

Independent Evaluation of the Big Lottery Funded



Project

What next. . . ?
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Independent Evaluation of the Big Lottery Funded



Project

Commissioned by
Ynot Aspire Project

Funded by
The Big Lottery

Delivered by
Wider Impact Consultancy Ltd

widerimpact



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1.0 Executive Summary

1.1 Introduction

Wider Impact Consultancy has been commissioned to carry out an independent evaluation of the award winning Big Lottery funded Hyndburn, Lancashire based **Ynot Aspire Project (The Project)**, which aims to join up the services available to young people, with objectives that include '*achieving the best possible results for young people and their families*'.

1.2 Terms of Reference

The terms of reference of the commission have been to:

1. Establish whether the Project has achieved its planned outputs and outcomes.
2. Establish what impacts the Project has had on young peoples' lives and well-being.
3. Making [independent] recommendations on the future direction of the Project.

1.3 Methodology

A methodical approach has been adopted, which has included:

- **Desk / Quantitative research** – to gain an understanding of internal data and information that relates to the Project's performance and future, such as the achievement of outcomes and related performance indicators
- **Field / Qualitative research** – which has been intensive, and has included one to one meetings, telephone interviews with the young people themselves, volunteers, Ynot Aspire staff and other key stakeholders / partner agency members. Opportunity has also been taken to utilise bespoke questionnaires aimed at young people and partner agency members; a service user workshop; case studies and use of photographs / observational studies

1.4 Findings

It is clear from both quantitative and qualitative research findings that the Project is a success in terms of achieving planned outcomes, and has on the whole exceeded in its delivery of indicator targets.

Key issues of note include:

- The Project has enabled positive impacts on the lives and well-being of scores of young people, and in relation to crime and anti-social behaviour, has as a result, no doubt also improved the lives and general wellbeing of wider community members
- Against a target of 5% to reduce the number of people who fail to move into education, training or employment, the Project has achieved an impressive **48%** success rate
- Against a target of 10% to reduce reported youth related anti-social behaviour, the Project has achieved an impressive **30%** success rate
- Against a target of 10% to reduce the number of young people entering the criminal justice system, the Project has achieved an impressive **74%** success rate
- In terms of SROI, there are positive indications that such is extremely impressive, and is likely to run into many thousands of pounds, far exceeding current financial inputs. For example, potential saving to the public purse as a result of the Project are estimated to range from **£328,000** in relation to young people prevented from entering the criminal justice system to over **£10m** in relation to the life time potentially negative costs savings of those **[458]** young people, who as a result of the Project have now seen their life chances drastically improve as they are steered away from being involved in anti-social behaviour

1.5 Good Practice

The following examples of good practice are noted:

- **Involving young people** – in the development and delivery of the Project
- **Confidence building** – successfully supporting young people with low aspirations and negative views about how the world around them and how they can improve their lives and achieve their ambitions
- **Extensive partnership working** – with a wide variety of committed stakeholders
- **Innovative projects and initiatives** – ranging from establishing a snooker club, drama to cell visits at the local police station
- **Targeting** – achieved by:
 - Positive and effective partnership working with all relevant agencies
 - Extensive work in schools, covering whole year groups

- Working with schools and agencies such as the police to identify and target current and potential 'young offenders', with strategies that include understanding the consequences of criminal behaviour / not achieving an adequate education
- **Never letting go** – adopting mentoring roles, understanding the specific need of individuals and ensuring they receive the [multi-agency] support they need and deserve. Operating an 'open door' policy, which enables young people to receive support and guidance as and when they need it
- **Delivering what is needed** – which is centred on the needs and requirements of young people
- **Encouraging entrepreneurship** – the Project has directly supported two entrepreneurial young people, who are beneficiaries of the Project to launch and develop their own successful not for profit business. In addition to providing full time employment for the two young men and part time employment for **20 to 30** other local people, funded by the Big Lottery, their business also supports the development and wellbeing of local young people
- **Having 'fun'** – those young people met during the research period have clearly enjoyed being a part of the Project, many of whom have lives which are chaotic and often dysfunctional
- **Social returns on investments (SORI)** – see **Section 1.4** above

1.6 Recommendations

Based on research findings, the following recommendations are tendered:

1. Enabled by further funding from the Big Lottery the Project should continue for the foreseeable future, with an emphasis on raising the aspirations of young people, supporting homeless people at risk, supporting young people with mental health issues and encouraging volunteering amongst younger people and wider community members.
2. Consideration should be given to gaining an improved understanding of the Social Returns on Investment (SROI) the Project achieves in the future.
3. Consideration should be given to making the Project less dependent on ever scarce grant funding, with opportunity taken for example to explore 'not for profit' income generation opportunities

4. Opportunity is taken to celebrate the successes of the Project, with service users, volunteers and partner agency members; and share good practice with others (locally, regionally and nationally), who are looking to deliver similar successful projects and initiatives.

1.7 Conclusion

Those involved in the development and delivery of the Project should be congratulated for their innovation, tenacity and dedication in the delivery of such a successful project that is without doubt meeting the needs of young people.

Opportunity is taken to thank all those who have given their time to support the delivery of this report, with a special mention to those young people and volunteers who have provided insights into their lives and feelings. They are special people who should feel proud of their achievements to date, and with the ongoing support of the Project, multi-agency partners and generous Big Lottery funding, should be excited about their futures.

2.0 Terms of Reference

2.1 Introduction

The key objective of the commission has been to carry out an independent evaluation of the Big Lottery funded **Ynot Aspire Project (The Project)**.

2.2 Aims of the Evaluation

The evaluation has been tasked with researching and reporting on two areas:

1. Whether the Project has achieved its planned outputs and outcomes.
2. What impacts the Project has had on young peoples' lives and well-being.
3. Making [independent] recommendations on the future direction of the Project.

3.0 Methodology

3.1 Introduction

As highlighted at **Figure 1**, we have taken a systematic approach to this commission, which as far as feasible has including the direct support and participation of those young people who have been supported by the Project.

Figure 1



3.2 Quantitative (Desk) Research

Research has included accessing and analysing:

- The original funding application to the Big Lottery Fund
- Project monitoring reports to the Big Lottery
- Project data supplied by Project staff
- News reports / photographs
- Details of awards
- Websites i.e. Ynot Aspire (<https://ynotaspire.org.uk/>) and LS Music Studios (<http://www.lsstudios.org/>)

3.3 Qualitative (Field) Research

Field research has been detailed and extensive and has involved:

- One to one meetings / interviews with:
 - Service users / young people
 - Project staff
 - Partner agency members
- Questionnaires aimed at:
 - Service users (**Appendix D**)

- Partner agency members (**Appendix E**)
- Case Studies
- Observational studies / use of Project photographs

3.4 Questionnaires

Opportunity has been taken to involve as many young people and partner agency members as feasible in the research process; with an objective of obtaining frank and honest views about the delivery of the Project. To this end distribution of the service users' questionnaire involved two outlets: hard copies distributed by hand by Project staff; and via the Projects' website utilising *Survey Monkey*. Hard copies were collated by Project staff and handed to Wider Impact for independent analysis. Wider Impact directly accessed and analysed those questionnaires completed via the Projects' website. Partner agency questionnaires were emailed directly to respondents by Wider Impact, and as with the service users' questionnaires, independently analysed by Wider Impact on their return.

4.0 About the Project

4.1 Introduction

Launched in August 2008 **Ynot** is the **Young Persons Neighbourhood Operational Team** (see <https://ynotaspire.org.uk/>) based in Hyndburn, Lancashire. As outlined at **Appendix C**, the organisation has a partner membership of over just under **40** local agencies, voluntary organisations, schools and social enterprises who all work directly with young people in the area.

It is an independent charity, which aims to provide activities, support and opportunities to all young people in the area. The organisation works daily with all those young people under the age of 19 years (or up to 25 where there are special education needs, or the young person is homeless) it comes into contact with, and is not exclusive to any particular group and does not restrict membership in any way.

4.2 Vision

To raise the aspirations of young people and inspire them to be all that they can be.

4.3 Mission Statement

We will strive to bring all service providers together to work with young people through consultation, planning and action to achieve the best possible outcomes for young people and their families. We will continually find innovative and interesting ways to work with young people and keep them at the heart of everything we do.

4.4 Charity Objects

The Charity's objects are: To advance in life and help young people through;

- a. The provision of recreational and leisure time activities provided in the interest of social welfare, designed to improve their conditions of life;

- b. Providing support and activities which develop their skills, capacities and capabilities to enable them to participate in society as mature and responsible individuals.

4.5 Trustees

- **Rob Flanagan** – Chair and serving police officer, helped to set the charity up during his role with Lancashire Police
- **Bev McLaren** - trustee of the charity for 18 months, with a background within the corporate financial industry, where key account relationship development within the banking sector was her area of expertise. Recently changed direction, and for the last 2 years has been studying a post graduate degree in Law at UCLAN
- **Tony Dobson** – been in business for over 25 years. His work across the North West of England has largely been in the housing sector with specific responsibility for regeneration, business development and budget management. His current business and council positions provide him with the aptitude to analyse, communicate internally and externally, lead a team, make decisions and successfully promote the organisations he is associated with. His remit also includes financial and business planning, risk management and marketing.

4.6 Project Staff

- **Sharon Burch** – Founder and Chief Officer at Ynot Aspire. Background in housing and working with young people. Previously worked for the Youth Offending Team as an Anti-Social Behaviour Officer and worked with a lot of agencies and young people in the area
- **Paula Swainston** - Project Support Officer for Ynot Aspire. Previously worked at Lancashire Youth Offending Team in the Learning and Development Department and also in a Volunteer Co-ordinator capacity.

4.7 Delivery

Ynot Aspire has stepped away from the traditional methods of working with young people and put them at the heart of everything it does. It aims to provide the **best possible service** to young people and provide them with unique opportunities that might not otherwise be available to them.

4.8 Big Lottery Funding

In **September 2011** the organisation received five years of funding from the Big Lottery Reaching Communities Fund. **Table 1** outlines Project outcomes.

Table 1 Project Outcomes

No	Outcomes
1	There will be a more positive community attitude towards young people which will help to build more sustainable communities
2	Young people will feel more confident about expressing their opinions of service available and about getting involved in activities which will increase participation
3	Young people will be more aware of the options available to them around education, training and employment which will lead to increased employability
4	There will be fewer young people becoming involved in anti-social behaviour and crime leading to safer communities

Table 2 outlines Project indicators of success agreed with the Big Lottery Reaching Communities Fund.

