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Evaluation of the Young Citizens Programme: interim report

July 2021

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Summary

This interim report analyses feedback from young people and professionals involved in Coram's Young Citizens Training Programme between July 2019 and March 2021. This is midway through the three-year funded programme which ends in September 2022.

The Young Citizens Training Programme aims to make a positive impact on the lives of 16-25 year olds from migrant and refugee backgrounds, enhancing their resilience to overcome the challenges they face and supporting them to make positive lives for themselves in this country.

Young Citizens Participants (YCP) attend peer-led workshops co-produced and delivered by Young Citizens Trainers (YCT), who use their experience of overcoming challenges when moving to the UK to help their peers. Workshops aim to increase YCPs' emotional wellbeing as well as knowledge of their rights and how to access them. Professionals from colleges, youth groups and local authorities also attend the workshops alongside YCPs. This includes youth workers, ESOL teachers and UASC (Unaccompanied Asylum Seeking Children) team managers.

Between July 2019 and March 2021, 41 YCTs attended training to equip them in their roles and co-designed the workshops alongside experts from across the Coram group.

YCTs took part in training and co-design of workshops in three cohorts:

- Cohort 1: July 2019 to November 2019;
- Cohort 2: July 2020 to October 2020; and
- Cohort 3: February 2021 (intensive training).

Following the training and co-design process, YCTs delivered workshops to 308 YCPs. These were a mixture of in person and online sessions and were delivered in colleges, youth groups and local authorities. YCTs continue to meet after completion of the training to learn additional skills, develop resources for young people and to build a sense of community with the rest of the YCT group. These will be referred to as YCT sessions in this report, to distinguish from the workshops they run for YCPs.

Feedback summary from Young Citizens Trainers after training

- All but one (98%) felt prepared to run training and workshops for other young people;
- 97% felt their confidence had increased to achieve future goals; and
- 97% felt they had developed skills to help them with future goals.

"The main thing I really enjoyed about the programme is the opportunity that is given to me to share my experiences with other young people in the same situation like me."
- *Young Citizens Trainer*

Feedback from first cohort of 12 Young Citizens Trainers after their first nine months' involvement

All young people agreed:

- Their confidence had increase to achieve future goals;
- They had developed skills that will help them with their future career goals;
- They felt part of a community and felt supported by other members in the YCT group.

Additionally:

- 11 felt they had helped other young people (one young person did not agree or disagree); and
- 11 felt their perspective as a young person from a similar background to the workshop participants had made the project better than if it was only run by professionals (one young person did not agree or disagree).

Feedback summary from Young Citizens Participants

- 92% liked that the workshop trainers were also young people;
- 90% felt more positive about the future;
- 88% felt close to other young people;
- 85% felt they could deal with problems better; and
- 84% felt more aware of where to go for support.

Feedback summary from professionals

- All professionals found the workshops useful for young people, and for themselves;
- 94% thought the workshops helped young people know where to go for support; and
- 93% thought the workshops had more impact as a result of being led by young people with similar experiences.

Suggestions for improvement

- Suggestions for YCTs include: more frequent YCT sessions if possible within budget and timeframes; and more support with progression including goal setting and support into work and employment.
- Suggestions for YCP workshops include: more facilitation training for YCTs; more games and activities; continue to signpost YCPs to education and employment support; continue to adapt workshops to support accessibility needs; more small group and pair work; and follow up support for the professionals supporting workshops.

1. Introduction

The Young Citizens programme began in February 2017 as an ambassador programme for young people from migrant and refugee backgrounds. The group were involved in a series of projects to challenge perceptions and support the inclusion of migrant and refugee young people. Through feedback from the young ambassadors, the Young Citizens Training Programme was developed in 2019 in order to give them the opportunity to help other young people directly. The programme was developed to address specific needs faced by young people newly arrived in the UK as evidenced through local and national research¹, consultations with 200 ESOL (English for Speakers of Other Languages) students and 44 Young Citizens members.

The programme is grounded in what is important to young people and they are central to its design and delivery. Young Citizens Trainers shape the content of the workshops through a series of workshop design sessions. They are trained in delivery and equipped with public speaking and facilitations skills to enable them to co-deliver workshops in colleges, youth groups and local authorities. Each new cohort of Young Citizens Trainers are trained by existing trainers.

The programme is funded by the Mayor's Young Londoners Fund (YLF) and John Lyon's Charity from July 2019 to September 2022.

