

**ROCKET
SCIENCE**

The Bounceback Programme – Year 1 Update

**An interim report by Rocket Science
Ltd. for The Walcot Foundation**

December 2022



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1. Executive Summary

Theme:	Key findings:
Referrals	In year one, establishing referrals was a priority for all organisations, with providers building upon existing connections and promoting opportunities more widely across the borough. There were a variety of different referral routes for young people joining the Bounceback Programme. Most commonly these were the DWP or JobCentre, self-referrals from other areas of the providers organisation, and Lambeth Council and their support services.
Engagement with young people	Providers felt that flexibility was a fundamental component for achieving successful outcomes and retained engagement from young people. Providers felt they needed to be flexible both in terms of the timetabling of the support and by offering options for both online and in person sessions.
Additional needs	The amount of young people with additional or complex needs who joined the programme exceeded partners' initial expectations. Nevertheless, partners noted the benefits of having a flexible and long term funding model as this meant they were able to offer tailored support to the young people.
Young person profile	The programme supports a diverse group of local young people. Over half of the young people being supported are male (56%) and approximately two fifths are female (41%). There is a good spread of ages being supported, with the majority being between 18 and 24. A high proportion of young people from Ethnic Minority backgrounds (43% Black or Black British, 13% Mixed or Multiple ethnic backgrounds, 12% Other ethnic backgrounds and 6% from Latin America). Over half are Not in Employment, Education or Training (NEET) (58%), with an even split of long term and short term NEET. Over one quarter state having a disability (26%) and slightly lower proportion report having special educational needs (22%).



	<p>The young people being supported are likely to be facing disadvantage, and therefore are at greater risk of experiencing barriers accessing the labour market. Looking at housing, 33% live in rented council housing, 9% live in social landlord rented accommodation , 4% live in temporary or emergency accommodation and 1% are either homeless or squatting. Over half are in receipt of benefits.</p>
Job transition grants	<p>In total, 22 Job Transition Grants were provided across 8 organisations during the first year of the programme. Providers who used these grants felt this was a beneficial offer and further supported young people by providing financial relief and increasing their likelihood of sustained employment. A number of suggestions were made for the second year in order to increase the usage of the grants and ensure a higher proportion of young people benefit from these.</p>
Achieving outcomes	<p>492 young people were engaged over the programme. 36% achieved a primary outcome, 38% have not yet achieved a primary outcome but are still engaged with the programme and 26% dropped out or completed the programme without achieving a primary outcome. Young people who achieved an outcome were either in employment – with the majority in part time roles – or had gained an accredited training qualification.</p>
Experiences of young people	<p>The case studies used highlight some of the struggles young people on the programme face in accessing employment opportunities and outline some of the benefits of accessing the support offered by the Bounceback programme. The main features of the programme that helped young people achieve positive outcomes included access to one to one mentoring, meeting other young people in similar circumstances and with similar aims and being offered flexible and person-centred support.</p>
The partnership approach	<p>Providers highlighted a number of advantages with adopting a partnership approach. The primary benefit reported was the ability to develop a better awareness and understanding of the support offered by other Bounceback</p>



partners, being able to share good practice, learning and guidance and in being able to deliver positive benefits for the young people being supported.

Some concerns and challenges were expressed by the partners regarding recruitment with worries about referrals coming from the same 'pool' of local young people and concerns around the double counting of outcomes. Partners also had concerns about not wanting to oversaturate the support for young people on the programme, appreciating that often young people will focus on one area of support at a point in time.

2. Introduction

2.1 About the programme

The Walcot Foundation is an independent grant-making foundation and charity aiming to break cycles of financial deprivation for people living in Lambeth, with the approach to offer 'a hand up, not a hand out' and to 'tackle poverty by creating opportunity'.

The Walcot BounceBack programme is a new 2-year employment programme aiming to help low-income Lambeth residents under 30 find paid work. The programme is aimed at unemployed and underemployed under-30 Lambeth residents from low-income backgrounds. This is the Foundation's Phase Two response to the impact on our target groups of the Covid-19 pandemic. The programme will focus on those who (a) have been displaced from employment because of the Covid19 pandemic and (b) those who are coming new to the jobs market and have found their opportunities narrowed by the pandemic's effect on the wider labour market.

The organisations funded seek to provide job-seeking and support services, which will, as a whole, constitute the BounceBack Programme. Across the programme, the aim is to cover:

- **Application readiness, finding jobs and support in sustaining employment:** Practical and psychological job search assistance, active encouragement, mentoring and support to overcome the obstacles associated with applying for, securing and maintaining work.

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- **Skills development, training and coaching:** Teaching the skills and making possible the acquisition of certification, qualifications and experiences needed for specific jobs. This may include literacy and numeracy, essential soft skills, 'job ready' training, as well as developing self-employment or new business ideas.
 - **Employer/Sector-led knowledge (market intelligence):** Partners with knowledge of, and links to, a particular sector/industry who can work with employers and our beneficiaries to 'bridge the gap' between candidates and employment opportunities. This may include the offer of vocational training, work experience, application support and direct contact with employers wishing to recruit.

BounceBack will also offer participants who progress into work and full-time education further financial support via the Walcot Foundation's individual grant giving mechanisms in two ways:

- The Walcot Job Transition Grant offer of £500 (funded directly by us), paid in two instalments, to participants who need help with some of the initial costs associated with starting a new job. The first instalment will be paid when a job offer is made and accepted in writing and a second instalment paid after three months in the job. This will be on offer to all low income under 30s who take part in the project and administered centrally by us.
- Those who move into full-time education will be fast-tracked for our Walcot Student Grants of up to £1,500 per academic year for course-related expenses.

2.2 The evaluation journey

To capture ongoing learning and evidence of impact, Rocket Science has acted as a learning and evaluation partner to The Walcot Foundation. This section summarises the aims of the evaluation, the year 1 methodology and the plans for the year ahead.

