Main End of Year Report

Introduction

Please use this form to tell us about your progress during the reporting period. We will review your report to find out what progress you have made against your agreed outcomes and activities. Once we are happy with this information, we will let you know and release your next payment. We will use the information you provide to highlight achievements and good practice, and to effectively shape our future work. We very much appreciate your time and commitment to this task.

COMPLETION NOTES FOR THIS FORM

You do not need to complete the report in one sitting, however please remember to save any changes prior to closing the form. There are save buttons to the right of the form and at the end.

Fields highlighted in red are mandatory and must be completed in order for the report to be submitted.

Please ensure you read the notes contained within the form as these provide guidance on the information we expect from you.

Some of the fields are pre-populated for information purposes and include the outcomes & activities you provided at the start of the year and the number of beneficiaries you said you would work with.

PLEASE NOTE THAT THESE FIELDS WILL ONLY BE PRE-POPULATED FOR THOSE GRANT HOLDERS WITH AWARDS APPROVED FROM NOVEMBER 2016 ONWARDS.
IF WE AWARDED YOU A GRANT BEFORE THIS DATE PLEASE REFER TO YOUR OUTCOMES & ACTIVITIES FORM FOR THE PERIOD. PLEASE NOTE HOWEVER THAT WE ARE PHASING OUT THE PAPER COPY FORM AND YOU SHOULD PROVIDE YOUR OUTCOMES & ACTIVITIES FOR THE NEXT YEAR WITHIN THIS REPORT.

Some fields contain a word limit. If you go over this please provide the additional information in a word document and attach this in the supporting documentation section at the foot of this form.

You must provide a signed copy of your Organisation's most recent independently audited or examined Accounts with this form, which you can attach as a supporting document at the end of the report. Please note that you will not be able to submit the report without this.
End of Year Report

What we expected to do
Your agreed Outcomes & Activities

**Outcome 1: Young people who are most in need of support have improved access to our programme.**
Activity 1: Active relationships maintained/developed with 15 referral partners within the 4 local authority areas.
Activity 2: 60 young people referred to the programme and assessed.
Activity 3: 50 young people with multiple barriers progress into phase 1 and have minimum of 4 personal development sessions with their outreach worker.

**Outcome 2: Young people increase their self-confidence and demonstrate more positive attitudes to their future.**
Activity 1: 30 young people participate in *phase 2 of the programme*
Activity 2: 30 young people have minimum of 6 goal-setting/progression sessions with their outreach worker in phase 3.
Activity 3: 30 young people produce training/action plans to support their progression towards a positive destination.

**Outcome 3: Young people develop work readiness skills and take demonstrable steps towards the labour market.**
Activity 1: 8 young people achieve SQA personal development qualification (level 3 or 4).
Activity 2: 30 young people have minimum of 6 goal-setting/progression sessions with their outreach worker in phase 3.
Activity 3: 20 young people achieve a positive destination (employment, education, training, volunteering).
What we actually did (activities)

Please refer directly to the activities agreed for the reporting period and tell us about what you actually delivered during the reporting period. For each activity, tell us if you delivered it or not. Please include the actual numbers involved e.g. how many people participated, how many sessions were held etc. Where there are differences between what you planned to do and what you actually did, please tell us the reasons why, and what you did/are doing to address the issues you faced.

Outcome 1 activities

1. Active relationships maintained/developed with 15 referral partners within the 4 local authority areas

Outreach teams at the West Hub (covering the four LA areas of Glasgow, Inverclyde, North Lanarkshire and South Lanarkshire to which this funding is directed) attended networking events to target existing and new referral partners. Outreach teams continued to meet with key contacts from across all West Hub Local Authorities and across all departments and sought to identify organisations working with groups of young people that would benefit from *the programme* in their groups.

Glasgow: Meetings with key contacts from departments across Glasgow City Council with a view of building more strategic partnerships. These led to further networking opportunities and invitations to attend team meetings or present at forums.

Inverclyde: Continued development and strengthening of referral routes in Inverclyde, particularly in relation to our *other contract* which was new to the area this year, developing relationships with *other providers* from the Inverclyde area.

North & South Lanarkshire: Strengthened our position as a provider, continuing to attend Locality Network meetings, as well as presenting to several Children & Families social work teams, Housing Support Projects and Youth Groups. New outreach team members in these areas have worked extremely hard to build referral networks this year.