Table 2 Project Indicator Targets / Actuals

Project Outcome	Indicators	Targets	Timescales
Outcome 1	The number of community volunteers becoming involved in the Project	20	End of year 2
	Young people will report a change in attitudes towards them in the community	300	End of project
Outcome 2	The number of young people involved in the Young Persons Board	20	End of year 1
	The number of young people involved in regular diversionary activities	300	End of year 3
	The number of young people reporting an increase in their self confidence	500	End of project

Outcome 3	The number of young people who are more aware of services and are seeking advice / guidance from relevant agencies	100	End of year 1
	The number of young people involved in the Project, who after receiving support, go onto further education, training or employment	30	End of year 2
	A reduction in those young people not in education, training or employment in the area	5% (15)	End of project
Outcome 4	A reduction in reported youth related anti-social behaviour	10% (323)	End of project
	A reduction in first time entrants to the criminal justice system	10% (15)	End of project

4.9 Projects and Initiatives

Examples of projects and initiatives include:

Your Voice – a rolling 12 month project, in partnership with Hyndburn Homes, for young people aged 13 to 19 years that offers accreditation, lots of fun activities and a chance to have a real say in the way that services are delivered in the area. Activities and tasks include:

- Mystery Shopping – youth organisations and providers including feedback reports
- Debt awareness and budgeting courses
- Young people creating their own initiatives
- Junior Warden scheme to include:
 - Estate inspections with the registered social landlord
 - Working with Police Community Support Officers
- Befriending: vulnerable Hyndburn Homes tenants
- Attending Tea Mornings
- Organising group events
- Creating and organising an end of year awards ceremony for young people and Hyndburn partner agencies
- Summer residential trip

- Learning about Health & Safety in the workplace and procedures
- Applying for funding from various sources

No Way Out – is a multi-agency prevention and early intervention package around violent crime delivered following an approach for partnership support from Lancashire Constabulary following worrying increases in violent crime in the Borough. Aims and objectives include:

- Reducing anti-social behaviour
- Reducing all crime; in particular violent crime
- Prevention of homelessness
- Sustainment of tenancies
- Providing a quality educational programme
- Providing careers advice
- Providing a signposting service
- Providing volunteering opportunities
- Providing advice on apprenticeships

The project is broken down into two specific areas in order to reach as many young people as possible and make sure that the team are working with them at the right time to ensure the best outcomes:

- **School workshops** – are a prevention and early intervention tool aimed at year 8 pupils and delivered by Ynot Aspire, Lancashire Constabulary, Hyndburn Homes ASB Team, Early Break and HMP Prison Officers

The workshops are based around the theme of violent crime and consequences. A very real look is taken of how easy it can be to become involved in violent crime, some contributing factors and the journey that can take a young person on from arrest to prison and beyond.

It looks at how this can affect, not only the person involved in committing the crime, but also the lives of the victim, their family and friends. The workshop also include input from ex-offenders who have served 'life' sentences and give powerful insights in to what life in prison is really like

The workshops finish with feedback and evaluation, which is collated and fed back to schools in order to further enhance the citizenship curriculum.

- **Cell Visits** – are held during evenings and last for around an hour. As with the other arms of the Project, it is aimed at those showing risk factors of anti-social behaviour and crime, and are meant as a prevention and early intervention tool.

Anyone can refer into the visits, including parents and carers and Project staff actively encourage parents and carers to attend with their children

The intervention includes a visit to the cells at Accrington Police Station, where volunteers from Red Rose Recovery talk about their experiences and prison life.

It has been anticipated that this arm of the Project is used for Restorative Justice and Community Resolution outcomes for Lancashire Constabulary

Your Space – is a project that works specifically with homeless young people and those who are at risk in the Borough. These young people who present as homeless or are identified as at risk are those who then run a further risk of ‘disappearing’ from communities altogether. The Project has helped people with:

- Rehousing
- Getting housing benefit and other benefits put in place
- Improving family relationships and removing the threat of homelessness
- Putting support in place to help sustain tenancies
- Re-engaging in education, training or employment

A mentoring service is available to any young person who feels that they would benefit from some extra support such as:

- Reducing the risk of isolation
- Help with accessing services or activities
- Someone to talk to in confidence

Trained mentors are available to offer a listening ear and a supportive arm to those young people who may need it.

Ynot Engage – working with lots of local organisations to engage young people and families and link them with other agencies and charities for support in their interaction, wellbeing and home / life housing. Examples of joint working from the team at Ynot Aspire include:

- Supporting Lancashire County Council with their Working Together with Families project
- Working with Hyndburn Borough Council to provide one to one support to local homeless youngsters through volunteers
- Providing advice and support to the team at Childrens' Social Care to work with those labelled as 'hard to reach' young people in the area

Breakthrough – smart recruitment of people who volunteer with the Project is vital within the organisation's values. There is an emphasis on recruiting the right amount of suitable people, rather than a large bank of names that may not suit projects or people when *'the going gets tough'*.

The Project works with volunteers across all projects, matching volunteers to the best projects / skills sets etc.

Volunteers come from a wide range of backgrounds. And each possesses their own unique mix of skills, strengths and qualities. All of the volunteers recruited to projects are fully trained after having been recruited to the team following intense assessment over a period of time.

Some of the volunteers have actually suffered through issues such as homelessness, substance abuse and bullying / domestic violence during their lives; meaning that they bring a lot of empathy and understanding to the role that cannot be devalued in the absence of formal qualifications.

5.0 Findings

5.1 Introduction

Quantitative and qualitative research has been taken into account whilst assessing the success of the Project, with an ultimate objective of assessing if outcomes agreed with the Big Lottery have been achieved.

As highlighted at **Section 3**, quantitative research has included data and information supplied by Project staff such as the achievement of Project indicators, details of activities and awards and the extent of partnership working. Qualitative research has involved actual contact with stakeholders, which includes partner agency members and most significantly the young people themselves.

5.2 Project Indicators

Table 3 highlights the achievement of Project indicator targets. It will be noted that:

- On the whole targets have been met, and in a number of cases impressively exceeded
- In relation to areas where targets have not been met, the key reason is, prior to the appointment of a skilled evaluator, opportunities have unfortunately been missed to capture available positive feedback from service users. Based on feedback from the service user questionnaires highlighted at **Section 5.5**, there is no reason to believe that such targets have not been met; although not fully recorded
- Reductions in NEETS, youth related anti-social behaviour and first time entrants to the criminal justice system are extremely impressive. Reasons for such successes include:
 - Positive and effective partnership working with all relevant agencies
 - Extensive work in schools, covering whole year groups
 - Working with schools and agencies such as the police to identify and target current and potential 'young offenders', with strategies that include understanding the consequences of criminal behaviour / not achieving an adequate education, diverting young people away from criminal activities, peer support, guidance / mentoring, honesty, caring and a 'drop in' and 'open door' approach by Project staff

Table 3 Project Indicator Targets / Actuals

Project Outcome	Indicators	Targets	Timescales	Final Actuals
Outcome 1	The number of community volunteers becoming involved in the Project	20	End of year 2	44
	Young people will report a change in attitudes towards them in the community	300	End of project	235
Outcome 2	The number of young people involved in the Young Persons Board	20	End of year 1	22
	The number of young people involved in regular diversionary activities	300	End of year 3	312
	The number of young people reporting an increase in their self confidence	500	End of project	471
Outcome 3	The number of young people who are more aware of services and are seeking advice / guidance from relevant agencies	100	End of year 1	907
	The number of young people involved in the Project, who after receiving support, go onto further education, training or employment	30	End of year 2	41
	A reduction in those young people not in education, training or employment in the area	5% (15)	End of project	48% (132)
Outcome 4	A reduction in reported youth related anti-social behaviour	10% (323)	End of project	30% (458)
	A reduction in first time entrants to the criminal justice system	10% (15)	End of project	74% (41)

5.3 Activities

Table 4 summaries activities carried out and facilitated by the Project. It will be noted that:

- A wide variety of innovative activities are available to young people
- Activities are extremely well attended
- Good and innovative use is made of the services and the facilities of partner agency members
- Activities such as drama and arts include outcomes such as confidence building
- Activities such as cell visits and 'No Way Out' include outcomes linked to reducing anti-social behaviour and crime

Table 4 Activities

Activity	Agency(s) Delivering	Dates(s)	Numbers Attending	Comments
Snooker Youth Club	Ynot, Lancashire Constabulary,	2008 - 2015	40-60 per week	Flagship project which ran twice a week
Summer Drama - Grease	Ynot, Lancashire Constabulary, YPS, Hyndburn Homes, LCFT	2011	10 per week	Activity ran during the 6 weeks holidays
Friday Night Multi-Sports	Sweeney's multi-sports	2008 - 2015	20-30 per week	Weekly multi-sports sessions
Towerwood Activity Centre	Ynot, Hyndburn Homes	2012 -2015	20 young people per year	2 sessions per year 1 male group, 1 female group
Summer Arts Project	Ynot, Cool canvas	2012	10-15 per week	Activity ran during the 6 weeks holidays
Summer Drama Project	Ynot, YPS, 1 ST CALL Hyndburn	2013	12 per week	Activity ran during the 6 weeks holidays
<i>Go Fish</i>	Ynot	2012	7 per week	Fishing project ran over the summer holidays
<i>Know Fear</i>	Ynot, Lancashire Constabulary, Redrose recovery, Perils of crime, LFRS,	2011-present	821	Project is delivered in schools to Year 10
Young Peoples' Board / <i>Your Voice</i>	Ynot	2012 - present	19	Involving Project beneficiaries
<i>No Way Out</i>	Ynot, Lancashire Constabulary, Redrose recovery, Perils of crime	2015 - present	725	Project is delivered in schools to Year 8
Cells Visits	Ynot, Lancashire Constabulary, Redrose recovery, Hyndburn homes	2015 - present	46	Project is by referral from agencies and run on a monthly / bi monthly basis

Source: Ynot Aspire, July 2016

5.4 Awards

Table 5 highlights details of self-explanatory awards achieved by the Project.

Table 5 Project Awards

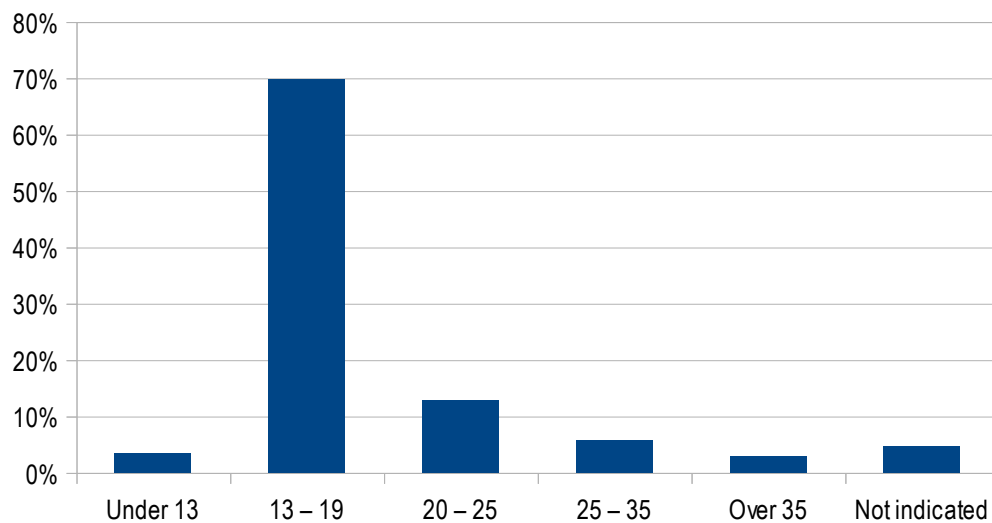
Award	Awarding Body	Date	Comments
Eastern Division POP (Problem Orientated Partnership) Finalist	Lancashire Constabulary	2009	Snooker Youth Club
Winner North West Region	Tilley Awards	2010	Snooker Youth club
Highly Commended Small Business Award	Hyndburn business awards	2016	
CYP Early Intervention Award Finalist	CYP Now	2015	Your Space

Source: Ynot Aspire, December 2016

5.5 Questionnaire Analysis (Service Users)

A total of **85** questionnaires were received for analysis, with **58%** being received from males and **42%** being received from females. **Graph 1** highlights the age groups of all respondents.