Aims of the evaluation

The purpose of the evaluation is to evidence the experiences of those delivering the programme, understand the benefits and drawbacks of delivering a partnership model of support and assess the impact of the programme on those being supported supplemented by the monitoring data and views of those accessing the programme.



This interim evaluation aims to take stock of current progress, highlight areas for further development of the programme and outline next steps for further demonstrating impact on those being supported by the programme. This report relates to the first year of the evaluation with the specific objectives of:


- Measuring the **extent to which the BounceBack Programme meets its objectives** in helping low income under 30's from Lambeth who have lost jobs as a result of the pandemic or have found their opportunities narrowed by the pandemic's effect on the labour market to progress into employment, education and training
- Understanding the **value from the collaboration** between providers
- Outlining the **impact of the Walcot Job Transition Grants** scheme in addition to the support provided
- Better understanding the **impact of the programme as a whole**, considering what might have happened without the funding.

This report outlines our methodology, interim findings, conclusions, and recommendations.

Evaluation methodology

We have taken a mixed methods approach to the year 1 evaluation drawing on quantitative and qualitative information. This has included:

- **Quarterly monitoring data:** The monitoring data is collected on a quarterly basis tracking participation in the BounceBack programme, specifically demographic information, poverty and vulnerability measures, registration information, information regarding touchpoints and activities on the programme and outcome information.
- **Scoping and round one interviews with key staff delivering the mentoring programme:** In-depth interviews were conducted with each delivery partner involved in the direct delivery of the with each provider to reflect on their model and offer, understand their referral and progression pathways and their contribution to the Programme. Interviews were designed to gather insights and reflections on the delivery of the programme, to understand the distinctions between each programme, hear about any challenges and hear what has been working well so far. This was also a chance to explore in more detail



experiences of the partnership approach and hear about progression in developing relationships, methods of working together and any concerns or challenges.

- **Capacity and learning sessions bringing together the delivery team:** Alongside the in-depth interviews, Rocket Science facilitated six learning and capacity building sessions, the first outlining the monitoring and evaluation at the outset of the programme and the rest used for peer-to-peer shared learning, to reflect on the Programme to date, hear the latest local insights and trends or a particular issue, challenge, or element of best practice review.
- **Interviews with young people being supported by the programme:** Rocket Science have spoken to nine young people so far. These one to one interviews were delivered in person and virtually or via telephone, depending on the young person's needs and preferences. These were coordinated in partnership with their associated delivery organisations and were used to better understand their experiences of being on the programme and the impact of their involvement.

The methodology used for year two will be repeated in the second year of the evaluation, with several additions including:

- **Cost Benefit Analysis case studies:** Using information from the ongoing monitoring data and the case study interview with young people, we will develop a series of Cost Benefit Analysis case studies to outline their impacts on the individual and prospective savings on other services.
- **Stakeholder consultation:** Rocket Science will consult with a variety of stakeholders, identified in collaboration with the programme coordinator and delivery team. These will include key referral partners, services providing professional support to mentees and any other organisations or services who may be appropriate to share insights into the influence and advocacy of the programme.
- **Round two and three interviews with key staff delivering the mentoring programme:** Following on from the round one interviews, Rocket Science are scheduled to speak to the partners again – first in January 2023 and finally in September/October 2023. This will be to formally check in on progress with delivering the programme and hear their reflections and insights. Alongside this, it will be a chance to reflect on the partnership model.



2.3 Background and context

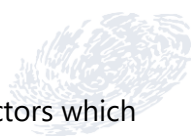
The impact of Covid-19 has been devastating for communities and this is only expected to worsen with the cost of living crisis. Recent data shows the extent to which employment and the labour market have been impacted by these, particularly in areas with instances of high deprivation and Lambeth is an area in London with growing inequality.

Lambeth as a borough sees higher benefits rates which includes out of work benefit rates (12.9%) and unemployment rates (6.2%) than the London average. The Trust for London's Poverty Profile highlights a clear trend of younger workers being one of the key groups who have been hit the hardest. Many employers have not been proactive in recruiting and retaining younger people, with under 18s being the least likely to remain in employment as a result of Covid-19. Overall, under 18s have seen a 35% fall in payrolled jobs, 18–24-year-olds an 8% fall, and those aged 25–34 a 3% fall.

Unemployment benefits being claimed by 18 to 24 years olds have increased by 7.2 percentage points since the start of the pandemic, double the rise seen among 60 to 64 year olds (3.6%). As an ethnically diverse borough, financial need is likely even greater in Lambeth as Londoners from Ethnic Minority backgrounds are significantly more likely to be living in poverty, almost twice that of White groups. Currently 42,151 people in Lambeth are receiving Universal Credit payments, the highest monthly figure since the pandemic began. Under 30s account for almost one third (29%) of all people in the area on Universal Credit, with 20 to 24 year olds making up 12%, and 25 to 29 year olds making up 15%.

The impacts of Covid-19, including repeated lockdowns, furlough and redundancies have affected those already disadvantaged and the toll for young people has been heavy. Young people have made up almost two thirds of the total fall in PAYE employment over the course of the pandemic, with youth employment falling by 11.2% compared to 1% for over 25s. This is impacting long term unemployment among young people.

Lambeth was an area which saw more sectors shut down during Covid-19 compared with the rest of London (18.6% cf. 17.9%). A greater proportion of the Lambeth workforce are employed in the hotel, food and drink and performing arts industries, all of which are sectors which were effectively



'shut down' during the various Covid-19 lockdowns over the past year. These are sectors which also have a high proportion of young people working in them. The Institute for Employment Studies found that accommodation and food services and the retail sector together accounted for just over half of the fall in employment in the first nine months of the crisis. The 2021 London Poverty Profile paints a similar picture, finding that the accommodation and food services industry in London saw the highest furlough rates of all sectors (26%) and saw a greater proportion of furloughed staff when compared to the rest of England.

