

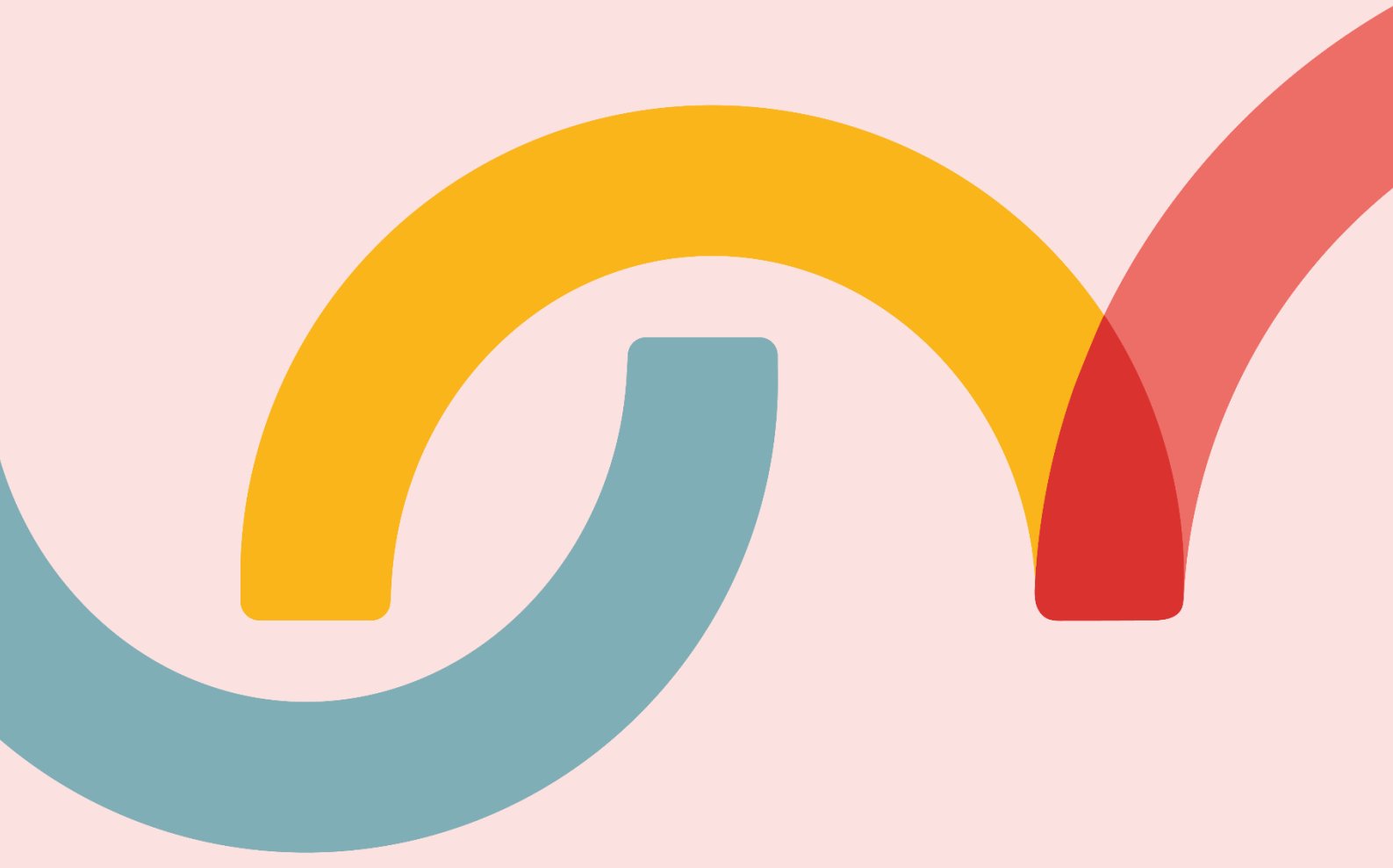
Destination Success Programme

Routes to Work

Pilot study report

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routes to work

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Introduction

About the Destination Success Programme - Pilot

Routes to Work (RTW) has engaged and delivered in the majority of North Lanarkshire Council (NLC) High Schools over recent years. RTW has recognised the potential benefits of establishing a pilot for young people who achieve (or are likely to achieve) a positive destination but who haven't yet engaged with RTW. The recognition from a number of schools is that a number of young people fail to achieve positive destinations and that a number that secure these, fail to sustain them by the six month mark. This is due to a multitude of personal, social and educational issues which require additional support. The pilot aims to engage these young people, prior to their destination start date, provide at least six months post positive destination support and improve the overall levels of positive sustainment rates in targeted High Schools identified by NLC as requiring this support.