Graph 1 Age Groups of All Respondents



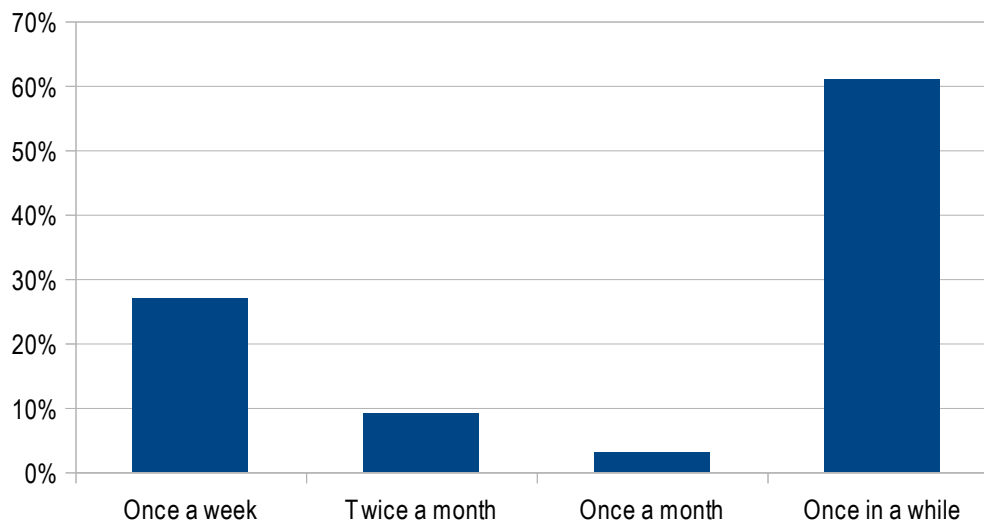
5.6 Ethnicity

- **67%** White British
- **24%** not indicated
- **8%** Asian
- **1%** Mixed race

5.7 Regularity of Use of the Project

Graph 2 highlights how often respondents got involved in the Project activities. It will be noted that the majority (**61%**) attended '*once in a while*', whilst 27% stated they attended '*once a week*'.

Graph 2 *On average, how often do you get involved in Ynot activities?*



5.8 Reasons for Becoming Involved with Ynot Aspire

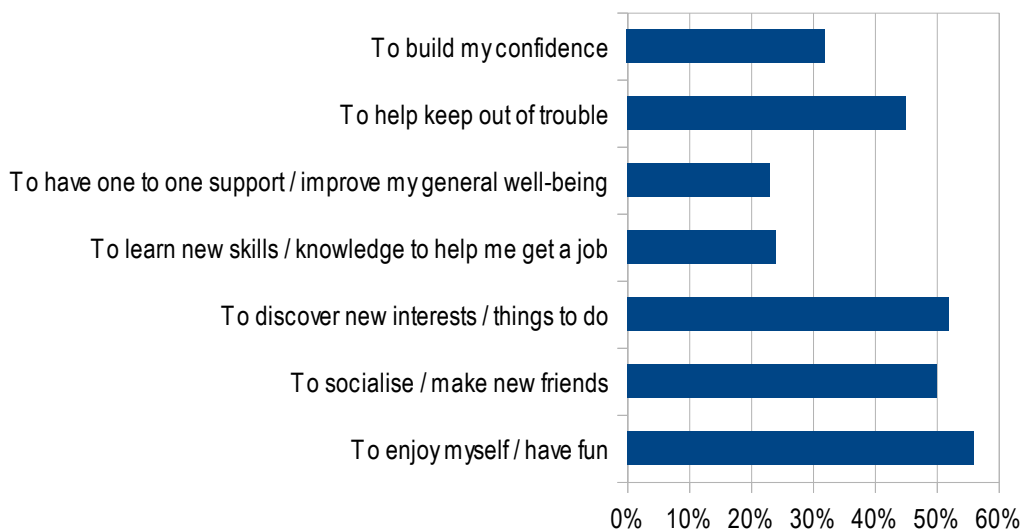
Graph 3 highlights responses to the question, '*Why do you become involved with Ynot Aspire?*'

It will be noted that order of preference reasons include:

- To help keep of trouble (**49%**)
- To discover new interests / things to do (**44%**)
- To enjoy myself / have fun (**44%**)
- To socialise / make new friends (**41%**)
- To build my confidence (**38%**)

- To have one to one support / improve my general well-being (**26%**)
- To learn new skills / knowledge to help get me a job (**19%**)

Graph 3 Why do you become involved with Ynot Aspire?



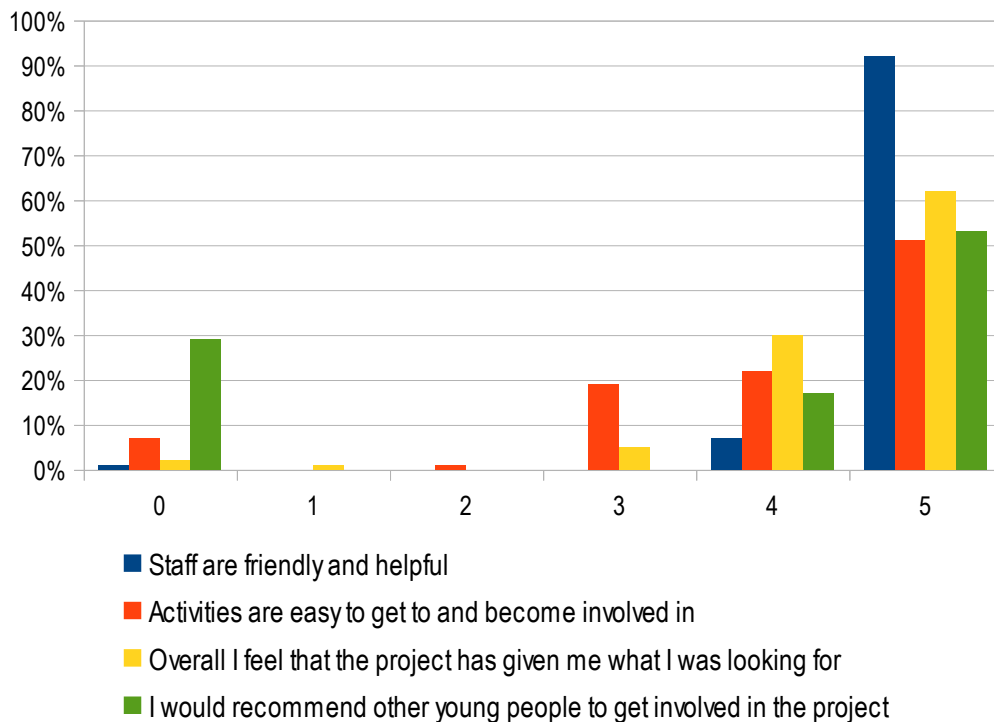
Other reasons listed which were not included within the questionnaire are:

- *Cells project (x7)*
- *Got support due to being homeless (x5)*
- *To gain experience and help young people*
- *To help others*
- *To help keep me out of trouble*
- *I had been kicked out and didn't know where to go*
- *Working with and referring YP to Ynot projects*

5.9 Views about the Project

Graph 5 highlights responses to the question, 'What do you think about the following regarding Ynot Aspire?' (5 – high; 1 – low; 0 – no views). It will be noted that respondents have extremely positive views about the Project.

Graph 5 *What do you think about the following regarding Ynot Aspire?*

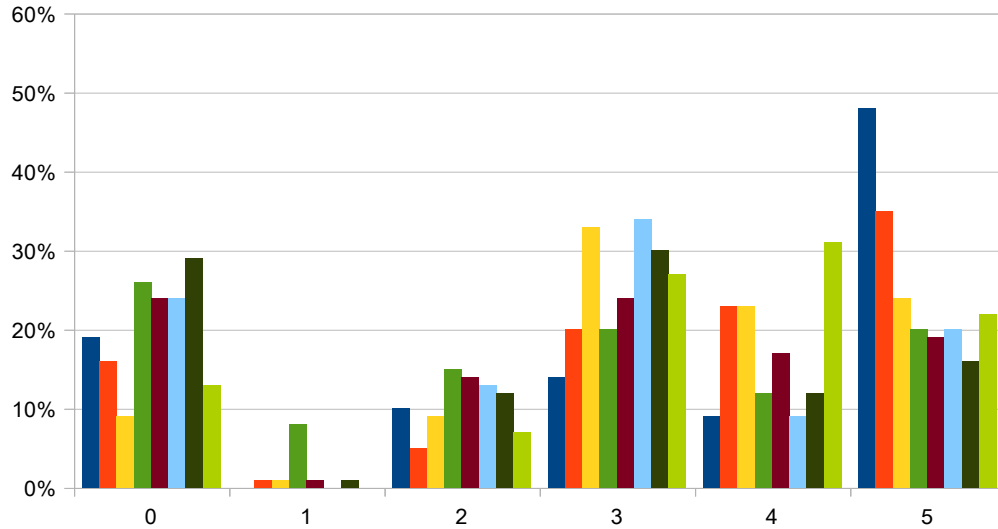


5.10 Views about the Project

Graph 6 highlights responses to the question, ‘*What are your views about the following? As a result of you involvement with Ynot Aspire: (5 – high; 1 – low; 0 – no views)*’. It will be noted that:

- On the whole respondents have scored all areas highly i.e. 3 and above
- Enjoyment and meetings new friends scores particularly highly
- There is a recognition that respondents feel better about themselves having taken part in the Project
- There is also a noticeable recognition that they feel more a part of their communities and that they feel safer
- There are positive indications that they are more aware of options and other services available to them
- There are positive indications that the Project has built skills / knowledge and will assist in finding employment

Graph 6 'What are your views about the following?'