Due to this work, we have maintained and developed significantly more than 15 referral partners within the four local authority areas.

2. 60 young people referred to the programme and assessed

In the year 112 young people were referred to the programme in the four target LA areas, significantly above (almost double) our target and reflecting efforts of hub teams to galvanise referral partnerships, in addition to enhanced (more targeted) referrer marketing. Glasgow, for example, was significantly the largest referring authority to the programme in the period – with 29% of all referrals to *the programme*.

The funding supported outreach workers from the West Hub to engage with young people most in need of support – those with multiple and complex issues. Of those referred in the period, the average number of different presenting issues recorded was five.

3. 50 young people with multiple barriers progress into phase 1

66 young people were identified as being ‘ready’ to start phase 1. The uplift
from what we expected here being due to improvements in referral process

and growing networks, with the drop off from 112 referred to 66, a result of improvements in better identifying those who are best placed to benefit. With our partners we were able to identify other routes for those not ready, with outreach teams signposting these.

A "Funded Charity" Design Team was founded with the initial task of assessing and redesigning our referral and assessment process. The purpose was to improve quality of referrals. Across the second part of 2017, prior to Robertson Trust funding, the Design Team set clear objectives, conducted
a full review of current practice and analysed data to help shape a new model. We developed three new assessment tools to assist outreach workers in the decision-making process.

The new referral/assessment phase was piloted in the West Hub in Q4 of 2017 and then went live in Q1 across both hubs. Initial findings showed a positive impact, with better targeting and clearer identification of those who are best placed to benefit. This is reflected in some of the outcomes shown in this report.

Outcome 2 activities

1. 50 young people have minimum of 4 personal development sessions with their outreach worker in phase 1

34 young people had a minimum of 4 personal development sessions in this grant period (average 6.7 sessions). Although this is below the target number, it is showing a significant improvement based on improvements implemented by the Design Team and we expect this to continue. In total 61 young people were engaged in one to one development sessions.

Improvements enabled us to focus on working with those ready to benefit the most, identifying those not ready at an earlier stage – thus increasing capacity of outreach teams for more one to one time with participants who will progress through all stages. Initial findings from the West Hub new assessment model pilot showed that the number of pre-Phase 2 engagements with clients increased (4.0 vs 2.9, on average); the average number of engagements for those who went on to start a Phase 2 journey also increased from 5.9 to 8.1.

2. 30 young people have minimum of 6 goal-setting/progression sessions with their outreach worker in phase 3

In the funding period 16 young people had 6 or more goal-setting/progression sessions with their outreach worker in phase 3. In total 33 young people were engaged with their outreach worker in phase 3, of which 23 young people had three or more sessions.

This is lower than target but was a key area for improvement in the funding period, during which the Design Team began work on phase 3. As a result, based on consultation with staff and participants, between April-June 2018 we introduced new phase 3 content aimed at reinforcing and enhancing the main themes of personal development delivered during "phase 2" and helping them apply this within the context of their daily lives. From quarter four, we began to roll out this content, the "employability" Programme’, a rolling programme of four sessions.

This has taken longer to embed than planned, as outreach teams look at how best to incorporate into phase 3 work, and make up of groups/timings, but again, impact of this programme now more fully embedded should be seen over coming year and reflected in increased number of goal-setting/progression sessions for young people and in uptake of sessions.

3. 30 young people produce training/action plans to support their progression towards a positive destination

27 young people produced training/action plans to support progression. With support from their dedicated workers, participants work through a
structured 'action plan' identifying a key life goal and then breaking this down into manageable sections - 'what do I have to do to achieve it?', 'who will I ask for support?', 'what will I do if it's not working?'.

These are very much 'live' documents used in the course of outreach support in phase 3 and updated to reflect how plans are progressing. They are intended to be extremely practical and encourage young people to consider actions which they should 'stop', 'continue' and 'start' in order to reach their goals, prompting them always to question 'why?', 'when?' and 'how?', enabling them to take control of their action plan and make positive decisions based on their learning so far.

Outcome 3 activities

1. 8 young people achieve SQA personal development qualification (level 3 or 4)
10 young people achieved a SQA personal development qualification in the period. 9 young people gained the SQA Personal Development Award at Level 3 and 1 at Level 4. At the end of the period 2 other young people are currently having award assessed by SQA and awaiting outcome.