Planned outcomes

As a result of the pilot, we hope to demonstrate an improvement in sustained positive destinations at the 6 month mark. We would hope that the approach will contribute to increases in positive destinations in these schools through a combination of this pilot and existing approaches which include the delivery of the RTW Skills Teams through SAC/ PEF and the (yet to be accessed) NLC Flexible Vocational Framework.

The Programme

Transition planning - Completing a tailored action/progression plan with each young person. Information and guidance around future options/progression opportunities as a way to get a young person thinking about improving their longer-term career prospects.

Contact - Regular weekly contact for at least the first thirteen weeks as this is when young people are most likely to experience issues that may negatively impact on sustainment.

Support - Signpost young people and support referrals to external organisations to offer support and advice. Carry out job searches and help young people research education, volunteering and training opportunities. Assist with job and college applications and carry out one to one interviews to help them identify and explore their options. Assist with financial advice and applications in relation to college funding e.g. EMA, bursary, SAAS and how this affects benefits entitlement for them and their families. Advise young people on their employment rights and where appropriate signposting to ACAS and CAB or contacting employers to advocate on their behalf. Attend meetings with employers to discuss potential problems and negotiating solutions e.g. adaptations, changes to working hours, reasonable adjustments or any other issues. Identify training needs, researching training opportunities and sourcing funding either through RTW or external organisations. Advocating on their behalf with other appropriate agencies including SDS, DWP and HMRC. RTW also assisted clients in registering with Government Gateway to track their tax and NI payments. Updating CV's and supporting them with interviews skills, confidence and motivation.

Parents/Carers - With permission, we will liaise with parents or family members to discuss the support being offered or concerns that they may have. This approach has been proven to engage other clients for RTW and subsequently develop action plans aiming to address their barriers and progress them along the employability pipeline.

Finally, we enable young people to have a better understanding of expectations either in the workplace or other positive destinations e.g. timekeeping, reliability, coursework etc.

Executive summary

The Project

There were five schools identified to take part in the Destination Success Programme Pilot. They were; Airdrie Academy, Caldervale High School, Coatbridge High School, St Ambrose High School and St Margarets High School.

- The aim of the pilot was to track and identify pupils who were at risk of not sustaining their post school destination.
- The target group were winter school leavers with an average age of 16 years old.
- As described in the introduction the objective of the Pilot was to maintain contact with the young person post school to ensure that they sustain their destination.
- The Pilot is being delivered by Johnny Walker, Post Destination Support Worker at Routes to Work
- The number of referrals for the Destination Success Programme was 62 with 58 of the referrals taking part in the Pilot.

The Destination Success Programme was initially a difficult sell to the 5 cohort schools identified mainly due it being a pilot. Through regular contact and meeting with the schools we managed to garner enough referrals to ensure the Pilot became a viable project. Contact was established with the parents/carers of the young people identified and despite initial reticence about the programme once the parent/carer understood that we had the best interests of their young person at heart, they were all happy to provide their contact details.

Once initial contact was made with the young person they were encouraged to come into RTW for a face to face meeting in order to explain the benefits of the programme. The parent/carer of the young person were also encouraged to attend the meeting as they were identified as being crucial to assisting the young person remain on track

Without exception after meeting the young people face to face, there was a high level of enthusiasm for the programme. The strategy for engaging with the young people was to not to try and over sell the programme, instead just present it as a light touch level of support when they are at College, Work or Training, this approach has proven very successful

Conclusion

Although there were significant challenges initially in getting the Pilot off the ground, as the programme has started to embed amongst the young people and partners due to the considerable results achieved, we are now beginning to build up a high level of trust with both participants and partners. This has resulted in interest from other schools out with the identified cohort and also from some pupils self-referring. The programme aims to empower young people to effectively balance their work and college commitments, ultimately leading to improved academic performance, enhanced employability, and increased overall mental health and well-being. By providing a comprehensive support system that addresses their specific challenges, we are proving that given the right help the young people will stay on track and succeed in their future educational, professional and life endeavours.