- I have really enjoyed myself and met new friends
- I have become more aware of other services and how to access them
- I feel more part of my community
- There are less young people becoming involved in anti-social behaviour
- I have become involved in other activities and found about other things to do
- I have learned new skills / knowledge, which will help me to get a job
- I feel safer and happier where I live
- My general well-being / how I feel about myself has improved

5.11 Further Views about the Project

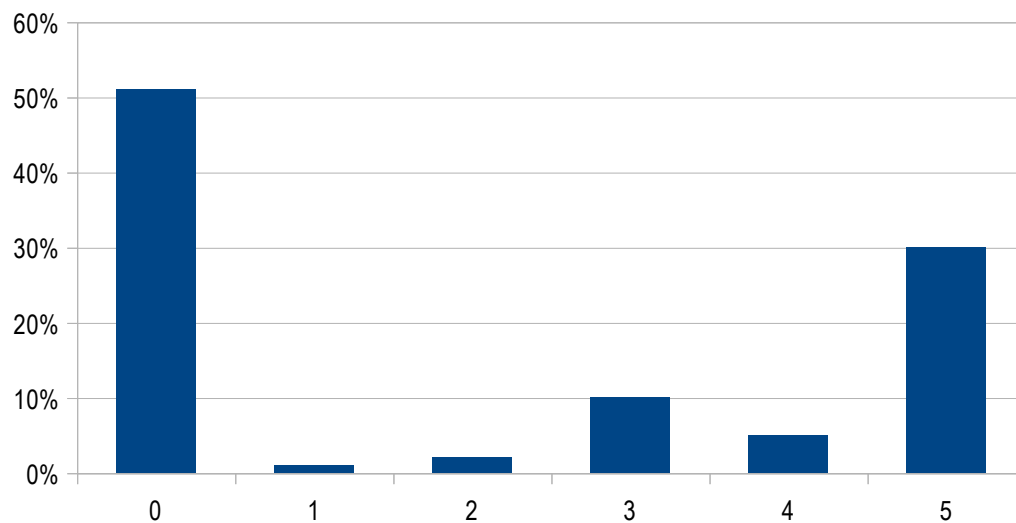
Appendix A lists respondent's further views about the project. It will be noted that:

- There is an strong recognition that Project staff care about them and deliver what they are looking for
- Meeting new people and making friends is important to them
- There is a recognition that the Project has supported them to learn new skills and improve confident levels

5.12 Willingness to Volunteer

Graph 7 highlights respondent's willingness to become a volunteer on the Project. (5 – high; 1 – low; 0 – no views). It will be noted that 39% have demonstrated a positive interest (i.e. scoring over 3).

Graph 7 How interested would you be in becoming a volunteer with YNOT Aspire and supporting work in your local community?



5.13 Opportunities to Improve the Project

The following are respondents' views on how the Project could be improved:

- More activities, including outdoor and sporting activities (x13)
- No improvements needed - they always strive to deliver a great service (x11)
- Getting more funding to widen the amount of people they can help (x4)
- More advertising especially on social media so that the projects can reach a wider audience (x4)
- More funding, courses, work experience (x3)
- More people should get involved (x3)
- More snooker (x2)
- More trips, visit more new places (x2)
- More information to help me achieve
- More talks in schools to engage more young people
- More projects like cells and more with real life criminals
- More staff

- *To remain funded as it is a valuable part of the community and our YP*
- *More meetings with a clearer outcome*
- *If they gave me a job*

5.14 Service User Workshop

Appendix B provides a list of responses to the questions highlighted during a workshop attended by Project beneficiaries. In summary it will be noted that:

- **Best things about the Project** – gaining confidence, making new friends and opportunities to socialise and expressing opinions. Awareness of opportunities open to them and having ambitions
- **Hardest things done** – initially communicating with others and joining in activities. Self-help and opening up about their feelings and concerns
- **Lessons learnt / new skills gained** – team building, helping others, overcoming barriers and making new friends / networking. Practical skills such as how to manage finances and managing money
- **How the Project has supported them** – direct one to one, bespoke support. Being there **when** needed and being professional
- **Biggest achievements** – Gaining employment and becoming more employable / work ready
- **Biggest community risks** – drugs and issues linked to anti-social behaviour
- **How has Ynot Aspire helped to improve local communities** – delivering youth provision, making local communities safer
- **What needs to be done to support local communities** – youth related provision. Community engagement and tackling problems associated with drug abuse
- **Wish lists** – improving the prospects for young people, financial stability, ending crime and positive thinking!

5.15 Case Studies

The following are summaries of case study meetings with Project beneficiaries. In the case of 'Alice' her name has been changed to protect her anonymity.

Case Study 1 Alice (Name changed to protect anonymity)

Alice is 22 years of age and local to the area where the Project operates. She is currently unemployed and lives with her mum and her 'fella'.

She left school at 16 years with 4 or 5 GCSEs at grades B to U. She never really enjoyed school and says *'I messed about a lot. I didn't like rules and messed about with friends on the streets'*.

She started using drugs such as cannabis, cocaine and pills from the age of 14 or 15 years.

In her words, *'I messed about a lot and came to the notice of the police regularly as a missing person, being drunk and disorderly, shoplifting and for being violent. I just didn't give a shit and felt that no one was on my side. I was spending £60 or so a week on drugs and drink and often got the money off my mum, who I never got on with'*.

Despite 'sailing close to the wind' she has no criminal convictions, although she received a number of warnings from the police.

She acknowledges, *'I had anger management issues and was so argumentative and unhappy.'*

It is apparent that things changed dramatically for Alice when she became involved in the Ynot Project. She says, *'A local police officer referred me to Sharon from the Project and they took an interest in me. At first I thought 'what a load of bollocks' and thought they were 'idiots', but Sharon and others on the Project never gave up on me. I just didn't know how to take her, as someone taking me for who I am and taking an interest in ME was a strange concept for me. She talked to me lots and listened – which was new to me. She seemed to 'get me' and after a while I trusted her and others on the Project.'*

After a while they encouraged me to become involved in drama and I have really enjoyed it. I never thought I would, but it was an amazing thing for me. Besides it being 'fun', it has taught me that there is another world out there. I have met new people and gained so much confidence. They threw me in the deep end and I had to act in a show – ME!!! Amazing!

I have written some poems and learnt stuff about myself I didn't know. I can sing and can have happy thoughts in my head. My confidence is based on achievements, and I know I can do things that I want to do'.

What has changed about you? *'I was a little shit before I got involved in the Project and I was heading for a serious fall. I suppose I had ADHD and was not a nice person to get involved in. I am off the drugs now – in fact I no longer know where to get them from as I have lost touch with the dealers. I have lots more confidence now, and like being ME more. I no longer get so angry, and know I am a nicer person the get on with.'*

What is the key? *'I suppose it is Sharon and others involved in the Project. Sharon has been a mentor to me and knows how to handle me when I go off on one. She never gives up and has faith in me, which I am gaining for myself now. The Project has given me the opportunity to seek and find the help I need when I need. I have been given the opportunity to become involved in activities such as drama and meet new people.'*

What is the future? *'I would like to stay involved with the Project and Sharon, as it is important for me to have someone there when things get tough. I am looking at College and want to start my education again, and am considering child care or the performing arts.'*

Thanks to Sharon and all those involved in the Project I feel I have a future and am determined to make something of myself. It's ME time!

Project Manager's Observations

'Alice' was one of the first young people I worked with when we were starting out with Ynot Aspire. She had disengaged from all services and was obviously very troubled and had real issues around trust and self-confidence. I could see that she just needed regular support and someone who believed in her and kept chipping away, making it very clear that I was going nowhere and would be there for her if she needed me. It's been so rewarding watching her self-belief grow, and I know that she's helped a lot of other young people along the way. Discovering her talents for acting and singing allowed her to explore new ways of expressing herself and I believe that this has played an important part in her journey.

Case Study 2 Eddy

Eddy is 21 years old and is local to the area. He is currently self-employed and lives with his mum. He has 5 GCSEs and joined the Ynot Project when he was 12 or 13 years old.

He plays down the fact that, 'I became a young carer for my father from the age of 7 years until he died when I was 16 years old. It was a somewhat lonely life, and I felt that the teachers at school never really understood me and how difficult it could be to lead a 'normal' school life.

I guess as a result I lacked a lot of confidence, and was shy and nervous. I just learned to get on the best I could and make do. Life was dull I suppose and I lacked any real ambition and lacked a number key life skills.

Eddy's life certainly changed when he joined the Ynot Project. He says, 'A friend referred me and I came along with him. I felt really positive vibes and staff such as Sharon were really great. My first impressions were right and I have enjoyed it ever since.

I have always had an interest in technical things and had been involved in the school radio station from the age of 12 years. As a result I quickly became supporting the Project when they put on drama shows, with things such as sound and lighting. I loved it and realised I was good at it. I even wrote my own scripts and realised I had ability and loads of confidence I never had before.

What has changed about you? *'I guess I have loads more confidence and people skills. I have gained technical skills and know what I want to do in life – event management and support, which I learnt from being on the Project. I feel I have changed from being a boy to a man.*

What is the key? *'The Ynot Project and Sharon in particular. I have never felt alone since I became involved in the Project. The Project is a place where there is lots of trust, which was important to me. Whilst teachers never really understood me, Sharon and other involved in the Project really get me and can be relied on. They never give up and you and help you to feel good about yourself by getting you do to what you are good at. That builds your confidence and you realise anything is possible if you work hard and have loads of confidence. I would sum Sharon up as being truthful, outgoing, never too busy and extremely professional at what she does. Sharon and Paula also know who to refer you to if you need additional support and guidance. They seem to know everyone! It is as if you have one point of contact, which is really useful.*

What is the future? *'The future is very positive. As a direct result of what I have gained from the Ynot Project I now run my own not for profit event management company with a colleague who I met on the Project, and it is really successful. We employ 2 full time staff and have 20 to 30 freelance staff on our books at any one time. We have achieved loads. We have supported Children in Need and I have even supported Peter Kay and John Bishop at their gigs. Peter Kay has become a friend and helps our business whenever can with referrals and the like. We still receive support and guidance from Sharon in writing bids for our own company and it is good to know someone has 'got your back' when you need it.*

Project Manager's Observations

Eddy was very quiet when he first came to us and would often distance himself from group tasks and conversations. He was obviously a technical whiz and would busy himself with that side of the projects. However, as part of one of our drama projects he was encouraged to help write scripts and also became involved with acting. The transformation in him was amazing, and we discovered that he has a wicked sense of humour and a talent for acting alongside all the technical stuff. Seeing him start up his own business and become a great success is fantastic! He has great drive and vision and I know he is going to go from strength to strength.

Case Study 3 Shaun

Shaun is 21 years of age and local to the area. He is self-employed and rents the he he lives in. He did 'OK' at school achieving a number of GCSEs. He joined the Project when he was 14 or 15 years old.

He was placed into foster care when he was 2 or 3 years old, and although he was too young to understand, he understands it was because 'My mum couldn't cope'. He has always been slightly deaf and fully understands the challenges he faced during his early life. He says, 'I guess I created my own friends in my own world and lacked a number of life skills as a result. I clearly wasn't confident and needed to get out of myself as if I had my way I would choose to sit in a corner on my own'.

He has clear memories of joining the Ynot Project and says, 'I felt it was an open door, where I could meet new people and gain some much needed confidence. What was immediately apparent was the empathy and understanding Sharon and the rest of the team had for me. Being slightly deaf didn't matter. They just communicated with me in a positive and thoughtful manner.

There was a lot of team building and team work taking place and I was encouraged to join in. I learnt how to communicate with my peers and other people. Over time my confidence grew and it has helped me to become who I am now. A different person to when I joined the Project!

What has changed about you? 'As I have said I am more confident and a real team player. I have a purpose in life and know where I am going.

What is the key? 'The Ynot Project, as it the glue that holds things together. Sharon and her team can refer you to anyone you need and are always so cheerful, positive and have a real 'can do' approach. They teach people life skills, which enable confidence, which is the key to everything. They work as a team with themselves and other agencies and I have so much respect for everyone involved. They make things happen and seem to know what you need at any given time. Sharon in particular acts as a mentor and is always there for you'.

What is the future? 'The future is extremely positive. I am a director in my own not for profit event management company with a colleague who I met on the Project, and it is really successful. I am loving life and can see a really bright future for myself.