The Covid-19 labour market recovery has been unequal between different sectors and demographic groups across London. While the UK employment rate has increased over the past few months, this is still below pre-coronavirus pandemic levels. Some sectors, such as human health and social work, IT, accommodation and food services, have seen large increases in both employment and vacancies, generally vacancies and postings are steadily decreasing as a result of the economic recession, high inflation and energy prices.

London residents with lower-level qualifications have been the most affected by the pandemic and likely find it more difficult to seek employment given the current cost-of-living crisis. The availability of people with the appropriate skills has become a challenge as a consequence of the pandemic, partially reflected in early retirements and the increasing number of people who are reporting chronic health problems. As a result, when the available supply of skills does not meet the skills that employers look out for in the labour market, this can negatively impact productivity, innovative performance and the overall competitiveness of firms. In the [2022 Youth Voice Census](#), 51% of young people aged 19+ found that mental health challenges were the biggest barrier to accessing employment opportunities, followed by overall feeling unprepared for future employment, lacking work experience and accessing quality work and pay.



3. Delivery Models

This Chapter explores the delivery models themselves, looking at each of the specific partners and their intended programmes. From this, we then explore the experiences and key lessons learned among the partners throughout year one of delivery.

3.1 The Partners

Initially 16 different projects across 17 organisations were funded across the borough, with one being a partnership between two organisations. One project dropped out early into the first year of delivering and before beginning any programme delivery, and another was not funded going into year two. In October 2022 four new projects will be starting to deliver their own Bounceback projects to

The partner organisations were chosen to represent a range of sectors, specialisms and locations to support the widest range of young people across the borough. Below we have provided summaries of the projects developed by each organisation.



Table 1 Bounceback partner organisations and their delivery models

Organisation:	Target number of young people (over 2 years):	Young people supported:	Primary outcomes achieved:	Programme description:
198 Contemporary Arts And Learning	58	31	14	<ul style="list-style-type: none"> • Supporting individuals with some creative experience into careers in the creative and cultural industries, with a particular focus on art/design • Two six-month intakes per year with the opportunity to increase and refresh skills, enhance networks and gain work experience • Hosted at the newly refurbished 198's gallery and will include access to their new facilities, including gallery space, Mac suite and learning/shadowing with other creatives who have taken up residence there.
Construction Youth Trust	75	43	14	<ul style="list-style-type: none"> • Support for those interested in construction as a career • A programme of one-to-one coaching, training, employer-led work experiences and employability work • Focus on getting participants 'work ready' • Connecting young people with real employment and training opportunities in the construction industry
Creative Sparkworks	80 (joint target)	14	7	<ul style="list-style-type: none"> • A partnership between Creative Sparkworks and Iconic Steps • Supporting participants to gain access to the film and media industry



Iconic Steps		15	5	<ul style="list-style-type: none">• Support includes hands-on technical craft and software training, 1-2-1 employability skills coaching, soft skills and wellbeing support, motivational industry speakers and mentoring• Draws on a strong network of employers within film and TV industry• Providing connections to entry level jobs in the creative sector• Ongoing peer support to aid the retention of jobs and progression in the industry
Groundwork London	20	5	3	<ul style="list-style-type: none">• A salaried work placement programme• Providing 6 months mentoring and confidence-building sessions• Developing new practical and technical skills to gain employment in new green industries• Placements will be based at Groundwork's workshop in Wandsworth, repairing scrapped domestic appliances and furniture. After 6 months trainees will either be retained permanently at Rework or supported to find other opportunities.
High Trees Community Development Trust	120	71	21	<ul style="list-style-type: none">• Access to a 1:1 job searching service• In-house vocational courses and training opportunities• Providing links to other employment opportunities via High Tree's sector-based work academies based in Tulse Hill
Indoamerican Refugee And	80	28	6	<ul style="list-style-type: none">• Supporting Latin American migrants and other Spanish and Portuguese speaking Lambeth residents into employment



Migrant Organisation (IRMO)				<ul style="list-style-type: none">• Providing 1:1 job searching support• Providing access to ESOL classes• Providing access to employability workshops• Supporting with training and certifications (e.g. CSCS cards)• Providing ongoing support to retain jobs once secured
Lambeth College	400	Dropped out prior to delivery		<ul style="list-style-type: none">• Providing training, employability support and access to education at Lambeth College• A 'gateway' coordinator will work alongside their current Youth Hub and youth work team and improve engagement with a focus on 21+ age range and lead on connecting local unemployed people to all the opportunities on offer at the college• Providing 1:1 sessions and support to those who need it
Leadership Through Sport And Business	20	6	3	<ul style="list-style-type: none">• Supporting young people to gain paid apprenticeships via specialist employability 'bootcamps' – each between 1 month and 4 months long (depending on the sector)• Supporting participants to gain employability skills and qualifications needed to transition into employment in the finance, legal, and digital sectors upon completion• Supporting participants into paid roles with partner employers



Marcus Lipton Community Enterprise		Started delivering in October 2022		<ul style="list-style-type: none">• An employment readiness project working with young people with multiple and complex needs, particularly those who are on the fringes of the criminal justice system in the Coldharbour ward• Each beneficiary will have an individual plan set with their 'trauma informed' key worker• Access to therapeutic services, work tasters and soft skills workshops
Rathbone	128	38	16	<ul style="list-style-type: none">• Providing casework support, small group sessions and employment brokerage• Working alongside the Rathbone Youth Hub• Offering a range of support services• Referrals to the Job Centre/Youth Hub opportunities when participants are 'job ready'
Ripe Learning	110	42	18	<ul style="list-style-type: none">• A focus on improving the Digital, English, Maths and Employability skills of participants• Supporting and engaging Ethnic Minority groups and parents• Supporting participants towards Entry Level to Level 2 qualifications to meet the necessary entry requirements for a range of job roles primarily within the Digital, Health and Social Care sectors with employability sessions embedded in all aspects of teaching/learning
Rising Stars Support		Started delivering in October 2022		<ul style="list-style-type: none">• Mentoring and employment support• Access to martial arts training



