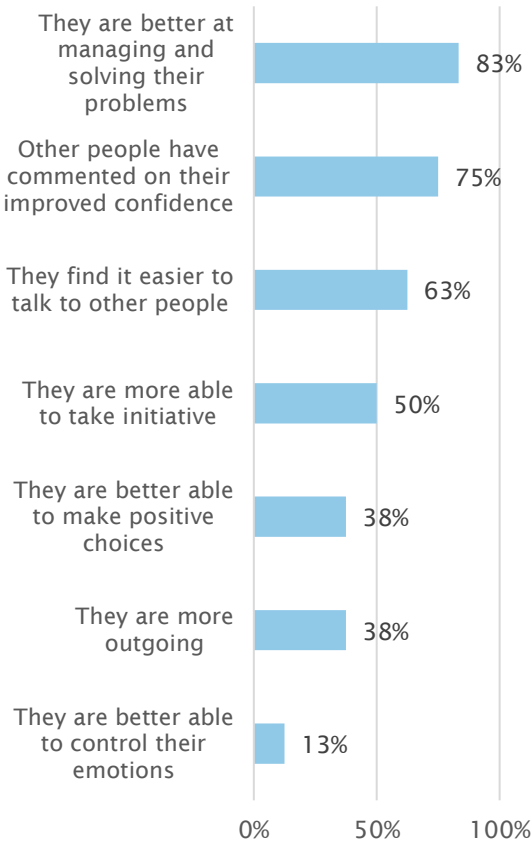


Figure 3.12 shows a breakdown of stakeholders' responses to this survey question.

Fig. 3.12: Confidence and resilience - % of stakeholders responding positively



Most stakeholders (90%) had observed positive changes in the behaviour of young people as a result of the programme.

Fig. 3.13: Other stakeholders report perceived positive changes in the behaviour of young people

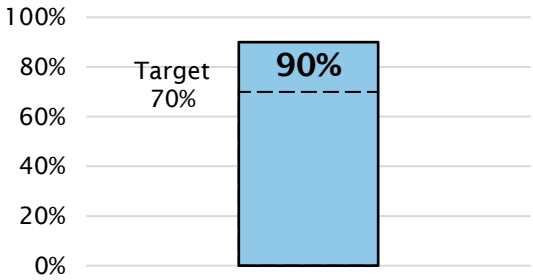
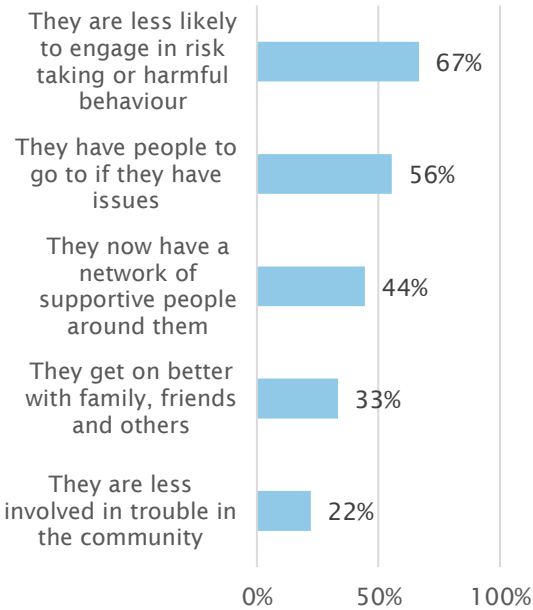


Figure 3.14 shows a breakdown of stakeholders' responses to this survey question.