Workshops are delivered to young people in colleges, youth groups and local authorities in North West and South East London, specifically in 11 boroughs: Lambeth, Southwark, Lewisham, Brent, Barnet, Harrow, Ealing, Kensington & Chelsea, Hammersmith & Fulham, Camden and Westminster. Feedback from the workshops is collected from YCPs and YCTs, as well as professionals from the colleges, youth groups and local authorities who attend the workshops. This includes youth workers, ESOL teachers and UASC (Unaccompanied Asylum Seeking Children) team managers.

98%
of Young
Citizens Trainers
felt prepared to
run training and
workshops for
other young
people

In the first year YCTs co-designed and delivered the following four workshops:

- Life in the UK;
- Tree of Life;
- Understanding the Asylum Process; and
- Your Rights as a Care Leaver;

¹ [The Forum \(2014\)](#); [Quinn \(2014\)](#); [Fazel, Wheeler & Danesh \(2005\)](#); [Schweitzer \(2014\)](#); [European Union Committee \(2016\)](#).

Whilst the Tree of Life was positively received, it didn't fully utilise the skills and expertise of the YCTs as it was an existing therapeutic model. Following feedback from young people, two new workshops were co-designed with YCTs to replace Life in the UK and the Tree of Life workshops:

- Building your Support Network; and
- Skills for Wellbeing.

The Skills for Wellbeing workshop focuses on building resilience through recognising skills young people have used in the past to overcome challenges such as confidence, resourcefulness and determination. It also covers self-care and positive affirmations.

Life in the UK was replaced by Building your Support Network, as feedback indicated that young people often did not know how to

"I enjoyed everything, it is really helpful and useful. Share my experience and know that I wasn't the only one who had those kinds of problems"
- *Young Citizens Participant*

access support and get involved in local activities, and lacked the confidence to do so, which led to young people feeling isolated. The workshop focuses on the skills and confidence they need to overcome practical and emotional barriers to accessing support and activities.

The Your Rights as a Care Leaver workshop was revised based on input from young people, such as reordering activities or bringing out the point of certain exercises more clearly. The Understanding the Asylum Process workshop was revised to include more interactive elements and moved the focus away from the process itself to building the young people's confidence to access their rights and feel more involved in the process.

Between November 2019 and March 2021, 29 workshops took place and 308 YCPs attended. Twenty workshops were funded by YLF and nine by John Lyon's Charity due to timetabling (we were told by the Programme Manager that by the end of year 2 this split will even out as higher numbers of workshops are scheduled in John Lyon's Charity target areas in the following months). Fifteen workshops were held virtually between October 2020 and March 2021 due to Covid-19.

Coram has achieved Standard 1 against Project Oracle Standards of Evidence for Young Citizens' Training Programme (YCTP) undergoing a process of planning and reflection to create:

- a theory of change that describes the logic underpinning the project;
- an evaluation plan that is meaningful and proportionate to measure; and
- key outcomes and mechanisms of change.

Image 1. Young Citizens Trainers at Lewisham College



90%
of Young Citizens Participants felt more positive about the future after attending a workshop

This interim report analyses the level to which the programme has achieved outcomes set out in its Theory of Change using survey responses from YCTs, YCPs and professionals between November 2019 and March 2021. Feedback was collected through paper questionnaires and through the online survey platform SmartSurvey. After the first six months, changes were made to the wording of some of the questions based on feedback from young people with lower levels of English. For example, the question ‘*what can be improved about the workshop?*’ was edited to ‘*what can we change to make the workshop better?*’ as some young people misread the question as what they could improve about themselves. A final report will be written in October 2022, which also will include qualitative interviews with YCTs.

1.1 Aims and outcomes

The programme aims to help young people from migrant or refugee backgrounds to make positive lives for themselves in the UK. Prior to the start of the programme, a Theory of Change was created which covers the goals and outcomes that were expected (Figure 1).

The process through which young people engage and benefit (mechanisms of change) are:

- Young Citizens Trainers feel a sense of ownership, responsibility and leadership;
- Young people from migrant / refugee backgrounds feel connected to and supported by other young people with similar experiences; and
- Receiving training and information from someone from a similar background and age means young people are more likely to engage with the messages and content of the workshops.