				<ul style="list-style-type: none"> • Opportunities to complete vocational qualifications in fitness instructing, security and construction.
School of Hard Knocks		Started delivering in October 2022		<ul style="list-style-type: none"> • 4x4 week employability courses based at the Black Prince Community Hub • Participants will take part in a boxing/sports/gym session, have a hot lunch and access personal development opportunities • 1:1 career support during the course and upon completion to help them progress into work • Weekly drop-in boxing sessions throughout the year
Slade Gardens Community Play Association	110	30	7	<ul style="list-style-type: none"> • Training local residents to take up professional posts as Play Workers, Early Years Workers and Gardeners • Participants will gain AQA qualifications in their chosen area and complete work experience at Slade Gardens, which will offer 3-month in-house work placements in all 3 specialisms • Support provided to find employment in chosen industries, with some being offered work at Slade as part of their expanded holiday programmes
Spiral Skills C.I.C	150	65	42	<ul style="list-style-type: none"> • 1:1 coaching, skills development and training • Taking referrals and supporting their alumni from their school programmes • Providing a range of work experience and work taster events through Spiral's list of partner businesses and also be linked in with employment opportunities



Streatham Youth and Community Trust		Started delivering in October 2022	<ul style="list-style-type: none"> • Two 14-week training programmes that will work with small cohorts of long-term NEET young people • To be onboarded via contact with the SYCT Youth Hub and wider youth provision • Providing a programme of individually tailored support, which could include English and Maths, confidence building, mindfulness, work-related training and placements and access to intensive driving lessons and a full license 	
Thames Reach	320	Only delivered in year one (October 2021 to September 2022)	<ul style="list-style-type: none"> • Employment of a Lambeth Jobs Broker to support clients to become work ready and source suitable employment opportunities locally via their existing networks • Basic skills development (or specific qualifications/certification) can be supported to Thames Reach interlinked employment and skills services • Taking referrals from a network of supported housing and homelessness services across the borough, which Thames Reach run, as well as other general referrals 	
Toucan Employment	50	27	12	<ul style="list-style-type: none"> • A catering sector-specific project, run in collaboration with Kata Kata Restaurant, Cafe Van Gogh, and The Old Post Office Bakery • Developing the employability skills of participants with disabilities and learning difficulties • Offering work experience, certified training and soft skills development



				<ul style="list-style-type: none">• Provision for residents who are looking for a career in catering or hospitality• Providing intensive job search support
Unity Works Social Enterprises	64	27	7	<ul style="list-style-type: none">• Supporting under 30's with a learning disability• Providing a specialist Employment Advisor to help them identify and apply for jobs• Ability to access one-to-one sessions and small group employability courses• Providing the opportunity to acquire NVQ accreditations in catering, hospitality or warehouse management• Possibility to complete training placements in one of Unity Work's seven social enterprises in London• Access to a wider Health and Wellbeing Programme and a London-wide Jobs Broker, who can help move 'job ready' participants into roles and support them when in post
Walworth Garden	52	26	0	<ul style="list-style-type: none">• A work-based horticulture training programme• Walworth Gardens consists of a working garden/farm, plant shop and horticulture business• Offering train and work experience to people with an interest in gardening/horticulture• Ability to gain a City and Guilds qualification• Provision of appropriate work wear



- Paid work experience opportunities
- The possibility of employment with the business arm upon completion of studies.

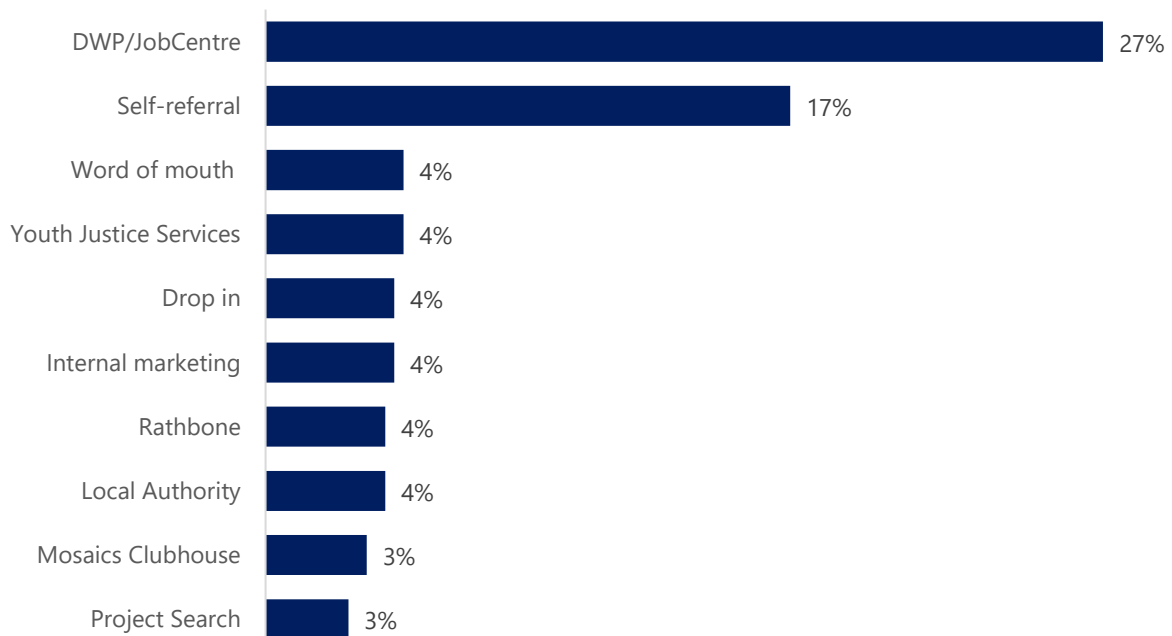


3.2 Experiences of delivering the programme


Referrals

Referrals have come from a range of different routes. The most common referral route is the DWP or JobCentre which makes up 27% of referrals. The next highest are self-referrals (17%). After this the referrals are more sporadic coming from a range of Council services, word of mouth, marketing techniques and other voluntary and community sector organisations, including Bounceback organisations.