Project Manager's Observations

Shaun was very shy when he first joined us and didn't feel comfortable in joining in with his peer group. We encouraged him to get more involved in the team building exercises and games and it's been great to see his self-confidence grow. I'm so proud that he and Eddy are now running their own business, encouraging other young people to get involved in projects and activities and to reach for the stars! He believes in himself and his future, and that is what we want for all young people involved in our projects.

Case Study 4 LS Music Studios - <http://www.lsstudios.org/>

As outlined at **Case Studies 3** and **4**, Eddy (Edward O'Brien) (pictured far right and Shaun (pictured far left) have launched their own business – **LS Music Studios**. The website reports, 'With funding from the Big Lottery LS Music Studio is a North West company offering technical workshops to schools, colleges and other youth organisations. Services also include equipment hire and special effects'.



Managing Director Eddy says, 'There can be no doubt that this would never have happened without the support, guidance and encouragement of Sharon and all those connected with the Ynot Aspire Project. Sharon has helped us to write and submit a successful Lottery bid and Paula from the Project (pictured centre) is always there to offer whatever support we need. Her positive outlook has kept us going and inspires so many who come into contact with her. You know all those at the Ynot Aspire team are there and will not let you down.



Shaun says, 'It is a real buzz 'living your dream' and doing what you love. I guess the most important thing the Project has given us is confidence. Confidence to believe in yourself and confidence you can do anything if you work hard for it'. We just can't thank Sharon, Paula and all the Ynot Aspire team enough. We are of course also grateful to the Big Lottery for their support and for believing in us!

Both are keen to point out, 'Whilst we are here to make a living out of our company, we are also looking to put something back and in a way 'pay back' what the Project and Big Lottery funding has invested in us and our company. Our focus is on young people and always will be. We never plan to lose touch with the Project and those associated with it. It is the best thing that has ever happened to us and we know that there are lots and lots of other young people who have benefitted from the Project who will say the same, and like us, just want to say, **thank you!**

5.16 A Volunteer's Story

The following is an extract of a case study which relates to a **Project volunteer**.

I originally resided in Wales. I decided to make changes to my life due to 18 years of chronic substance misuse and the problems that that created. Problems around social isolation, police involvement, disruption to my family, loved ones and the wider community. At that point I had no belief in myself and how life could change. I came to Lancashire to seek treatment after being very fortunate to secure 12 month treatment programme which I successfully completed. Following treatment my biggest problem was resettling back into the community through lack of life skills and believing I had nothing to offer.

My next step was to enter supported housing in the area. There I worked on basic living skills like budgeting and communication skills; things I take for granted today.

As part of resettlement plan, it was suggested that I look for voluntary work to help reintegrate me back into the community. I attended the local CVS and was given contact details for the Ynot Aspire Project.

I applied and was full of concern and anxiety about attending. I went down to sign up as volunteer and meet some of the team. Whilst there I was supported in filling in a DBS form and we discussed the volunteering opportunity in more detail.

I was fortunate enough to be accepted onto the volunteer programme and I started to provide support at the local snooker youth club.

Straight away I felt welcomed and had a sense of purpose. I was learning about commitment and perseverance, things that were essential to forming a positive structure in a place where I knew very few people. Following on from fundamentals such as time keeping, confidentiality and engagement skills that I was supported to develop, I was also encouraged to look at further education and employment opportunities along the lines of youth work.

The encouragement came from being involved in every aspect of the Project including team meetings where I was encouraged to express my ideas for the project moving forward. As I had not done any formal education since age 14 (I had never completed my GCSE's) I was dubious about my own ability. With the support of the staff and I was able to access L2 Youth Work course at Blackburn College. This opened the doors to completing L1 and 2 maths which ran alongside the Youth Work course. I was accepted on the grounds that I had a volunteering place at Ynot and I felt completely supported by them throughout. Part of the modules involved things such as session plans, types of engagement, youth behaviour.

I sat down with the staff at Ynot to discuss how I could put these into practice at the youth club. I think this was the first time that I realised that I had something to give to those young people drawn by the excitement of substance misuse and crime and the peer pressure that's involved in that lifestyle. Throughout the course I was encouraged to reflect on practice and started to realise that if we work with certain individuals who have that sort of kudos, we could start to make a difference.

You can't change the world but reaching those certain individuals would help to bridge the gap.

I was learning about the importance of boundaries, how much to share of my past whilst at the same time encouraging people through acknowledging some of the problems I faced at their age. I had all my options for the course covered and was supported to develop and create session plans and ongoing assessment by my tutor from college. I passed the course with flying colours and my portfolio was used as an example of good practice. I will be eternally grateful to Ynot for this opportunity as it opened the doors to further education and the belief that I could start something and finish it which I hadn't done in a long time. Before that I had been a good starter but a bad finisher.

Having those volunteering opportunities made me feel like I was giving back to the community at the same time as receiving a great deal for myself in terms of self-confidence and belief. I truly believe that it is building on these skills and having a sense of purpose and feeling part of the community that has prevented me from re-offending.

I feel like Ynot really appreciated their volunteers and this was apparent when several of us were put forward for a local volunteering award. We attended a celebration event at the Dunkenhalgh Hotel and were presented with the award for Services to Volunteering.

5.17 Observational Studies

The following images provide a useful insight into the opportunities and 'fun' available to young people supported by the Project.

Amazing opportunities and having 'fun'



The following images demonstrate the diversity of Project beneficiaries and an example of 'partnership working' with agencies such as the police.

Diversity and Partnership Working

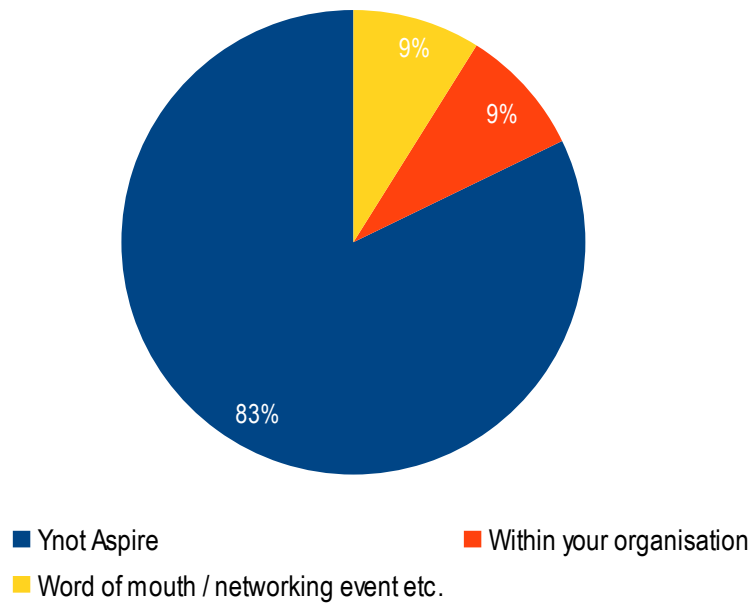


5.18 Partner Agency Feedback

The following is a summary of feedback from partner agency members' responses to the partner agency questionnaire outlined at **Appendix E**.

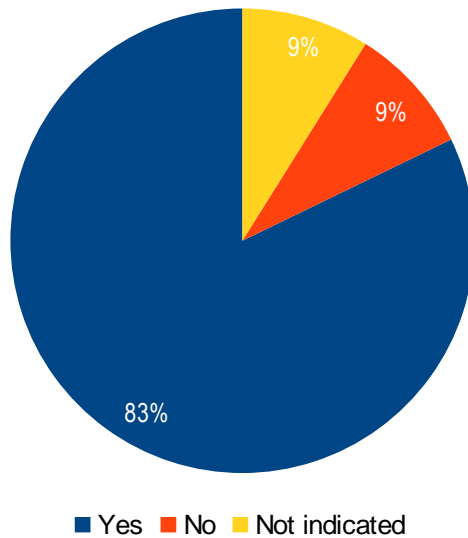
Graph 8 highlights that of the **23** respondents, **48%** heard about the Project from Ynot Aspire, **48%** also heard via 'word of mouth', and **26%** were aware via their own organisation.

Graph 8 *Where did you hear about the Ynot Aspire Project?*



Graph 9 highlights the positive partner agency referral rates to and from the Project.

Graph 9 Does your organisation refer / receive referrals / encourage young people to become involved in the Ynot Aspire Project?

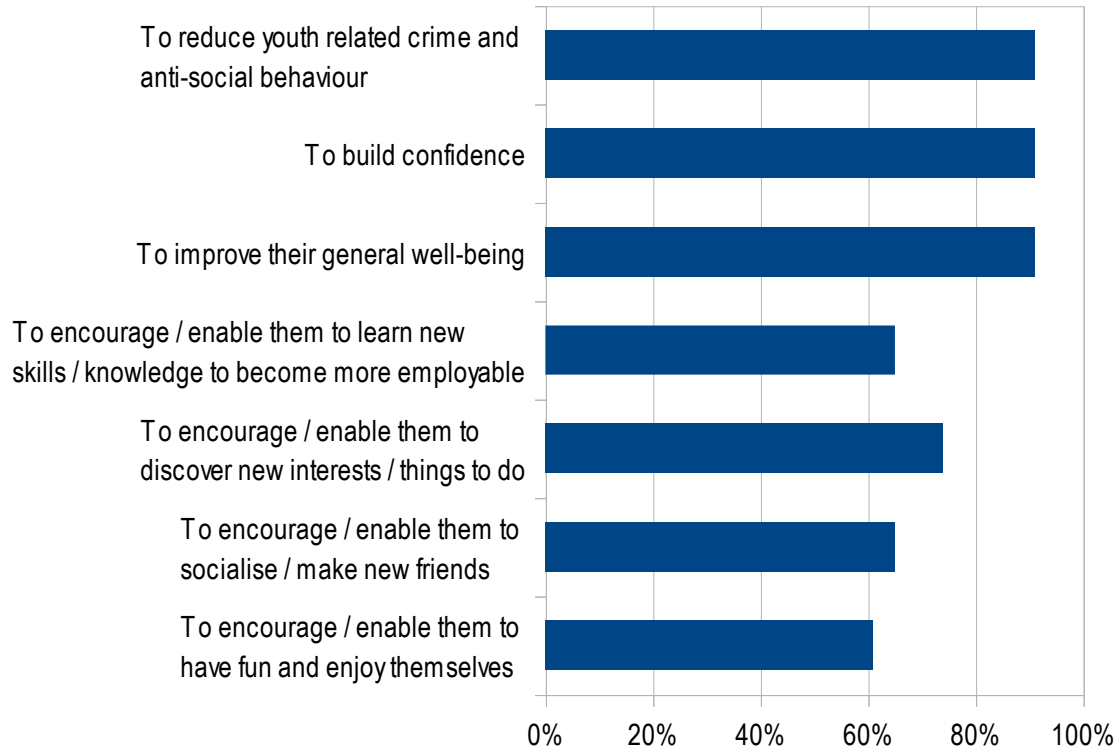


Graph 10 highlights responses to the question, 'Why do you / your organisation encourage young people to get involved in the Ynot Project?' It will be noted that whilst all reasons are particularly strong, the most robust reasons (**90%**) are linked to reductions in crime and anti-social behaviour, confidence building and supporting young people to improve their general well-being.