Image 2. Young Citizens Trainers presenting the certificates they received on completion of their training

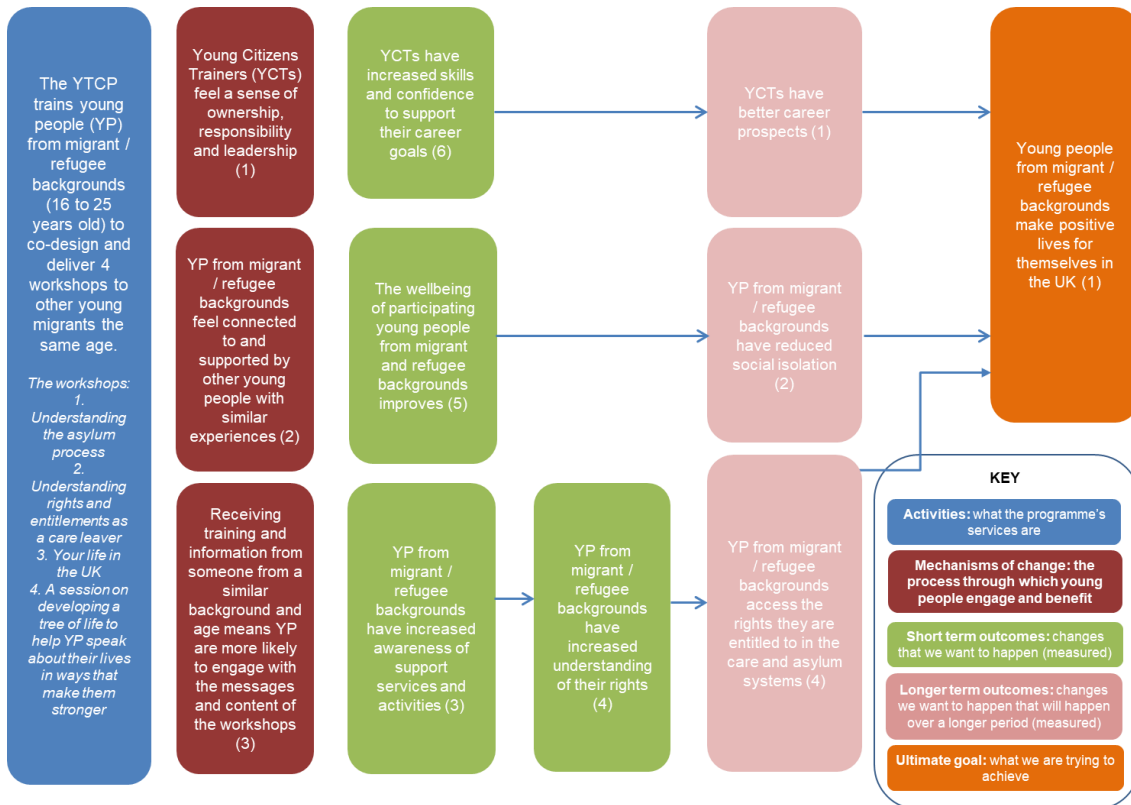


Intended outcomes for young people across the programme include:

- An improvement in wellbeing;
- Increased awareness of support services and activities; and
- An increased understanding of their rights.

Long term aims include reduction in social isolation and increased access to the rights young people are entitled to. Additional aims for YCTs include increased confidence and skills to support career goals, leading long term to better career prospects.

Figure 1. Young Citizens Programme Theory of Change



2. Methods

In total, 256 YCPs provided feedback about the workshops, out of 308 total attendees (83% response rate). Feedback was collected from all workshops but two, Your Rights as a Care Leaver and Understanding the Asylum Process, which took place in October 2020. These were delivered online causing difficulties in ensuring data was collected. After this, time was factored into online workshops to ensure feedback forms were completed.

92%
of Young Citizens Participants liked that the workshop trainers also were young people

YCPs were asked between five to seven statements about the workshop in form of a Likert scale. Five statements were asked in all feedback forms, and two statements were only asked in certain workshops (Table 1).

Image 3. Young Citizens Trainers delivering a workshop with Springboard Youth Academy