Fig. 3.14: Positive changes in behaviour- % of stakeholders responding positively

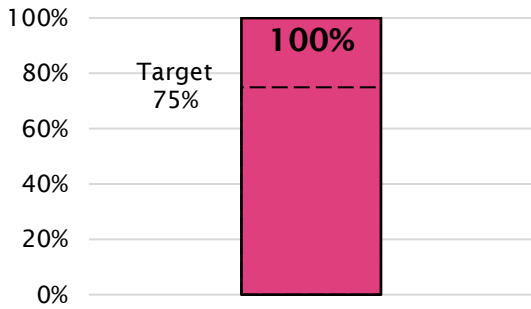


Outcome 2: Young people develop their physical and personal skills

Young People

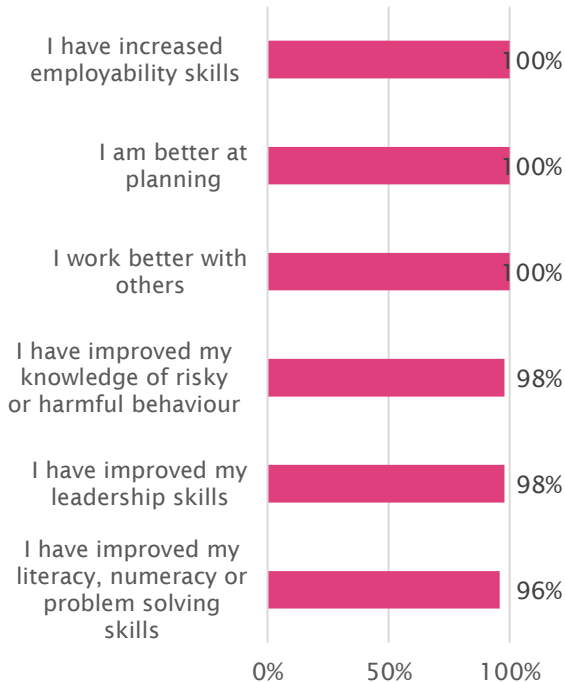
All young people were able to develop their skills through taking part in the programme, well exceeding the target of 75%.

Fig. 3.15: Young people report their skills are increasing



Young people reported range of improved personal skills, with the majority seeing positive changes across multiple areas. As demonstrated in Fig 3.16., Off the Bench has supported young people to improve their employability skills (including communication, timekeeping, following instructions), planning, teamworking, leadership knowledge of harmful behaviour (e.g. drugs & alcohol, sectarianism or use of flares/pyrotechnics, and basic skills in literacy, numeracy or problem-solving).

Fig. 3.16: Skills - % of young people responding positively

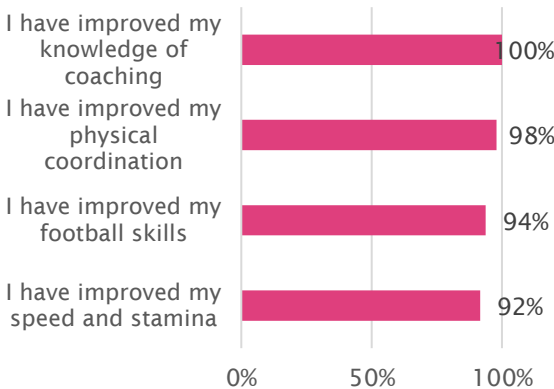


In addition to the above, young people also frequently spoke about gaining skills in applying for jobs, including CV writing, job searching and interview techniques.

In addition, young people gained skills in football coaching (in which most participants also had the

opportunity to earn a qualification on the SFA coaching pathway) and elements of the programme focused on football specific activities also enabled young people to improve their physical and technical skills (see Fig. 3.17)

Fig. 3.17: Physical skills - % of young people responding positively



"I'm usually the type to take on the leader role and keep everyone in check, and that's become clear to me through this course."

"I had no clue how to do a CV."

"You just look back and think, oh I've actually learned a lot without even noticing."

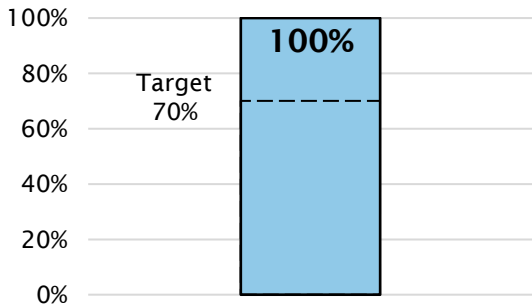
"I've learnt how to communicate with people better."

"It's helped me talk to more people more fluently."