Over one quarter of referrals were from the DWP or JobCentre



Referrals were one of the topics most frequently discussed by partners in interviews and the partnership learning sessions. At the beginning of the programme this was a priority for the majority of organisations, who were establishing routes for engagement and building connections with local partners. There were mixed reports across providers about the engagement and usefulness of the DWP, with some seeing a higher number of referrals and sustaining ongoing positive connections while others struggled with establishing engagement. Most providers relied on existing connections and promoting opportunities in diverse ways across the borough. This included using social media, connecting with local organisations linked with young people,



attending and organising events and self-referrals, referring eligible young people who are engaged with other elements of organisational delivery.

“I have really appreciated having a bank of local organisations that I know I can cross-refer to, and it has been wonderful to be able to have participants accessing what they need without worrying about conflicts of interest.” – Provider

Engagement with young people

Providers have engaged with young people in varied ways throughout the programme. **Flexibility** has been noted as a core component of engagement, to allow young people to engage in ways that suit their needs and preferences and therefore leads to the highest levels of sustained engagement. There are two core elements where flexibility has been specifically mentioned – timetabling and delivery methods, including online, telephone and face to face.

- **Timetabling:** Many providers have reported needing to be adaptive around the timing preferences of the young people they support. In some cases, this has meant revising delivery plans to account for more flexible opportunities to best fit the schedules of the specific young people on the programme.
- **Online vs in person:** There have been varied reports and experiences around the preference for online or face to face engagement among the providers, showing the importance of a varied and flexible approach. While online has proved useful for some young people who may not typically engage face to face or may struggle to travel to locations, others have found in person sessions more productive and likely to yield ongoing interaction and engagement.

Additional needs

More young people seeking support have displayed additional or more complex needs than anticipated. This included greater numbers joining the programme with mental health needs and therefore the need for a rounded and holistic approach to providing support. The support has often needed to be more intensive than initially planned.



“Mental health is still an enormous problem for many of the young people, which means we really need to factor a mental health focus into all of our work.” – Provider

Likewise, some providers have noted the need for specific digital and IT skills training, particularly in cases where digital literacy has not been at a high enough standard to support jobs searching. Some providers have commented that the 24 month model of funding is a benefit here as it gives flexibility and time for delivery teams to work closely with young people to offer tailored and in-depth support.

“An advantage has been having access to a network of other organisations offering young people a variety of courses/experience etc. has been great for broadening the offer and options available to the young people and ensuring that no matter their career aspirations and needs, the young people can be referred for more specialist support.” – Provider



4. Impact for young people

This section focusses on the impacts and outcomes seen among the young people on the programme. This includes a summary of who is being supported, the usage and oversight of the Job Transition Grant, the employment and other ‘hard’ outcomes and summary case studies.

4.1 Who is being supported by the Bounceback Programme?

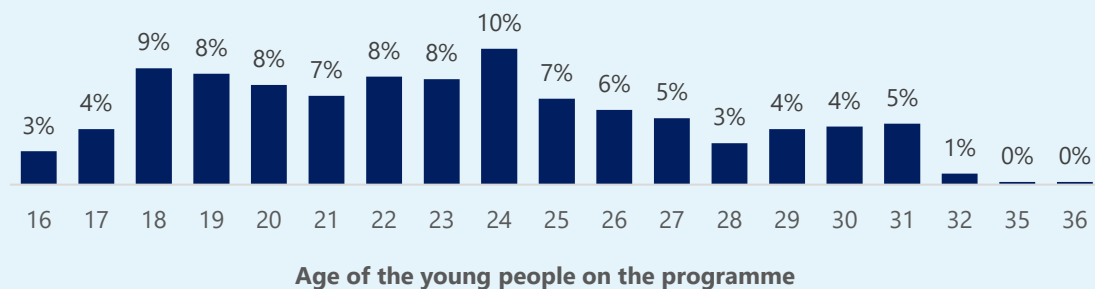
In total 492 young people are being supported across Lambeth borough, between October 2021 and September 2022. Of those 311 are still actively engaged with the programme.

Reach and scope

The demographics of beneficiaries are generally fairly even, representing a spread of different young people living in the borough.

Demographics of young people being supported:

- **Gender:** 56% male; 41% female; 1% non-binary; 1% prefer not to say.
- **Age:** Overall, there is a good spread of ages between 16 and 31.



Across the partners these look slightly different, with each attracting a range of different ages. Construction Youth Trust generally support those in the younger age bracket, with their mean age being 19, whereas Thames Reach, Walworth Gardens, High Trees and 198 Contemporary Arts tend to support more young people over the age of 25.