The qualification is a good fit with the learning and reflective activities of "the programme". Young people were introduced to the award in phase 1 in a group induction session. A number of components were acquired whilst on "phase 2" where young people could evidence different components of the award, with remaining work being completed on return in phase three and supported by outreach workers.
For context, of the 10 who gained the award in the period, nine had been identified as being 'low skilled' and half were in need of education or employment training. Four had literacy/numeracy issues and one had no qualifications whatsoever on joining the programme.

2. 30 young people have a minimum of 6 goal-setting/progression sessions with their outreach worker in phase 3
This activity was relevant to both Outcomes 3 and 2 - see Outcome 2, activity 2, above. Additional measure added for Y2.

3. 20 young people achieve a positive destination (employment, education, training, volunteering)
45 young people achieved a positive destination in the period – 31 of whom were also referred in the period.

11 young people moved into employment destinations including retail and service; one young person achieved an apprenticeship with "a car dealership* as an Apprentice Vehicle Technician, one gained employment with one of our partners as a Warehouse Assistant, and another started initial recruit training "in the armed forces".

18 undertook training with a range of third sector and private organisations, including general employability training courses, childcare, and hospitality. Some went on to our employability training programmes.

20 moved on to/continued in education. Providers included: Glasgow City College (HNC Music, NQ Social Care, NQ Sport & Fitness), Glasgow Kelvin College (Construction, NPA Joinery), and Langside College (Social Care).

One young person volunteered at *partner organization* and also with *partner organization*. 
Total number of people we worked with
Please provide the total number of people who directly engaged with the project/services/activities over the last 12 months

Expected
50

Please note the above field will only show a figure for those grant holders who were awarded funding from November 2016. If you were awarded funding prior to this date this field will be blank, however please tell us the actual number of people you worked with during the period in the field below.

Actual
61

If the number of people you worked with is significantly more or less than the number you expected to work with, please tell us why

61 relates to those who we have supported more intensely with 1-2-1 support and those who have gone on to *phase 2 of the programme*. Those who were referred to *funded charity* and who we may have met on one or two occasions to determine suitability and readiness for programme are not included in this figure.

What difference(s) we made (outcomes)
Please report on each of your agreed outcomes, telling us about the difference made as a result of your activities, including how you know that you made that difference

This might include a mixture of numbers (e.g. 10 older people reported making new friends) and case studies/quotes to illustrate how things have changed for individuals as a result of your work.

If you are in your first year of a multi-year grant, you might not have ‘achieved’ all the outcomes you set yourself – some things may take a bit longer. If this is the case, please show us whether you think you are on track to make the positive differences during the course of funding and how you know.

Please also tell us about any other outcomes you have achieved that were different to what you’d originally expected.
Outcome 1 – Young people who are most in need of support have improved access to our programme.

As previously highlighted, the work of the Design Team has enabled us to improve our referral and assessment of young people to the programme.

The data we collect on the ‘situation’ of young people referred to the programme demonstrates we are reaching those who we have set out to support – who are most in need of support and are experiencing multiple and complex issues.

For example, 19% of young people we worked with on *the programme* had previously offended or had a criminal record, 23% were living in jobless households, 23% were living in or leaving care, 24% homeless, 21% history of alcohol abuse, 25% history of substance abuse and 36% reported having a mental health issue.

In addition, almost half of the young people referred were low skilled and had no experience of paid work. One third were in need of education/employability training.

The number of referral partners we are working with to support *programme* referrals across Glasgow, Inverclyde, North Lanarkshire and South Lanarkshire, demonstrates our commitment to reach those young people who are most in need and would benefit most from support. In the period, referrals were received from at least 37 unique referral routes (agencies/organisations). These range from social work departments (children & families, criminal justice), government agencies (for example Skills development Scotland), housing associations (*examples given*), and a wide range of third sector organisations (including *examples given*).

An important component of these relationships is ensuring partners understand the programme and those who are best placed to benefit – for example a developing relationship with *partner organization* has not yet resulted in young people referred taking part in the programme, however a longstanding relationship with *partner organization* has led to a high number of referrals in the year.

In the year we also undertook more focussed work with schools, as a result of our looking to identify existing groups of young people meeting *programme* criteria who we might work with as a whole group, and go on to attend *phase 2 together*. Our first group was from *partner school*, and their course was very successful, although we did not have high enough numbers for a subsequent group. However, we will continue to work with the school and have identified other schools to work with in the coming year.