Other Stakeholders

All stakeholders observed an improvement in the skills of young people taking part in the programme.

Fig. 3.18: Other stakeholders report skills are increasing

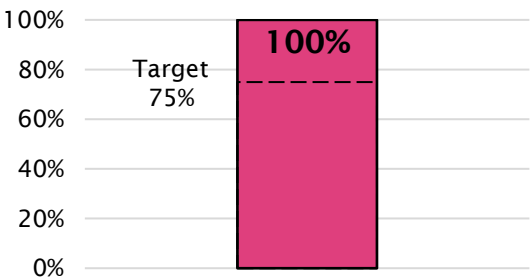


Outcome 3: Young people’s health and well-being improves

Young People

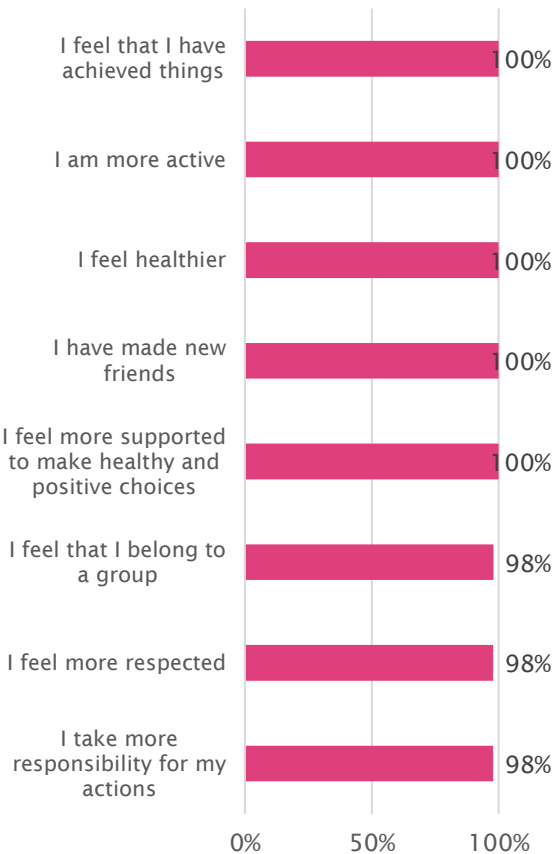
All young people reported improved increased wellbeing as a result of taking part in the programme.

Fig. 3.19: Young people report increases in feelings against SHANARRI indicators



Most young people felt that their wellbeing had improved across a range of SHANARRI indicators (see Fig 3.20).

Fig. 3.20: Wellbeing - % of young people responding positively



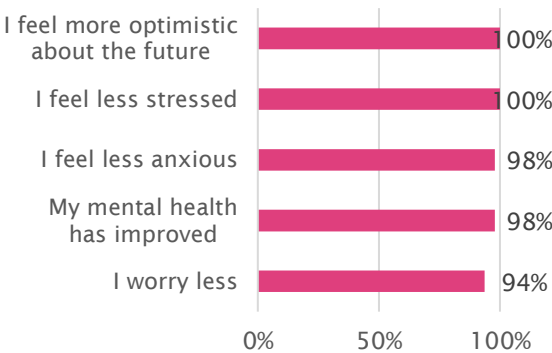
In interviews with young people, discussions around wellbeing typically focused on improvements in physical health and activity. Participants talked about how the programme had enabled them to be more active in general, develop healthier routines and created opportunities for them to exercise more frequently.

“I would be sitting about playing Xbox if not for this course.”

“I’d say I’m a lot fitter than I used to be.”

Young people were also specifically asked about the impact of the programme on their mental health. Most reported a positive effect on feelings of optimism, stress and anxiety levels and mental health in general (see Fig 3.21).

Fig. 3.21 - Mental health - % of young people responding positively



Interviews gave an insight into the reasons for the programme’s positive impact on mental health, with young people speaking about the positive focus it provides, the welcoming, friendly atmosphere, and the benefits resulting from the social aspects of the programme.

“It makes you feel better – seeing friendly faces, people you’ve made pals with.”

“It’s made my week much better.”