'Other' reasons include:

- Referrals for young people experiencing housing issues
- To prevent young people becoming homeless
- Mentoring and general support

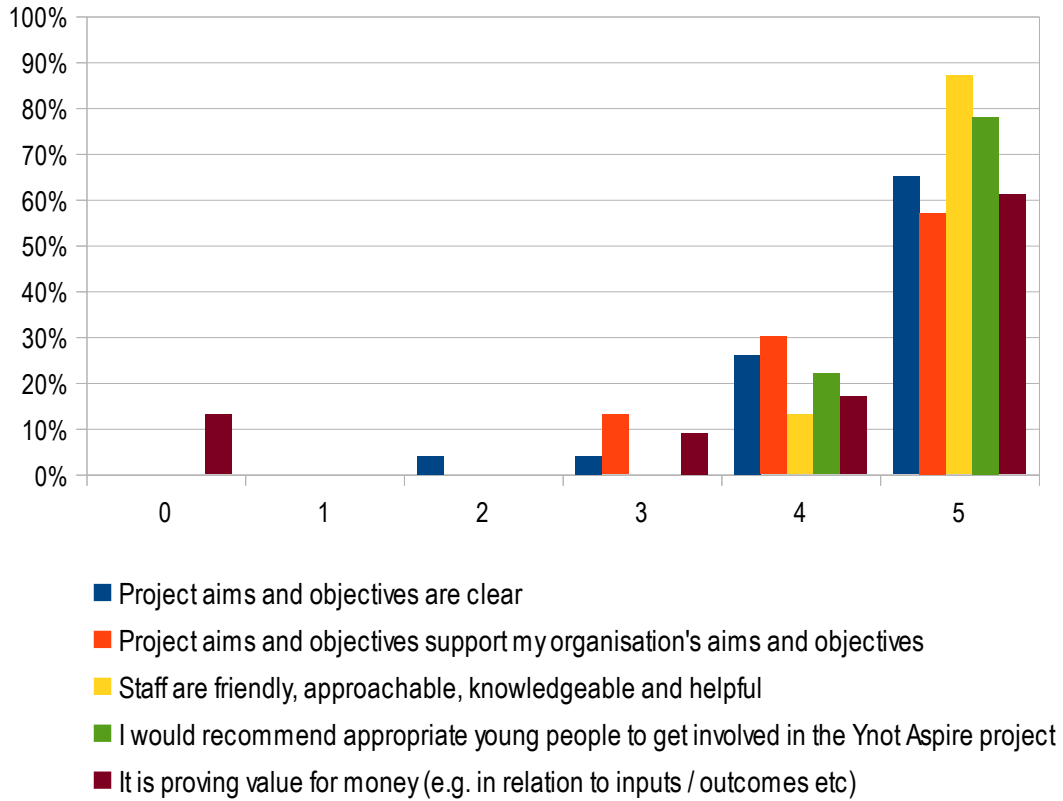
Graph 10 ‘Why do you / your organisation encourage young people to get involved in the Ynot Project?’
(please tick all that apply)



Graph 11 highlights responses to the question, ‘Why do you / your organisation encourage young people to become involved in the Ynot Project?’ (5 – high; 1 – low; 0 – no views).

It will be noted that the majority of respondents state extremely positive reasons for encouraging young people to become involved in the Project.

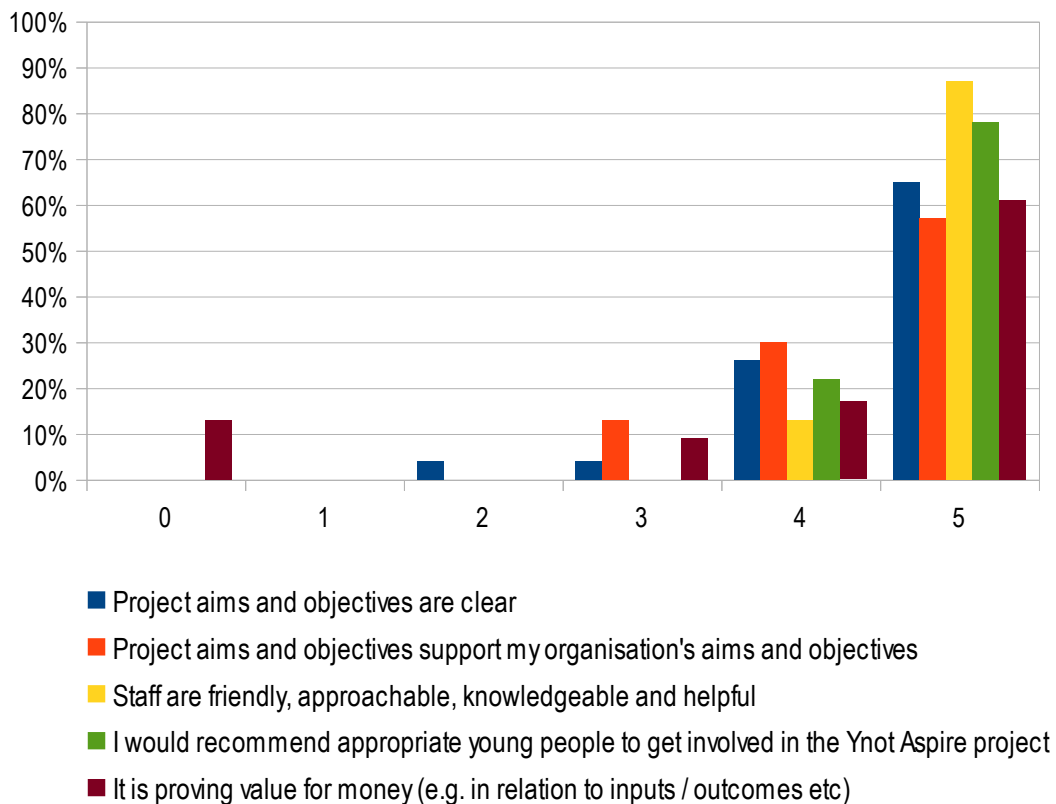
Graph 11 'Why do you / your organisation encourage young people to become involved in the Ynot Project?



Graph 12 highlights respondents' views about the Ynot Project. (5 – high; 1 – low; 0 – no views)

It will be noted that overall extremely positive feedback has been received, with a particular emphasis on the professionalism, friendliness and approachability of staff, with clear aims and objectives, and a willingness to recommend young people to the Project.

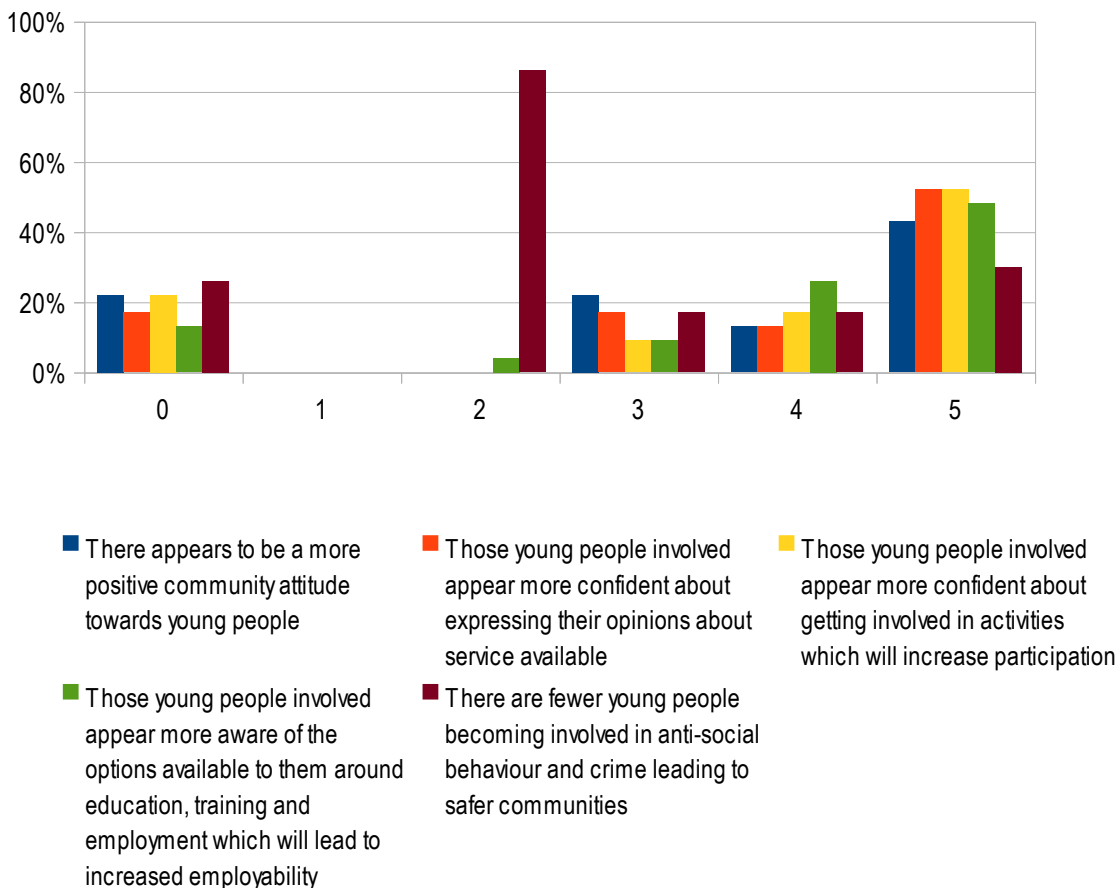
Graph 12 What are your views about the following regarding the Ynot Project?



Graph 13 highlights respondents' views about how well the Project is achieving outcomes agreed with the Big Lottery (5 – high; 1 – low; 0 – no views).

It will be noted that feedback is positive, with the majority of respondents scoring 3 and above. It is also noticeable that there appears to be a recognition that there are fewer young people becoming involved in anti-social behaviour and crime, which is leading to safer communities.

Graph 13 What are your views about the following? As a result of the Ynot Project:



5.19 What is Really Good about the Project

The following are examples of responses received:

- *The staff are always very helpful and willing to help a young person and have a large bank of networks and resources to call upon*
- *This is a much needed place to refer our young people who need extra assistance with homelessness & benefit assistance*
- *The project acts as a one stop shop improving community networking opportunities and putting organisations in touch with each other which from my point of view is invaluable*

Accrington & Rossendale College

- *Innovative ways of working with young people*
- *Knowledgeable and approachable staff*
- *Providing and evidencing great outcomes for young people*

Lancashire Wellbeing Service

- *Its ethos and overall aims and objectives has the best interest and well-being of children and young people at its heart and the projects they run have a positive impact on young people*
- *The feedback from young people who have experienced involvement from Ynot Aspire has always been positive as has the impact upon the young peoples' self-esteem levels, confidence and overall emotional well-being*
- *Ynot Aspire are always on hand to advise in regards to the most appropriate agencies and services to access for a variety of different situations / circumstances*

The Hollins Technology College, Accrington

- *The staff are very helpful even if it is just for advice*
- *The volunteers make a difference by building good relationship with our clients and encourage them to make changes for the better*

Stepping Stone Projects

- *Staff engages well with youths referred to them.*
- *Have good local links in the community*
- *Send regular updates regarding new initiatives*

Lancashire Constabulary

'The Project is certainly playing an important role in supporting young homeless people who have complex needs. A key strength is access to mentors, a number of whom have experienced similar and associated difficulties and challenges in their lives. There is no doubt that the Mentors connect and relate to the young people far more effectively than people in authority.'