An interim report of a three-year external evaluation of *the programme* for period 2016-2019, commented on the effective reach among the target group, particularly highlighting the role of our outreach teams in having a “sensitive and responsive approach to engaging with issues affecting young people”. It also highlighted the success of the programme in reaching the intended client group.

Outcome 2 – Young people increase their self-confidence and demonstrate more positive attitudes to their future

Our monitoring and evaluation framework shows that 96% of young people participating in the period have increased their confidence. Areas measured...
include a young person’s confidence to: share ideas, represent views in a positive manner, give and receive feedback, ask for help, accept the opinions of others.

The framework allows us to formally monitor progress and inputs are made by outreach workers and field teams at *funded charity*, together with the young people themselves, and sometimes referrers, family and friends.

Qualitative data, particularly the observations of our outreach workers who support young people over a sustained period, highlight the small crucial changes which take place throughout a young person’s *programme* journey. ‘Laura’ (not her real name) is a good example…

Laura was referred to *the programme* by her *Project Worker* in May 2018, who felt that she needed to continue to work on her personal development skills to help her progress, especially as she suffered from very low self-confidence.

It was clear from the outset that she was not confident travelling on her own to places she wasn’t familiar with, and she asked if her Mum could accompany her for the first appointment. This was arranged in a local coffee shop where Laura often went with her family so that she felt more at ease.

In phase 1, her Outreach Worker met Laura on a one to one basis to prepare her to undertake *phase 2*. During this preparation emphasis was placed on goal setting. Laura had clear areas of development to work on, including social interaction with others as she struggled to initiate conversations and work in a group, especially with people she didn’t know. She also wanted to improve her self-confidence and step out of her comfort zone, challenging herself to take part in outdoor activities and spend time away from home which she had never done before.

When Laura started *phase 2* she was very nervous and struggled to engage in activities, often staying hidden at the back of the group. By the end however, Laura had begun to openly strike up conversations with other participants and staff, volunteered to take on group roles and even run a few icebreaker sessions. The Development Worker saw huge progression in the 8 days and said it was a pleasure working with Laura and witnessing such a positive change.

Laura’s Outreach worker met up with her within a few days of *completing phase 2*. She attended this appointment on time, whilst in the past, timekeeping had been a struggle. This was also the first time she had attended an appointment without the support of her mum or dad. Her Outreach Worker immediately noticed that Laura appeared more confident, was sharing ideas and openly giving information and initiating conversation without having to be prompted. It was clear that her set goals regarding social interaction and stretching her comfort had been met. She even spoke about keeping in touch with the other participants and had already made plans to meet up with them. This was a huge step forward for Laura, as she had not had a lot of friends offline and identified on her own that it was more beneficial spending face to face time with peers.

Laura went on to attend an employability training programme which, in a recent phase 3 appointment, Laura told her Outreach Worker she has really been enjoying and, as well as learning lots, she had made other friends who she spends time with at weekends. She also spoke about trying to find a part time Saturday job and has been actively asking in shops around
where she lives. Laura is currently looking into applying to a modern apprenticeship and will continue to receive support from her Outreach Worker for several months to ensure any transitions are made successfully.

Outcome 3 – Young people develop work readiness skills and take demonstrable steps towards the labour market

96% of young people at their latest monitoring point in the period are showing improved employability skills. This is monitored through the following indicators of increased: ability to set clear goals, motivation (level of commitment) to attain/work towards goals, motivation to learn new skills, dealing with challenge, self-care and time management.

The current three-year evaluation of the programme specifically sets out to look at the impact of the programme on readiness for work and its impact on employability outcomes in the short, medium and longer terms. Findings in year one highlights the programme’s effectiveness in improving the work readiness of young people who face challenges in their lives – through *the programme’s* ability to: offer a relevant and engaging service, be inclusive, build confidence, support development of skills and provide on-going (one to one) support.

The evidence about impact indicated that *the programme* helps young people to progress across a range of complex issues, all of which can be seen as being essential building blocks for the employability progression. Increases in self-confidence, awareness of employment and training issues, motivation and inter-personal skills all scored highly.