“It’s had a good impact on my mental health, it’s got me talking more and it’s got me laughing. It’s a very good environment, it gets you smiling.”

Other Stakeholders

All stakeholders (100%) agreed that young people’s wellbeing had been improved through taking part in the programme.

Fig. 3.22: Other stakeholders report perceived increases in SHANARRI indicators among young people

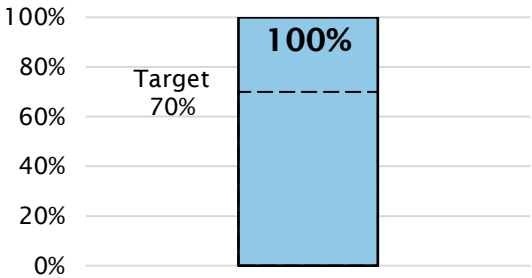
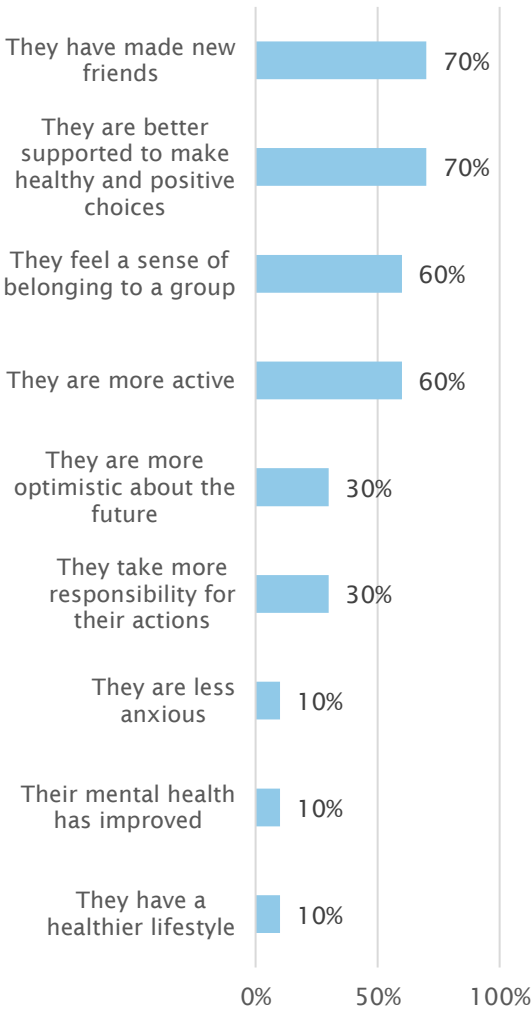


Figure 3.23 shows the breakdown of stakeholders' surveys responses around the wellbeing of young people.

Fig. 3.23: Wellbeing - % of stakeholders responding positively

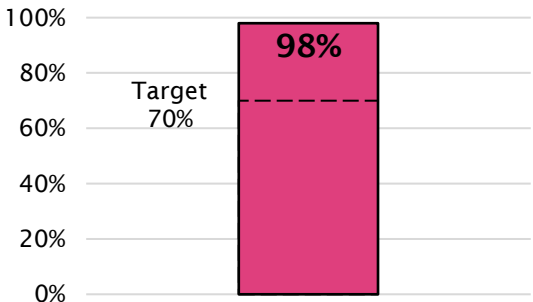


Outcome 4: Young people participate in activity which improves their learning, employability and employment options (positive destinations)