Methodology

The primary objectives of the Destination Success Programme were as follows:

- Provide mentorship and guidance: Establish a rapport with each young person that enables the opportunity to provide guidance and support to enable the young person to remain on track in their chosen destination and for them to navigate the challenges of college, work and training.
- Offer additional skill-building workshops: Conduct workshops and training sessions to enhance the essential skills required for success in both work and college, such as communication.
- Provide networking opportunities: Develop networking events to connect young people with professionals in their chosen ambitions, allowing them to build valuable connections and gain insights into potential career paths.
- Offer mental health support: Provide a counselling and mental health support system to address the emotional well-being of the young people involved in the programme, ensuring they have the necessary resources to cope with stress and other challenges

Once the young person's destination has been established it is crucial to develop the conditions that facilitates the nurturing of their potential. The process we used to develop this as follows:

1. **Skills Development:** Providing access to skills development programmes. This includes exploring a diverse range of subjects, vocational training, and how 'work works' opportunities. This promotes and encourages the young person to explore their interests, develop critical thinking skills and acquire practical knowledge that aligns with their career aspirations.

2. **Mentoring and Guidance:** Mentoring is provided through one to one guidance, support, and advice based on their own experiences. Mentoring helps the young person set goals, build confidence, and make informed decisions about their future.

3. **Career Exploration:** Facilitating career exploration opportunities to help the young person make informed decisions about their future. This might include attending career fairs, job shadowing programmes, and networking events. By exposing young individuals to various career options, they are gaining insights into different industries which allows them to make more informed choices.

4. **Personal Development:** This involves promoting self-awareness, emotional intelligence and resilience. Encouraging them to engage in extracurricular activities, hobbies, and community service to develop their interpersonal skills, leadership abilities, and sense of responsibility.

5. **Digital Literacy:** Enhancing digital literacy skills is crucial in today's digital age. We provide the young person access to some technology and digital skills support.

6. **Mental Health Support:** Assess and support any mental health issues that the young person presents. Allow the young person access to mental health services that we are able to provide

By implementing these measures, we are assisting the young person develop their potential, help them prepare for their future endeavours and assist them in becoming confident and capable individuals.

Case Studies

Participant A: Participant A is attending College and also has a part time job. The first face to face meeting was about explaining the Destination Success Programme and how it may be of benefit to them. During that first meeting it was disclosed that there were some mental health issues with regard to social anxiety and depression. It was decided to meet with participant A face to face on a weekly basis to offer mentoring support. As a result of this intervention participant A is now practicing more with her musical instrument, achieved a certificate to become a Boxercise Trainer, became part of a national media campaign with her employer, resolved some attendance issues with the College and has become visibly more confident.

Participant B: Participant B had a 4 year apprenticeship within the Electrical Industry. Unfortunately participant B was made redundant from this employment. Due to the fact that we were in regular contact with participant B we were able to quickly update his CV and provide him with copies to distribute. I had a meeting with participant B and discussed with him that he was very employable because of his work experience. As a result of our intervention and support participant B was re-employed within one week.

Participant C: Participant C was unhappy on her college course due to travel and the unsuitability of the course she was on. I met with participant C and her mother to discuss her current situation. Participant C told me that she wanted to leave college and that was her final decision. In our discussions it emerged that participant C wanted to study Childcare. Through our network we were able to provide a 12 week Childcare course that provides a training allowance and an SCQF Certificate in Childcare.

Participant D: Participant D was on an Intro to Construction Course at College. In my meetings with participant D it became apparent that participant D was job ready and was eager to get into the world of work as soon as possible. I had a meeting with participant D and his mother to discuss his ambitions. As a direct result of my intervention and in collaboration with participant D's mother, we pursued a path to make participant's D's ambitions turn into reality. As a direct result of these actions participant D was offered 2 interviews with multi-national companies and I'm happy report was successful in securing employment with a national housebuilder.