Interviews with *the funded charity’s* referral partners highlight the impact of *the programme* on work readiness skills:

“One of the young lads I did refer, he then went on to a work programme which was really good… He wasn’t able to sustain the placement but the fact that he was in a position to be able to undertake the placement in the first place, because before he’d done *the programme* he was in no way ready for anything like that, he had made significant improvements. And another
young lad that I referred… seems to be putting himself forward for a lot of different activities now so his confidence really increased through doing the programme.” (*programme* referral partner)

**Any other challenges, changes or opportunities**

Please tell us about any anything you would like to do differently in future to improve your project, or any other changes that you haven’t already mentioned above, for example, if there is an underspend in our funds

Over the past year *the funded charity* has identified a need to target our services more and minimise early leavers whose life situation is too unstable to allow them to participate. Improvements to the initial referral, assessment and acceptance of young people to *the programme* in the past year have sought to address this. We will continue to monitor the impact of these changes in the coming year and become better at this process.

Despite the good destination outcomes shown in this report we have identified a need for some additional support in phase 3, particularly regarding onward progression to employment outcomes, and support with the complexities of job searching. In the latter part of 2018 we have increased our employability provision, by creating an additional Employability Worker role. This means we now have one worker based in each of our hubs (east/west, overseen by an Employability Co-ordinator) to provide consistent support with employability skills delivery in group work and through our own phase 3 employability programmes.

**Next year**

Please provide three outcomes (differences) for the next year and three activities for each which you think will help you make that difference.

These should reflect the learning you have from the last year about what did and didn’t work.

Please note that we would expect the outcomes to be the same as those agreed last year, unless there have been specific changes to your project/service, however, the activities and/or the specific numbers you choose may be different.

You may wish to refer to our guidance on setting Outcomes and Activities (the document will appear in a new window when you click on the link).

**Outcome 1**
Young people who are most in need of support have improved access to our programme.

**Activity 1**
Active relationships maintained/developed with 15 referral partners within the 4 local authority areas

**Activity 2**
60 young people referred to the programme and assessed

**Activity 3**
50 young people with multiple barriers progress into phase 1

**Outcome 2**
Young people increase their self-confidence and demonstrate more positive attitudes to their future

**Activity 1**
50 young people have minimum of 4 personal development sessions with their outreach worker in phase 1
Activity 2
30 young people have minimum of 6 goal-setting/progression sessions with their outreach worker in phase 3

Activity 3
30 young people produce training/action plans to support their progression towards a positive destination

Outcome 3
Young people develop work readiness skills and take demonstrable steps towards the labour market

Activity 1
8 young people achieve SQA personal development qualification (level 3 or 4)

Activity 2
24 young people take part in one or more *employability* sessions in Phase 3

Activity 3
20 young people achieve a positive destination (employment, education, training, volunteering)

Projected beneficiaries

How many people in total do you expect will directly engage with the project/services/activities during the next 12 months?
50

Other Funding
Please let us know what match funding you have secured for the next year for this piece of work, if applicable

Please include the amount and source of funding. If you are awaiting decisions please tell us the timescale in which you expect to hear.

Income secured:
*Council Fund* £45,000
*Council Fund* £22,050
*Community Fund* £49,403
*Trust & Foundation* £5,000
*Lottery Funder* £5,000
*National grant giver* £51,129
*Private donor* £15,000

Pending decision:
*Trust & Foundation* £18,215 (*decision date estimate provided*)
*Large grant giver* (Y1 of new 10-year proposal) £365,000 (*decision date estimate given*)
*Lottery Funder* £20,531 (*decision date estimate given*)
*European funding* £60,500 (on claims, monthly)
Misc smaller Trusts & Foundations (<£10k) £45,462 (various – most prior to end *date given*)

Any other comments or feedback
In addition to the summary of 'Laura' and her *programme* journey, a case study of 'Gareth' has been uploaded with this report.

The link below is to an article published on *the funded charity’s* website in October 2018 about a young person, James, who also took part in *the programme*.

*link provided to news section of website*

---

**Contact details**

---

**Confirmation**

**Declaration**

I confirm that the information provided in this report is complete and accurate, and that I am authorised to provide this on behalf of my organisation.

☑ Yes

---

**Supporting Documentation**

**Supporting Documentation**

Please click on the Attachments button below to upload your supporting documentation. You must provide a signed copy of your organisation’s most recent independently audited or examined Accounts.

If these are more than 12 months old please also provide a set of recent management accounts.

Please also use this area to attach additional documentation such as project feedback, case studies, photographs etc.

Please clearly label each document with a name and a short description of what it is.