Young People

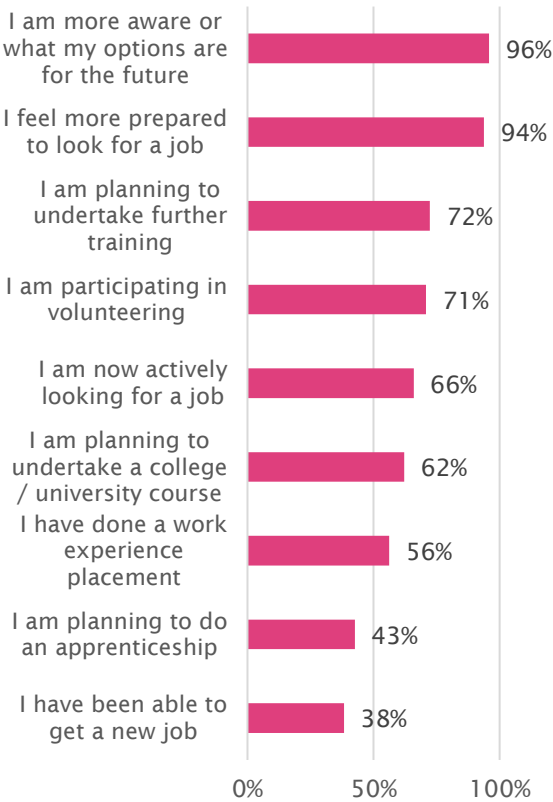
Almost all young people (98%) reported progress towards a positive destination as a result of the programme.

Fig. 3.24: Young people achieve a positive destination



Most commonly young people reported greater awareness of their options or better preparedness to take next steps. Most also said that they now had plans in place undertake further training, attend a further education course or get a job. Just over a third young people (38%) said that they had been helped to secure a new job (see Fig 3.25).

Fig. 3.25: Positive destinations - % of young people responding positively



In interviews young people reported that the programme had given them a clearer idea of what they wanted to do in life or helped them identify what it is they like about certain jobs. One young person commented on how the programme had been useful in providing an opportunity that gave them the time, space and support to be able to make a plan for their next steps. It was also clear that for some young people the programme had helped to raise their aspirations about what they might be able to do in future.

"It's altered my vision in some way because now I want do football coaching."

"They've helped me get a job through interview skills and stuff - I got offered a job this week."

"I'm just trying to get as much widespread experience as possible, and hopefully I'll land a job that I love."

"It's definitely given me a good insight into the opportunities that are out there."

"That's probably the things I've taken most from this course - just always aim higher."

Outcome 5: Young people contribute positively to their communities

Young People

Almost all young people (98%) agreed that their contribution to, links with or social interactions in the community had improved as a result of the programme.

Fig. 3.26: Young people feel their contribution, links with communities and social interaction are improving

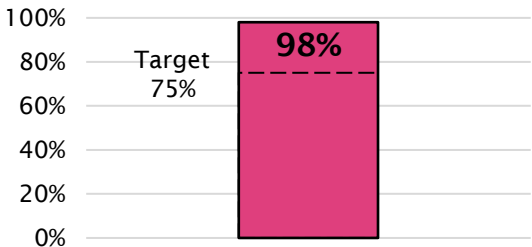
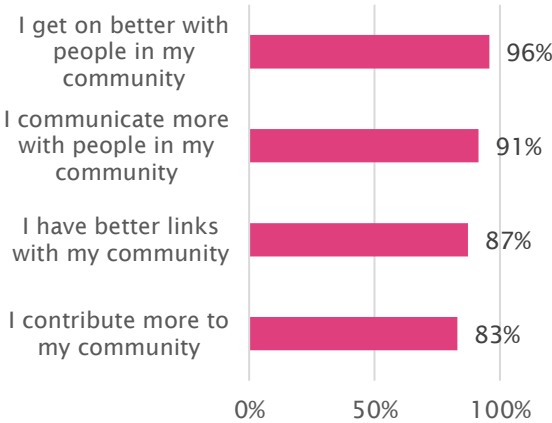


Figure 3.27 shows the breakdown of young people's responses to this survey question.

Fig. 3.27: Contribution, links and social interaction - % of young people responding positively

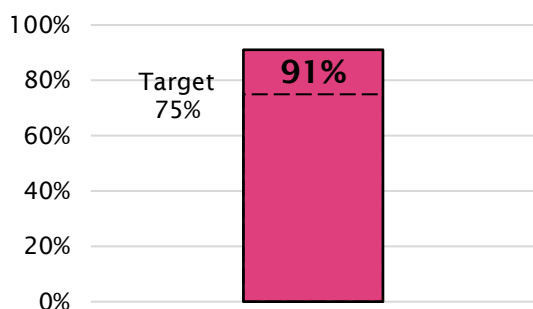


"It's got me feeling that now if I see someone from my neighbourhood, I can say, 'Hello, how you doing?'"