- **Ethnicity:** There is a high proportion of Ethnic Minority residents, with the largest majority being from Black, African, Caribbean or Black British backgrounds (43%, n=212), the next largest majority being from White backgrounds (18%, n=89), and over one in ten being from either Mixed or Multiple ethnic backgrounds (13%, n=66) or Other ethnic background (12%, n=58). Fewer, although still notable, are from Latin American (6%, n=31), generally seen by IRMO who specialize in support for the Latin American communities, or Asian backgrounds (4%, n=18). A minority stated prefer not to say.
- **Employment and education:** Over half of beneficiaries are overall NEET (58%, n=284), evenly split between being long-term NEET (29%, n=143) or short-term NEET (29%, n=141). A notable proportion are part-time employed (17%, n=82) or in education or training (15%, n=73). Approximately two fifths of young people being supported by the programme have a secondary education in the UK (40%, n=199). Approximately one in ten have either a UK Degree (11%, n=54), a UK professional or technical qualification (10%, n=51) or a secondary education from overseas (8%, n=41)
- **Disability and Special Educational Needs (SEND):** A notable proportion state having a disability (26%) and high proportion of SEND (22%). All of the young people being supported by both Unity Works and Toucan Employment have SEND. The next highest proportion are seen at 198 Contemporary Arts (29%, n=9) and Construction Youth Trust (28%, n=12).

Supporting young people most in need

A core ambition of the programme is to support young people who live in the borough who are furthest from the labour market or facing the most disadvantage. For this reason, we tracked across a number of different vulnerability measures to better understand the types of barriers being faced by those being supported.

Poverty and vulnerability measure of young people being supported:



- **Housing:** Over one third of young people being supported by the programme live in rented council housing (33%, n=164). A further 16% live in rented private accommodation (n=81) and 9% live in either social landlord rented accommodation (n=44). 4% live in temporary or emergency accommodation (n=21), the majority being supported by High Trees (n=6) or IRMO (n=5). A minority, although still notable 1% are either homeless or squatting (n=4).
- **Benefits:** Over half of young people being supported by the Bounceback Programme are in receipt of benefits (51%, n=250). The remaining young people were either NEET, currently in education or training or employed part-time/full-time.
- **Care or care leavers:** Only a minority of 3% of Bounceback beneficiaries are in care or care leavers (n=16). The partner who are supporting the highest proportion of people in care or care leavers are Construction Youth Trust (n=8).
- **Criminal Justice System:** Approximately 13% of young people are at risk of or have been involved with the criminal justice system.
- **Dependents:** Approximately one in ten young people (10%) have dependents. This includes 9% supporting children (n=42), 1% supporting a parent(s) (n=3), supporting multiple dependents (n=1) and other dependents (n=1).

4.2 Job transition grants

What is the Jobs Transition Grant?

The Walcot Foundation gives grants to Lambeth residents to support them to move from benefits or low income to financial self-sufficiency. The Job Transition Grant is a £500 payment to eligible individuals who get a job or apprenticeship whilst receiving help from one of our partners working as part of the 2-year BounceBack initiative. The grant is given in two equal instalments of £250, the first paid once an eligible applicant receives a suitable job offer (more than 12 hours a week) and the second after 3 months of sustained employment. The grant supports young people with starting and sustaining employment to be spent on items such as travel or clothing.



In total the Job Transitions Grant has been used 22 times, for approximately 4% of all young people who have been supported by the Bounceback programme. These were made across 8 organisations:

- Toucan Employment (n=5)
- Groundwork London (n=5)
- Rathbone (n=4)
- 198 Contemporary Arts (n=3)
- Thames Reach (n=2)
- IRMO (n=1)
- Unity Works (n=1)
- And, Walworth Gardens (n=1).

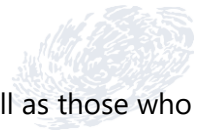
When the grant has been used, providers have reported this has made a big impact for the young people accessing it. This has been for a number of reasons including:

- Financial relief before receiving first pay checks
- Often the first payment young people have experienced
- Increasing the likelihood of sustaining employment
- Supports young people who cannot or are not supported by family or others.

“The Job Transition Grant is a great incentive and confidence boost. Participants have been really excited by it, and I think it takes away some of the anxiety of a job start. I think the grant gives us a great opportunity to have these conversations, as through them we can break down some of the concerns people have on starting work, and actually be able to co-create solutions.” – Provider

“The Job Transition Grant has made a huge difference in helping young people immediately experiencing the financial benefits of working, rather than having to wait a whole month from starting work to actually being paid.” – Provider

Despite the benefits being felt for a small proportion, this has not been used in a number of eligible instances. During year 1 and following suggestions from the providers, eligibility criteria



was amended to include those that were in part-time work or underemployed, as well as those who were unemployed. An ambition into Year 2 is to see increased usage of the grants to ensure the full impact of its benefit are being felt by a wider proportion of young people on the programme.

There have been a number of suggestions for how to improve uptake including:

- Try to further streamline the information required from young people, or more clarity about the requirements to reassure them on the ease of the process
- Consider how to confirm employment without alerting employers to ensure access to the grant is not visible to employers and confirm that there will be no disadvantage to the young person when the grant is accessed
- Whether additional, smaller funds could be accessed by those who fall outside the scope of the eligibility criteria e.g. under 12 hours of employment
- The ability to use funds to cover new qualifications in instances where qualifications are not transferable when moving from abroad
- The ability to use funds for ESOL courses, as this can be a major barrier to employment and good employment opportunities.



4.3 Achieving outcomes


Of the 492 young people engaged in the programme, 36% achieved a primary outcome, 38% have not yet achieved a primary outcome but are still currently engaged with the programme. Of the young people who have ended their interaction with the programme, 26% dropped out or completed the programme without achieving a primary outcome and 14% had unknown results. In some cases, young people have disengaged from the process whilst others have not achieved an outcome before completing their support on the programme. Nevertheless, in some instances young people did report greater confidence in seeking and obtaining employment, education or skills development opportunities in the future.

Young people who achieved an outcome were either in employment (45%) - with the majority in part time roles – or had gained an accredited training qualification (20%). However, a range of different outcomes were also seen as seen in Table 2.