We are extremely impressed with the Project and the professional manner in which it is delivered by such dedicated and knowledgeable staff and volunteers and we remain committed to working in partnership and being here to support its progress in any feasible way. **Denis Aldridge, Homeless and Housing Advice Manager, Hyndburn Borough Council**

5.20 Opportunities to Improve the Project

The following are respondents' views on how the Project could be improved:

- *I don't think I can put anything here, Sharon and her team are very knowledgeable about issues facing young people and the interventions that will address these issues*
- *More inviting premises*
- *We would like to receive a newsletter or updates on news / activities*
- *Ynot Aspire is a well-respected organisation in Hyndburn and is an active and essential partner in helping tackle youth homelessness in the borough*
- *More funding to expand the existing projects as well as developing further projects*
- *Perhaps raise awareness of the project more to external support staff as it would be a shame for people not to refer into the Project*
- *More staff to help run the Project and support the current staff. Great project*
- *In my opinion Ynot delivers a good service throughout the community in Hyndburn. The staff are very professional and always have the clients best interests in mind*
- *To have funding to be able to engage a wider variety of young people*
- *Great team, great projects, great outcomes, great staff!*
- *Feedback and progress reports would be beneficial to partner agencies. More engagement out on the streets with partner agencies to encourage and educate youths causing ASB. My engagement with Ynot has been a positive experience. I have found the staff to be knowledgeable and helpful*
- *More funding to be able to employ more people to support them in delivering the brilliant service that actually makes a difference to the lives of young people in East Lancs*
- *There is more need out there that this team would work with, with more staff and money*
- *More information about involvement / activities. More multi provider work / cross over*

6.0 Summary of Findings

6.1 Introduction

With reference to the objectives of the evaluation outlined at **Section 3.0 (Terms of Reference)**, the following is a summary of findings.

6.2 Project Outcomes

It is clear from both quantitative and qualitative research findings that the Project is a success in terms of achieving planned outcomes outlined at **Section 4.8** (see **Table 1** below).

Table 1 Project Outcomes

No	Outcomes
1	There will be a more positive community attitude towards young people which will help to build more sustainable communities
2	Young people will feel more confident about expressing their opinions of service available and about getting involved in activities which will increase participation
3	Young people will be more aware of the options available to them around education, training and employment which will lead to increased employability
4	There will be fewer young people becoming involved in anti-social behaviour and crime leading to safer communities

Objective 1 – feedback from partner agency members (see **Sections 5.18 & 5.19**) highlights associated positive evidence, which provides evidence that young people are being held in high regard and their achievements are being recognised. This is also reflected by the Project indicator targets (**Section 5.2 / Table 3**), which highlights a more than **50%** increase in the anticipated number of community volunteers and a significant number of young people (235), who report a change in attitude towards them in the community. It is also noticeable that at **Graph 6 (Section 5.10)** a significant number of young people *‘feel more a part of their community’*.

Objective 2 – it clear from young peoples’ responses to the questionnaire (see **Sections 5.8 to Section 5.13**) and from comments made by the young people involved in the workshop (see **Section 5.14**) and statements made during the case study interviews (**Section 5.15**) that that are

extremely confident about expressing their opinions about services available to them and have shown little hesitation in being involved in activities, which as outlined at **Section 5.3 / Table 4**, have been innovative and focussed on what the young people value and enjoy. This is supported by the Project indicator targets (**Section 5.2 / Table 3**), which highlights **22** young people involved in the Young Persons Board, **312** young people involved in diversionary activities and **312** young people reporting an increase in their self confidence levels.

Objective 3 - Project indicator targets (**Section 5.2 / Table 3**), provides strong evidence that this objective has been achieved. Against an original target of 100 young people becoming more aware of available services open to them an impressive 907 young people have indicated this has been the case. Following support provided by the Project and impressive 41 young people are reporting moving onto further education, training or employment, and against a target of 15 young people (5%), there has been a reduction of **132 (48%)** young people who can be described as NEETS. Such positive findings are supported by the young people themselves in responses to the questionnaire, during the workshop and during case study interviews. Indeed it is significant that of the three case study interviews, 'Alice' is looking to return to College and Eddy and Shaun have launched their own business (**Case Study 4**). Further evidence is provided by partner agency members in their responses to the questionnaire (see **Sections 5.18 & 5.19**) and during one to one interviews (**Section 5.19**).

Outcome 4 – as outlined at **Section 5.2 Project Indicators (Table 3)**, there is compelling evidence that this outcome has been achieved, indeed it has been exceeded. Against targets of a 10% reduction in reported youth related anti-social behaviour and a reduction of 10% reduction in first time entrants to the criminal justice system, results include:

- **30% (458)** reduction in reported youth related anti-social behaviour
- **74% (41)** reduction in first time entrants to the criminal justice system

Such outcomes are extremely impressive, and based on a 2011 technical paper by the Ministry of Justice: *The cost of a cohort of young offender to the criminal justice system*, which highlights a cost of **£8,000** per year to first time entrants to the criminal justice system, with the top 10% of young offenders costing **£29,000**, it is not unreasonable to estimate that:

- The **74%** reduction (**41** young people) has resulted in a minimum saving of **£328,000** to the public purse
- And based on the upper (£29,000) cost has resulted in a potential saving of **£1,189,000** to the public purse

In relation to anti-social behaviour, based on a 2013 costing report by the National Institute for Health and Clinical Excellence: *Antisocial behaviour and conduct disorder in children and young people*, it is estimated that the lifetime costs to education and the criminal justice system range from **£23,800** to **£104,900** per young child. Based on the lower estimate it is not unreasonable to estimate that in the lifetimes of those **458** young people who the Project has played a key role in preventing them being involved in anti-social behaviour has potentially saved the public purse an impressive **£10,900,400.00**.

6.3 Impacts on Young People Lives

There are no doubts that the Project has had positive effects on those young people it has supported. This included feedback provided by the questionnaire returns (**Sections 5.8** to **Section 5.13**), from comments made by the young people involved in the workshop (see **Section 5.14**) and statements made during the case study interviews (**Section 5.15**). This is supported by feedback from partner agency members. The **A Volunteer's Story (Section 5.16)** provides positive evidence:

I will be eternally grateful to Ynot for this opportunity as it opened the doors to further education the belief that I could start something and finish it which I hadn't done in a long time. Before that I had been a good starter but a bad finisher.

Having those volunteering opportunities made me feel like I was giving back to the community at the same time as receiving a great deal for myself in terms of self-confidence and belief. I truly believe that it is building on these skills and having a sense of purpose and feeling part of the community that has prevented me from re-offending.

6.4 Good Practice

There are a number of examples of good practice, which other projects and initiatives could adopt to add value to the way they work. These include:



- **Involving young people** – it is clearly apparent that those young people met during the research period fully understand the aims and objectives of the Project has have a sense of ownership about how it is run and delivered. As will be noted at **Section 5.2 Project Indicators (Table 3)**, **22** young people have been involved in the Young Persons Board, and certainly demonstrate that they enjoy such participation
- **Confidence building** – successfully supporting young people with low aspirations and negative views about how the world around them and how they can improve their lives and achieve their ambitions –see **Section 5.15 Case Studies**
- **Extensive partnership working** – as highlighted at **Appendix C** there is extensive involvement and support from a wide variety of partner agency members in the delivery of a number of innovative projects, initiative and activities as outlined at **Section 5.3 (Table 4)**. Partners meet regularly and from the responses to the questionnaire highlighted at **Sections 5.18 & 19** clearly support and value the Project
- **Innovative projects and initiatives** – highlighted at **Sections 4.9** and **5.3** the Project delivers an impressive number of diversionary projects and initiatives, which range from establishing a snooker club, drama to cell visits at the local police station. All are clearly focussed on the achievement of Project outcomes
- **Targeting** – as highlighted at **Section 5.4**, the Project Manager believes that the successes of the Project have been achieved by:
 - Positive and effective partnership working with all relevant agencies
 - Extensive work in schools, covering whole year groups

- Working with schools and agencies such as the police to identify and target current and potential 'young offenders', with strategies that include understanding the consequences of criminal behaviour / not achieving an adequate education
- **Never letting go** – the tenacity and dedication of Project team members cannot be underestimated with regard to importance they place on supporting the most 'at risk' young people and have clearly adopted mentoring roles. This involves understanding the specific need of individuals and ensuring they receive the [multi-agency] support they need and deserve. They operate an 'open door' policy, which enables young people to receive support and guidance as and when they need it.
- **Delivering what is needed** – the Project is clear about its roles and objectives, which are centred on the needs and requirements of young people. Whilst projects and initiatives are 'fun' and enjoyed by the young people, they are carefully thought out with partner agency members; with the delivery of measurable outcomes, which have been focussed on the achievement of the outcomes agreed with the Big Lottery (see **Section 5.2 / Table 3**),
- **Encouraging entrepreneurship** – as highlighted at **Section 5.15**, case studies **2, 3 & 4**, the Project has directly supported two entrepreneurial young people, who are beneficiaries of the Project to launch and develop their own successful not for profit business. In addition to providing full time employment for the two young men and part time employment **20 to 30** other local people, their business is also aimed at supporting the development and wellbeing of local young people
- **Having 'fun'** – as will be noted by the above photograph, all those young people we met and interviewed have clearly enjoyed being a part of the Project. As will be noted by the case studies highlighted at **Section 5.5**, this is despite their early lives being chaotic and often dysfunctional
- **Social returns on investments (SORI)** – whilst the Project currently does not look to understand the social returns on investments, as will be noted at **Section 6.2**, such are and have the potential to be extremely impressive.

6.5 Areas for Development

Due note is made of the feedback and comments of the young people and partner agency members consulted. The following is a summary of findings:

Young people

- More outdoor and sporting activities
- Enhanced use of social media
- Reaching more 'at risk' young people

Partner agency members

- More inviting premises to operate from
- Enhanced marketing
- More of the same – enhancing services available to 'at risk' young people

6.6 Summary of Findings

As outlined at **Section 6.2** it is clear from both quantitative and qualitative research findings that the Project is a success in terms of achieving planned outcomes and as outlined at **Section 5.2** has on the whole exceeded in its delivery of indicator targets.

The Project has certainly enabled positive impacts on the lives and well-being of scores of young people, and in relation to crime and anti-social behaviour, has as a result no doubt also improved the lives and general wellbeing of wider community members.

In terms of SROI, there are positive indications that such is extremely impressive, and is likely to run into many thousands of pounds, far exceeding current financial inputs.

Such has been achieved by the hard work and tenacity of the Project team, essentially supported by key stakeholders such as volunteers, young people, multi-agency partnership members and of course, valued funding from the Big Lottery.

7.0 Recommendations

7.1 Introduction

Based on research findings, the following recommendations are tendered:

1. Enabled by further funding from the Big Lottery the Project should continue for the foreseeable future, with an emphasis on raising the aspirations of young people, supporting homeless people at risk, supporting young people with mental health issues and encouraging volunteering amongst younger people and wider community members.
2. Consideration should be given to gaining an improved understanding of the Social Returns on Investment (SROI) the Project achieves in the future.
3. Consideration should be given to making the Project less dependent on ever scarce grant funding, with opportunity taken for example to explore 'not for profit' income generation opportunities
4. Opportunity is taken to celebrate the successes of the Project, with service users, volunteers and partner agency members; and share good practice with others (locally, regionally and nationally), who are looking to deliver similar successful projects and initiatives.