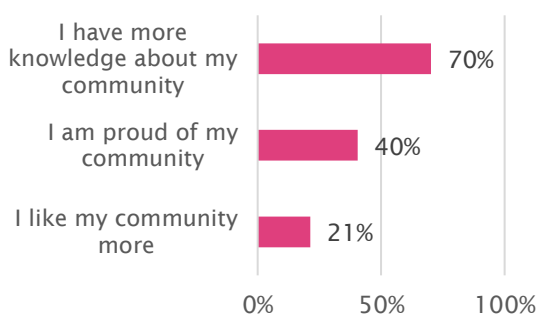
"It helps you talk to people in your neighbourhood - they're just a person and you can speak to them."

"It helps you be more confident in your own neighbourhood and speaking to people."

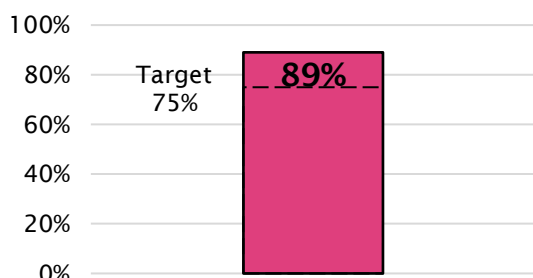
Most young people (91%) said that participation in the programme had led them to a more positive view of their community.

Fig. 3.28: Participants' perception of their neighbourhood improves

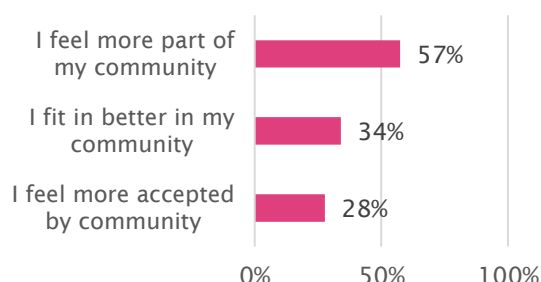
Most young people reported that this improved perception was as a result of gaining more knowledge about their community, though some also reported increased pride in the community and more positive feelings about the community in general (see Fig. 3.29).

Fig. 3.29: Perception of community - % of young people responding positively

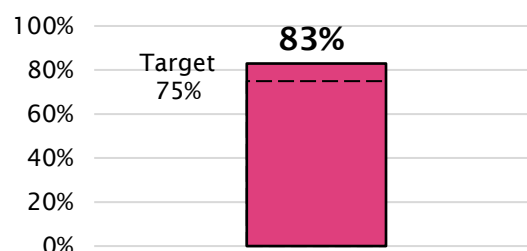
Most young people (89%) agreed that they now felt a greater sense of belonging to the community.

Fig 3.30: Participants have a heightened sense of belonging to a community

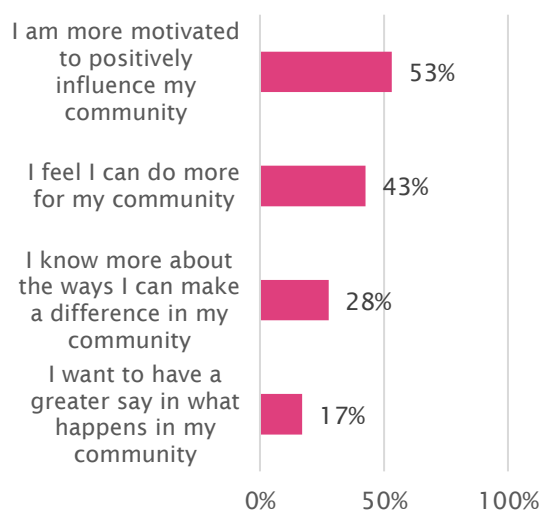
Indicators of belonging reported by young people included feeling more part of the community, feeling more accepted and fitting in better (see Fig 3.31).