Table 2 Summary table of outcomes achieved

Outcome:	Percentage:
Employment - started job	45%
New qualification - accredited training	20%
Employment - increased hours	7%
Started full-time education - FE level 3+	6%
Employment - started traineeship / apprenticeship	5%
Started full-time education - Level 2 and below	5%
New qualification - other	4%
Employment - started work placement	3%
Started full-time education - university	2%
Employment - retained job	2%

In line with reports from providers, the majority of young people who had an outcome related to employment were in part time roles, with two thirds in part time employment (66%) and one third in full time employment (34%). In terms of the types of contract, there was a fairly even split



between young people in permanent (43%) and temporary (38%) roles, with a smaller proportion in zero hours contracts (19%). The types of employers young people were getting jobs which tended to be positive as four fifths were offering the London Living Wage (80%).



4.4 Case studies

Below we have provided a selection of case studies to demonstrate the experiences and impacts of the programme for young people who have been supported. Overall, these show the struggles young people can face in accessing employment opportunities and the benefits of accessing support.

Across the feedback from young people, the main features of the Bounceback Programme which they feel can help them to achieve positive outcomes include:

- Accessing **one to one mentoring with a trusted adult** who they are able to build a mentoring relationship with throughout their interactions with the programme and is able to provide tailored recommendations
- Providing **practical support, advice, guidance and signposting** which they would be unable to access elsewhere. This includes support with CV development, conducting practice interviews, advice on interview skills and interview techniques, and more
- **Meeting and working alongside other young people**, particularly in group workshops. These helped young people out of their comfort zones and develop better interpersonal skills
- Providing **flexible and person-centred** support which meant that support was tailored to each young person and looked beyond traditional employment and skills development.



Case study 1: Managing social anxiety and work

Age band: 18-25

Gender: Female

Ethnicity: Other ethnic group

Hard outcome achieved: Employment – started traineeship/apprenticeship

Experience of the programme:

- This individual received support with their interview skill and to develop a CV
- Face to face elements were useful for this individual as she struggles to focus when sessions are online
- She feels that the one to one support and having a dedicated mentor helped to motivate her, including little things like sending reminders and checking in via text message
- Support from Bounceback determined young person to finish her 2-year course and continue her employment long-term

Impact of the Programme:

- This individual struggles with her social anxiety and found that being able to meet new people on the course helped to boost confidence
- Another key achievement was being able to pass her CSCS test first time, which she felt was directly related to the support provided by the programme
- She was also able to secure a job as a result of the Bounceback Programme, which again she feels would not have been possible without the support provided
- Being in a job has helped this young person be able to hold down a healthy routine in their wider life, something which she has never been able to do outside of work

"It's not like I'm here because I have to be here, I actually want to be here."



"I am in a routine now, I have to be on site at 7:30, imagine that I used to be late to college that started at 9!"



Case study 2: Building confidence and belief in own capabilities

Age band: 26-35

Gender: Male

Ethnicity: Black, African, Caribbean or Black British

Hard outcome achieved: No hard outcomes achieved

Experience of the programme:

- Having a one to one mentor with a high level of involvement helped this individual to develop their confidence and they do not feel they would have made progress
- Working with different people in workshops also helped to push this individual outside of their comfort zone and learn to work with other people

Impact of the Programme:

- Developing an action plan in the programme has motivated this individual to write a business plan and begin to pursue starting their own business
- The biggest outcome for this individual was the confidence they have built as this has made them feel more able to apply for job interviews
- They also feel more confident to do their own research into organisations they are applying for and applying the interview techniques they have been taught

“My general confidence going into interviews [has improved] and learning how to do a bit of research on the company before going in the interview and applying those techniques.”

“[Developing] the action statement gave me the ambition to write a business plan... and [know] what I want out of it... [I] feel more able to achieve this.”



Case study 3: Finding relevant and appropriate opportunities

Age band: 18-25

Gender: Female

Ethnicity: Latin American

Hard outcome achieved: No hard outcomes achieved

Experience of the programme:

- Practical support was varied, including working on CVs, cover letters and creating a LinkedIn platform
- During her time on the programme, she accessed ESOL courses and courses to improve their digital skills
- Feedback and opportunities to discuss interviews was also seen as a good chance to learn from the experience, even when not positive outcomes

Impact of the Programme:

- One of the most beneficial elements was gaining better awareness of different development opportunities, such as ESOL and digital skills courses. Without the programme the individual does not feel they would have access to these
- This individual felt they had better resilience as a result of the programme and felt more able to recover after an unsuccessful interview
- Having a mentor also developed confidence to be able to access opportunities
- The support also meant the young person felt like applications to opportunities would be of a better standard and therefore improve prospective outcomes

“Having someone who gently says and cheers you on to do more than you may be prepared to do. You can’t get that from a website – it’s a person face to face.”

“I feel more motivated to apply for jobs and do courses which I can add to my CV and experience and skills to achieve that goal to find another job”



5. The partnership approach

Through the Bounceback Programme, the Walcot Foundation wanted to assess whether there was value in the collaborative, partnership approach embedded within the programme. This Chapter explores the perceived value of the partnership approach, looking at the advantages and disadvantages as reported by the partners.

5.1 Advantages

Partner reported a number of advantages of the partnership approach to the programme, often linked to the sharing principles, connections being built and development of wider networks to support young people.

One of the primary benefits reported by partners was gaining better **awareness and understanding of the support provided by each of the Bounceback partners**. As active members of the Lambeth community and employment and skills sector, the partners have found it useful to meet other likeminded individuals and opportunity to connect with a greater number of organisations across the borough. In some instances this has also meant they are able to better identify opportunities for referrals in and out of the programme. Partners comment that they hope these connections will last beyond the programme and feel confident that the awareness will help in other aspects of their organisation, beyond the scope of the Bounceback programme.