Statistical Information

Snapshot of Destination Success Programme 1 May 2024

School	Referrals	College	Employment	Training	Destination Unknown	Still at School	Volunteering
Airdrie Academy	9	7	1	1			
Caldervale	20	14	3	2	1		
Coatbridge	12	5	3	1	2		1
St Ambrose	6	3	1	1			1
St Margaret's	15	1	4	2	1	7	
Totals	62	30	12	7	4	7	2

Notes

- 1) We've managed to establish the destinations of 58 young people. The 4 that are 'Destination Unknown' remain unreachable.
- 2) We have made good connections with all the Colleges and now have a point of reference for each College.
- 3) All the young people who are attending College are doing well and enjoying it with the exception of 2 young people. We have managed to get both of the young people onto a 12 week Childcare Course with a £55 allowance
- 4) 12 of our young people are currently in full and part time employment.
- 5) 7 of our young people have obtained a nationally recognised customer service certificate, with more to follow. 4 are also in the process of obtaining a CSCSC card.
- 6) Through word of mouth from our participants, we have had multiple enquiries from other young people about joining the Destination Success Programme.
- 7) We currently have 94% of the young people attached to the Destination Success programme who remain on track.
- 8) 8 young people were referred to NLC for 12 week free Gym Passes

Service Users Feedback & Suggestions

Participants feedback on the Destination Success is crucial for evaluating its effectiveness and to make improvements to the service we provide. It assists us in understanding what aspects of the programme were beneficial and what areas need further improvement. Feedback from participants is a valuable source of information that can help the Destination Success programme in the following ways;

- Identify Strengths and weaknesses
- Content relevance
- Delivery methods
- Learning experience
- Participant engagement

Incorporating participant feedback into the design and delivery of the Destination Success Programme demonstrates a commitment to continuous improvement and ensures the programme meets the needs of participants. This will lead to more effective engaging and impactful learning experiences.

Service Users comments:

“I liked the way that the Destination Success Programme was personalised and considered my own individual needs rather than being a generic programme.

“The whole Destination Success Programme has been so helpful and motivating it really has helped me stay on track.”

“The constant help and support has enabled me to become more confident regarding employment and educational opportunities.”

“The most positive thing is the help I have been given, it has helped me grow my confidence and I have come out with a job.”

“I gained the confidence to progress my ambition to pursue a career in childcare. I was on an unsuitable College course and through Destination Success I am now on a childcare course. The programme helped me get there.”

When we asked participants what improvements could be made, they commented:

“More additional training sessions”

“More employer engagement sessions”

“More activity based sessions that improve our employment skills”

“More chances to get in front of employers”

Future Developments and Social Impact for 24/25

Due to the infancy and Pilot status of the Destination Success Programme we are looking at ways to develop and enhance the programme further for the coming year. Some of the initiatives and ideas for 24 /25 are:

- Develop further links with Colleges involved and enter into more collaboration to enhance Destination Success participants experience further.
- Have a parent/carer only evening to explain the value to the young person of the Destination Success Programme. Have a named RTW caseworker that can register any parents/carers that are also out of work or in insecure work.
- Provide more activities and training for the Destination Success participants that will address their down time during the working week and summer holidays etc.
- Increase contact with the Cohort schools in order to identify potential participants on the destination Success Programme in order to improve the assessment and suitability process. Increase collaboration with the schools to create programmes that inculcates a Destination Success mindset.
- Create more links with employers and have guest speakers in to educate Destination Success participants on the world of work and what employers expect. This may lead to potential mentorship opportunities.
- Create a 'Ready for college programme' prior to starting College to include College visit, discussion with Lecturers, provision of a College pack and understanding the assignment process.
- Provision of additional training based on Participants specific needs analysis.
- Create an Entrepreneurial Challenge for all Destination Success participants to explore the opportunity of self-employment and starting your own business.
- Film making and Podcast making. Develop a vehicle to allow Destination Success participants to embrace the Media & Digital world. Help them create content that showcases their skills and potential. Increase the emphasis on Digital Marketing and Media training to future upskill all Destination Success Participants.



Destination Success Programme

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