Fig. 3.31: Belonging to community - % of young people responding positively

More than four-fifths of young people (83%) said that their motivation to positively influence their community was increased as a result of their participation in the programme.

Fig 3.32: Participants have increased motivation to positively influence what happens in their community

In addition to feeling more motivated in general, young people reported that they felt they had more to offer the community, better knew the ways to influence the community or wanted to have a greater say in community issues (see Fig. 3.33).

Fig. 3.33: Motivation - % of young people responding positively

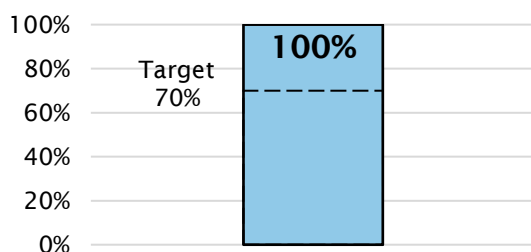
"[Volunteering] makes you feel good about yourself as well."

"I love how much [the club] helps the homeless and people in need and that's something I've always wanted to do."

Other Stakeholders

All stakeholders reported that young people's contribution to, links with or interactions in the community had been improved as a result of the programme.

Fig 3.34: Other stakeholders perceive improvement in YP contribution, links and social interaction

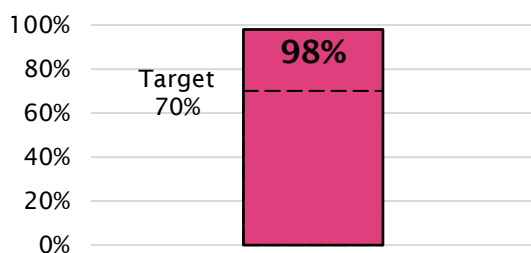


Outcome 6: Young people are diverted from criminal behaviour or involvement with the criminal justice system

Young People

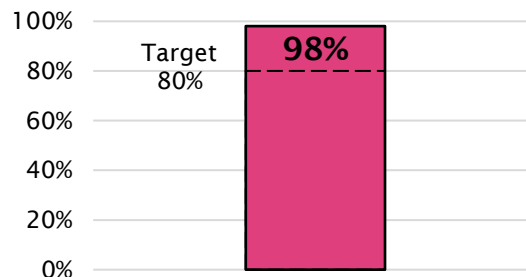
Most young people (98%) said that they had reduced their involvement in anti-social or criminal behaviour though their involvement in the programme.

Fig 3.35: Young people report that their own participation in antisocial and/or criminal behaviour has reduced



The same number said that their experience of the programme had made them less inclined to take part in this kind of behaviour in future.

Fig 3.36: Young people feel less inclined to participate in anti-social and/or criminal behaviour



In interviews, young people typically credited the programme with showing them the types of behaviour to avoid and/or opening their eyes to the consequences of certain behaviours that they hadn't previously considered.

Participants frequently mentioned how beneficial certain workshops had been (e.g. around homophobia, racism, sectarianism, anti-social behaviour at football matches) for improving their knowledge and making them think more about their own actions.

"Because I've learnt more about violent acts, I've learnt more about racism, more about homophobia – it gives you a different view. It really tells you what happens if you do anything wrong, you could ruin your whole life."

4. Case Study

This section describes the experience of a young person who has taken part in Off the Bench and the impact of the programme on them. The participant's name has been changed.

Jake's Story

Background

Jake had left school a few years ago with an intention to get into football coaching. At the time he had attended an employability course run by a football club, which led to a coaching qualification, but things had stalled since then. Jake was unemployed and lacking motivation when his DWP careers advisor told him about Off the Bench. Almost immediately, Jake could tell that taking part in Off the Bench was going to be a positive step:

"I've done stuff like this before and they've not helped at all. But this one really has – there's a positive feeling about where it will lead to."

Positive relationships

Jake was struck by the positive atmosphere on the programme and how different it was from other courses he had attended. People were more eager to help each other, and it felt more inclusive in his previous experiences. This enabled Jake to form positive relationships with his fellow participants, which was beneficial to him as he had felt quite isolated at times since leaving school.