“One great thing has been knowledge sharing and learning from each other... This has given me the confidence to take some more considered risks in our delivery rather than playing it safe or being tempted to be too rigid!... I do think this has enabled me to deliver a more interesting and relevant programme.” – Provider

The benefits of the partnership approach have been strongest through the **in-person learning sessions**. The beginning of the programme still felt the consequences of Covid-19 with ongoing restrictions and lockdowns in place. As Covid restrictions have been lifted, hosting face to face partner meeting have built connections and improved communication between partners.



The ability to **share good practice, advice and guidance** is another positive felt across the partners. At the beginning of the programme partners felt able to discuss their successes and challenges relating to referrals and engagement, often sharing practice which had been successful to be implemented across other organisations. This was particularly useful in the wake of Covid-19 due to the changes seen in engagement methods among young people.

“I have enjoyed the partners' meetings, hearing about other providers' experiences and work, and the encouraging, collaborative atmosphere that Walcot have promoted. I also built stronger interpersonal relationships with the Bounceback partners and have even met for coffees with some of the other providers to discuss ideas for programmes, to get and give suggestions and feedback.” – Provider

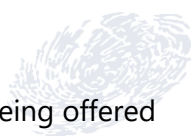
Finally, they reported **positive benefits for the young people** at the heart of the programme. Young people were felt to be able to access a range of support and work opportunities, represented by the different specialisms and expertise across the partnership. Likewise, the partnership meant they had access to a wider scope of partners to refer onto if the application was deemed more suitable for another organisation. Similarly, partners are able to share their job and other opportunities more widely, increasing awareness and understanding of the local labour market and opportunities.

“We have received a number of job/training opportunities from organisations... Without the BounceBack programme, it is unlikely our Lambeth team would have been sent these opportunities directly.” – Provider

5.2 Concerns

Despite numerous positives, there were some concerns or challenges expressed by the partners.

Some partners expressed concerns around **recruiting from the same cohort** or the same 'pool' of young people, exacerbated by some instances of slow referral rates and low engagement at the start of the programme. The hope is that as the organisations become more embedded in the



programme and more familiar with one another, the variety of sectors and support being offered by each providers helps to differentiate the routes for young people to access the best and most appropriate support for their needs.

Concerns around the **double counting of outcomes** was a fear. Despite assurances from Walcot and Rocket Science, this was not always felt to be clear to the partners who communicated worries about cross-referring due to fears around double counting outcomes. In future, it may be worth outlining explicitly upfront that collaboration and cross referrals are encouraged when best supporting young people under the programme.

Some partners also commented on concerns around **not wanting to oversaturate support for young people** accessing the programme. With younger cohorts often engagement can be unstable and therefore some feel it is best for them to focus efforts on one area of support and development before being referred on elsewhere for additional support.



6. Conclusion and next steps

This section reflects on key learning in year 1, including areas which have worked well and areas which could be improved in future programmes or into year 2. Here we will also look forward to plans for next steps into year 2.

6.1 Reflections on Year 1

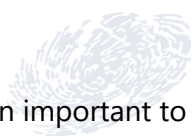
Overall, partners found that they experienced slower starts to their programme delivery in the first half of the year. Despite this, most have found that momentum has been building. The early stages of delivery tended to focus on building referral routes into the programme to ensure young people are able to access the opportunity. For some, building relationships with employers has also been a priority.

In addition, programmes have been tested, tweaked and updated their service delivery to best meet young people's needs. This included trialing different referral routes and onboarding activities.

Many delivery partners have also found that the cohort of young people accessing support has shifted compared to initially anticipated. Many young people are facing more barriers or displaying multiple or complex needs. Some examples include, limited English language skills, poor mental health and a lack of literacy or IT and digital skills.

Overall, what has worked well throughout year one includes:

- Partners feel they have been able to strengthen and grow their referral routes into the programme
- Many feel they have learnt throughout year one and the tweaks made to their service delivery will maximise impact and engagement, including the need to provide flexible methods for engagement, allowing young people to reengage after periods of unresponsiveness and encouraging face to face interaction where possible (with the recognition there is a need for flexibility)


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- Relational support and one to one elements of programme delivery have been important to young people and are felt to be significant in allowing them to achieve their outcomes
 - Young people have found holistic, wrap-around and person-centered support highly valuable and partners find this increases likelihood of seeing positive outcomes
 - When used, the Job Transition Grant has been useful for young people to support them into work and sustain employment. The extension of the grant to under-employed young people is also viewed positively.

In terms of some of the challenges which have been overcome, these include:

- Recruitment and referral routes were initial challenges, made worse by Covid-19 context and especially difficult among groups are typically seen as 'harder to reach' or more excluded
- Once a young person is onboarded and engaged with the programme, their involvement and attendance can be sporadic and unstable
- The quantity of youth provision in the wake of Covid-19 meant some partners felt initial interest was lower than anticipated
- Partners have acknowledged that the impacts of the pandemic are still being felt and in many cases have left young people 'a step behind', meaning they are in need of more intensive and rounded support.
- Partners have found that there are higher numbers of young people with poor mental health than initially anticipated
- Some have noted some difficulty in finding appropriate and well-suited jobs for the young people they are supporting.

6.2 Next steps

Into year 2, we plan to continue to build on the insights generated in this interim report. However there will be some notable additions, including the cost benefit analysis cases studies to build greater clarity on the impacts for young people being supported and the wider public and voluntary sector communities. The case studies will be developed further to provide greater insight into the impacts the programme has had on young people. As projects have become more stable



as referral routes have become firmer and more established, many partners will be focusing on achieving outcomes for young people. This will be mirrored in the evaluation.

We will also assess the impact of aligning the programme with the Lambeth Council Youth Hubs. This was explored early on in the evaluation with the delivery partners and was not initially something they were greatly aware of, however it will be worth considering this in future consultation with the partners.

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