Appendix A

Section 3 (Service User Questionnaire Analysis)

What 3 things are really GOOD about Ynot Aspire?

- Achieve anything
- Staff are brilliant and genuinely care about individuals and the community (x39) including – good, helpful, ace, lovely, fun, supportive, polite, friendly, welcoming
- Meet new people & make new friends (x14)
- Cells project was really good (x13)
- Volunteers (x11)
- Learn new skills & activities (x10)
- Activities (x9)
- Good (x7)
- Fun (x5)
- New information (x5)
- Gain more confidence (x5)
- Snooker (x6)
- Friendly (x6)
- The help & support (x7)
- Clients (x3)
- Visiting new places (x3)
- Everything was brilliant (x2)
- Football (x2)
- More opportunities (x2)
- More Towerwood trips (x2)
- Mentors are fun and have lots of ideas (x2)
- Adults are understanding
- Being outdoors
- Clears your head
- Coaches
- Doing different things
- Easy to talk to
- Gave me something to think about
- Coaches
- Guys who run snooker club
- I found new things to do
- I had someone to talk to
- I talk to my mentor about things I need to say
- Information
- Input from someone who had been in prison
- Involvement
- It helps young people to open up and access support
- Learn to be a good swimmer
- Lots to get involved in
- Made me feel comfortable
- Made me think about my behaviour
- New skills
- Nice
- Not be afraid
- Not to give up
- Part of community
- Provides distraction
- Services
- Sports was brilliant
- Stick up for me in meeting
- Talking about my worries (x3)
- Teachers are nice
- The opportunities
- The summer arts was really good
- The team that support the young people.
- The work that the charity carries out.
- Their activities bring many different people together as one.
- They are there to listen to problems and many other things too
- There when you need them
- They are really nice and friendly people
- They got things done
- They have a range of activities
- They have lots of information help with my education
- Time out away from home
- To appreciate what you have
- To think properly about my life
- Tried new things
- Will involve anyone no matter their background
- You feel like you can talk to someone
- Youth club was really good
- I work for the fire service and have been able to refer other YP to their services. They are good fun They understand the needs of the community and its YP
- The involvement of young people engaging in positive activities in their communities
- Always looking at gaps in services and new ways to help young people
- The staff do more than just volunteer to do activities for the youth.
- it has helped me to develop confidence and awareness, and it has given me connections and opportunities in the community

Appendix B

Service User Workshop Findings

Q1. What has been the BEST thing you have achieved whilst being involved on the Ynot Project?

- Become more confident x 8
- Made new mates / friends x7
- Getting involved x5
- Responsibility x4
- Motivation builder x3
- Helped to have higher ambitions x3
- Volunteered for Ynot x2
- Housing / college moving x2
- Learnt how to play snooker better x2

Q2. What has been the hardest thing you have done whilst involved with Ynot?

- Talking to new people x6
- Joining in x4
- Having to provide for myself with help x3
- Opening up about things x2
- Reminding to go to college x2
- Tech College x2

Q3. What have you learnt to do / what skills have you learnt?

- Team building x5
- Helped people x5
- Financial skills / banking / managing money x5
- Overcome barriers x4
- Filling in paperwork / record keeping x4
- Made new friends x4
- Light and technology x4
- More about other peoples' backgrounds x3
- Used government websites x3
- Networking x2

Q4. What has the Ynot Project done to help you achieve this?

- Supported me x7
- There when you need support – a phone call away x6
- Let us have somewhere to go x4
- Can support you at meetings x3
- Let me work with professionals x2

Q5. What is the biggest thing you want to achieve in the next 12 months?

- Get a job x7
- Get out more x4
- Pass driving test x3
- Pass my Level 3 course x2
- Join the Police Force x2
- Expand our company x2
- Obtain more funding x2

Q6. What are the biggest risks to you where you live?

- Drugs x4
- Noise x4
- Anti-social behaviour x4
- Drugs at the old house before I moved x3
- Diversity x3
- Policing (lack of) x3
- School kids noise x2

Q7. What has Ynot done to improve where you live?

- Provided youth clubs x5
- Provided projects x4
- Moved to a better location x3
- Set up snooker club x2
- Provided a safer environment x2

Q8. What more should be done to project where you live?

- More Ynot projects x7
- More cameras x5
- More community engagement x4
- More police x4
- Less drugs in public x4
- More youth work x3
- Removing peoples' problems x3

'Wish List'

- More prospects for young people x4
- Money x4
- Win the Lottery x4
- A car x4
- End to crime x3
- Own house x3
- New phone x3
- Own garage x2
- Achieve goals x2

Appendix C

Partner Agency Members

Alan Dorrington	M3
Angela Harlow	NHS
Anne Metcalfe	LFRS
Christine Brown	Rhyddings
Dave Ashworth	Perils of Crime
Dennis Williams	Perils of Crime
Donna Crosland	Hollins
Elaine Embley	1st Call Hyndburn
Fiona Goodfellow	Hyndburn Council
Hayley McGahey	HARV
Ishbel Cooke	Crossroads
Jan Larkin	Nightsafe
Jane Moodie	Lancashire Sport
Janette Haworth	Calico
Jessie Catlow	Stepping Stones
Julie Walker	Oswaldtwistle PRU
Andrea Hull	LCC Children's Social Care
Andrew McGinty	Lancashire Constabulary
Lisa	Princes Trust
Lisa Young	LCC
Liz Kay	Springhill School
Lorraine Prentice	YMCA
Maggie Barker	Calico
Maggie Leslie	Red rose recovery
Maggie Whitehead	Lancashire Police
Mandy Burrows	Norden High School
Mark Tennant	Young Addaction
Mark Whittaker	NEST
Matt Hughes	One Stop Social
Moira Staines	ACROSS College
Rachel Hadfield	LCC Wellbeing Service
Rachel Watkin	CCG NHS
Samantha Parkinson	St Christopher's School
Tim Grose	LCC
Tony Dobson	Councillor
Wayne Smith	Hyndburn Homes
Moira Staines	ACROSS
Pauline Howard	Red Rose Recovery

Source: Ynot Aspire, December 2016

Appendix D



PRIZE DRAW – WIN £25.00

Thank you for taking the time to complete this short questionnaire, which will be used to independently evaluate the Big Lottery funded **Ynot Aspire project**.

Personal Information

Name **Contact Phone No.**

Gender Male Female

Ethnicity

Age..... **Postcode** **Email**

Are you: Student Employed Volunteer Other

Other (Please state):

Section 1 – Use of the Project

On average, how often do you get involved in Ynot activities?

Once a week Twice a month Once a month Once in a while

Why do you become involved with Ynot Aspire? (please tick all that apply)

- To enjoy myself / have fun
- To socialise / make new friends
- To discover new interests / things to do
- To learn new skills / knowledge to help me get a job
- To have one to one support / improve my general well-being
- To help keep out of trouble
- To build my confidence

Other (please state) **Please turn over**

Section 2 – What do you think about the following regarding Ynot Aspire?

(1 – low; 5 – high; 0 – no views)

Staff are friendly and helpful	0 1 2 3 4 5
Activities are easy to get to and become involved in	0 1 2 3 4 5
Overall I feel that the project has given me what I was looking for	0 1 2 3 4 5
I would recommend other young people to get involved in the project	0 1 2 3 4 5

What are your views about the following? As a result of your involvement with Ynot Aspire:

(1 – low; 5 – high; 0 – no views)

I have really enjoyed myself and met new friends	0 1 2 3 4 5
I have become involved in other activities and found about other things to do	0 1 2 3 4 5
I have become more aware of other services and how to access them	0 1 2 3 4 5
I have learned new skills / knowledge, which will help me to get a job	0 1 2 3 4 5
I feel more part of my community	0 1 2 3 4 5
I feel safer and happier where I live	0 1 2 3 4 5
There are less young people becoming involved in anti-social behaviour	0 1 2 3 4 5
My general well-being / how I feel about myself has improved	0 1 2 3 4 5
How interested would you be in becoming a volunteer with YNOT Aspire and supporting work in your local community?	0 1 2 3 4 5

Section 3 – What 3 things are really GOOD about Ynot Aspire?

- 1.
- 2.
- 3.

Section 4 (If appropriate) How do you feel Ynot could be improved?

Anything else you wish to add? (Please continue on a separate piece of paper if necessary)

Appendix E



Thank you for taking the time to complete this short questionnaire, which will be used to independently evaluate the Big Lottery funded **Ynot Aspire project**.

Personal Information

Name

Organisation

Job Title

Email **Phone**

Where did you hear about the Ynot Aspire project? (please tick **all** that apply)

Ynot Aspire Within your organisation Word of mouth / networking event etc.

Other (Please state)

Section 1 – Links with Ynot Aspire

Does your organisation refer / receive referrals / encourage young people to become involved in the Ynot Aspire project? (Please tick **all** that apply)

Yes No Would consider

Why do you / would you encourage young people to get involved in the Ynot Aspire project? (Please tick **all** that apply)

To encourage / enable them to have fun and enjoy themselves

To encourage / enable them to socialise / make new friends

To encourage / enable them to discover new interests / things to do

To encourage / enable them to learn new skills / knowledge to become more employable

To improve their general well-being

To build their confidence

To reduce youth related crime and anti-social behaviour

Other (please state) **Please turn over**

Section 2 – What are your views about the following regarding the Ynot Aspire project?

(1 – low; 5 – high; 0 – no views)

Project aims and objectives are clear	0 1 2 3 4 5
Project aims and objectives support my organisation’s aims and objectives	0 1 2 3 4 5
Staff are friendly, approachable, knowledgeable and helpful	0 1 2 3 4 5
I would recommend appropriate young people to get involved in the Ynot Aspire project	0 1 2 3 4 5
It is proving value for money (e.g. in relation to inputs / outcomes etc.)	0 1 2 3 4 5

What are your views about the following? As a result of the Ynot Aspire project:

(1 – low; 5 – high; 0 – no views)

There appears to be a more positive community attitude towards young people	0 1 2 3 4 5
Those young people involved appear more confident about expressing their opinions about service available	0 1 2 3 4 5
Those young people involved appear more confident about getting involved in activities which will increase participation	0 1 2 3 4 5
Those young people involved appear more aware of the options available to them around education, training and employment, which will lead to increased employability	0 1 2 3 4 5
There are fewer young people becoming involved in anti-social behaviour and crime leading to safer communities	0 1 2 3 4 5

Section 3 – What 3 things are really GOOD about the Ynot Aspire project?

- 1.
- 2.
- 3.

Section 4 (If appropriate) How do you feel the Ynot Aspire could be improved

Anything else you wish to add? (Please continue on a separate piece of paper if necessary)

widerimpact

Independent Analysis. Strategic Reviews

Wider Impact Consultancy Limited
Newport House
Newport Road, Stafford
ST16 1DA

Phone: 0845 165 0491
Mobile: 07871 179 780
Email: enquiries@widerimpact.com



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