"Leaving school, you can get quite lonely – everyone goes their own path. [At Off the Bench] we've all gone through this together."

Jake also built up a positive relationship with Off the Bench delivery staff, who gave him useful support and advice. The football stadium setting of the programme was particularly valuable to Jake as it allowed him to interact with other coaches and club staff who were also present and on-hand for participants.

"I've been picking their brains. They've given me advice and stuff – it's been really helpful."

Volunteering

Jake already had some experience in football coaching but Off the Bench gave him the chance to

try out other roles related to the game, such as refereeing a children's game, helping out on match days or fundraising for the club's charity foundation. He appreciated the variety of volunteering opportunities that he was able to take up through the programme and was positive that they would serve him well in future.

"Even if [volunteering] doesn't lead to a job, it still gives you experience."

More than this, Jake found the experience of volunteering personally rewarding and it gave him the inclination to do more of it in future if he could.

"It makes you feel good about yourself. Everyone likes helping people out."

Personal development

Being part of the programme reinforced Jake's interest in pursuing a career in football, but he was also glad of the opportunity to gain key personal skills as well. In particular, Jake feels he has developed his communication skills since being on the programme, finding it easier to express himself. He also picked up useful skills in CV writing.

More important for Jake, however, was the programme's focus in what he called 'personal growth'. Off the Bench encouraged him to think more about the choices he makes for his future and be positive about what he has already achieved. This kind of self-reflection is something that Jake intends to take with him beyond the end of the programme.

"It's thinking about the path you've been on, and the path you want to go on – who you are as a person."

5. Conclusions

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

Year 3 Outcomes

1. The programme has comfortably exceeded almost every target in the CashBack logic model in Year 3.
2. The programme has a significant impact on the confidence of participants. As well as developing their social confidence, young people have been supported to become more outgoing and try new things.
3. All young people taking part in the programme have been able to build up their own resilience as a result of taking part in the programme, reporting improvement across several areas, including: increased self-belief, perseverance, ability to handle difficult situations, and greater control over their emotions.
4. Involvement in the programme opens young people up to new sources of support and supports them to develop positive relationships with programme staff, fellow participants and other professionals.
5. Participation in the programme resulted in positive changes in the behaviour of most young people. Most commonly, young people reported being better able to make positive choices and taking more responsibility, with most becoming better at making positive choices in particular. The range of workshops around specific issues or behaviours were eye-opening for many young people and encouraged them to reflect more on their own behaviour.
6. The programme demonstrates strong results in developing the skills of young people. All young people reported multiple improvements across a range of personal and employability-based skills.
7. Young people's wellbeing benefits from participation in the programme. As well as supporting increases across all SHANARRI indicators, the programme has helped young people to make tangible improvements in their physical and mental health.
8. The programme provides a platform for young people to reach a positive destination, with most participants better aware of their options and more prepared to take the next steps. Many indicated that the programme had supported them in securing further training or employment beyond the end of the programme.
9. Based on participants' self-reporting, the programme has been successful in positively changing young people's view of the community, their links to the community, and their desire to influence it.
10. Young people's inclination towards and actual participation in anti-social/criminal behaviour is positively affected by taking part in the programme. As with behaviour in general, the programme demonstrates success in getting young people to reflect on the risks and consequences of this type of behaviour.

Performance in CashBack Phase 5

11. The programme has met or exceeded almost all targets across CashBack Phase 5. This is a notable achievement given the (mostly Covid-related) issues that hindered delivery in Year 1 and resulted in the programme only working with 183 of the 210 intended participants.
12. Generally, where the programme has fallen short of targets – young people reporting positive changes in behaviour, gaining qualifications or completing volunteering hours – this was by a very fine margin and is likely again attributable to early setbacks, rather than any issue with the programme itself.
13. The exception to this is in relation to community focused awards gained by participants, where there is no data available, meaning there is not a complete picture of the impact of the programme. As noted, steps have been taken by SPFL Trust, in dialogue with Inspiring Scotland, to resolve the issues that caused this going forward.

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