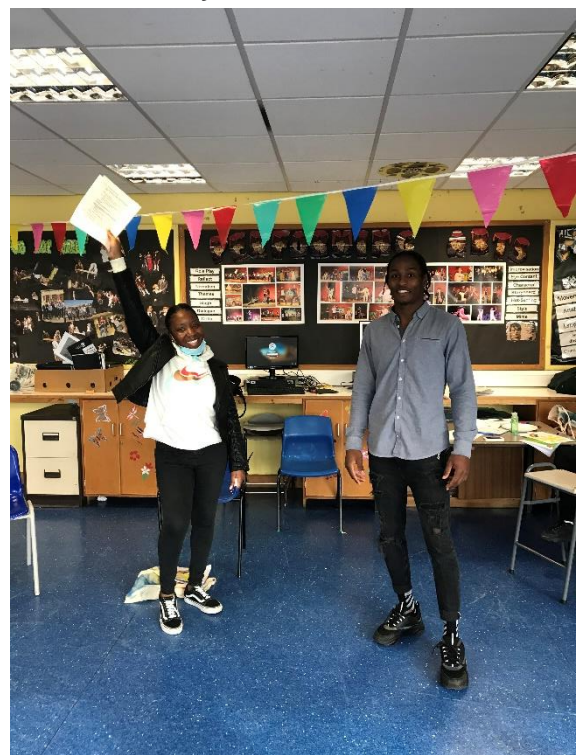


Table 1. Statements asked in YCP feedback forms

Statement	Workshop
I understand more about my rights	Your Rights as a Care Leaver; Life in the UK (one workshop); Understanding the Asylum Process
I am more aware of where to go for support that will help me	All workshops
I am more likely to get involved in new activities	Building your Support Network
I feel like I can deal with problems better	All workshops
I felt close to the other people in today's workshop	All workshops
I liked that the workshop trainers were other young people like me	All workshops

YCTs who attended training and co-design sessions between July 2019 and November 2019 (10 within London and an additional three outside London) were given one feedback form to complete after their training. YCTs attending the second and third training and co-design sessions from July 2020 to October 2020 (10) and February 2021 (18) were given a pre-survey to complete prior to starting the training and a post-survey to complete after the training had finished. In total, 23 YCTs completed a pre-survey (82% response rate) and 36 completed a post-survey (88% response rate).

“I really liked the interaction activities they did with us, even I, who am shy and introverted liked it, I learned a lot today”
- Young Citizen Participant

YCTs were also asked about their wellbeing by using the Short Warwick-Edinburgh Mental Wellbeing Scale² (SWEMWBS). The wellbeing scale is used by to understand YCTs wellbeing before, midway through and at the end their involvement, and any changes in this. The questionnaire³ uses seven questions to mainly understand functioning rather than feelings (it is a shortened version of a 14 item questionnaire). Scores can range from 7 to 35 and higher scores indicate higher positive mental wellbeing.

In April 2020, 12 YCTs from Cohort 1 completed a follow up survey on their experiences of being involved in the Young Citizens Training Programme.

Professionals were given a feedback form at the end of the workshops, which asked about how they and the young people they worked with had benefitted from the workshop. Feedback was collected from 27 professionals, out of 28 attending the workshops (96% response rate).

3. Feedback from young people and professionals

The following bolded statements are the outcomes set out in the Theory of Change with analysis on how far the survey responses demonstrate that these outcomes were met.

² Further information about SWEMWBS can be found here: <https://www.corc.uk.net/outcome-experience-measures/short-warwick-edinburgh-mental-wellbeing-scale-swemws/>

³ https://www.corc.uk.net/media/1245/swemwbs_childreported.pdf

Young people from migrant / refugee backgrounds feel more informed about their rights and entitlements

This outcome was evident in the feedback, where 97% of all young people (both YCTs and YCPs) felt more informed about their rights and entitlements.

Separately, all YCTs felt more informed about the rights and entitlements of migrant young people after involvement in the training and co-design process (Figure 2).

Two YCTs commented that they had increased knowledge of their rights:

- “Learning about the different rules, laws and help that young asylum seekers and refugees could receive”; and
- “What I’ve enjoyed about the programme was getting the opportunity to learn about rights for asylum seekers and refugees; in a fun and interactive way.”

“What I’ve enjoyed about the programme was getting the opportunity to learn about rights for asylum seekers and refugees; in a fun and interactive way...I’ve also enjoyed meeting new people and hearing their stories and advice on what makes a good session”
- *Young Citizens Trainer*

Figure 2. YCTs’ responses to six statements about the training programme



(n= 36)

Similarly, almost all YCPs (96%) felt they understood more about the rights after attending the workshop (Figure 3). One young person commented:

- “[I] know my rights, how to search for Local Offers”.

Five professionals who attended the Your Rights as a Care Leaver workshop were also asked whether they thought young people had learnt more about the rights, and all five either strongly agreed or agreed. Feedback included:

“Before I didn’t know anything about my rights but now you guys have helped me a lot”
- *Young Citizens Participant*

- “Students were taught about their rights and where to access information about their rights that they can refer to in their own time. Also, students were provided with useful contact details if they needed to speak to anyone about their situation and seek advice”;
- “Informing young people about the process of leaving care. Some seemed to know little about it, which was slightly concerning”; and
- “It made students more aware of their rights and how to ask for help”.

Figure 3. YCPs’ responses to workshop statements



(n= 31-246)

Young people from migrant / refugee backgrounds to feel connected to and supported by other young people with similar experiences

This came through in both feedback from YCTs after the training, and in their follow up survey. All YCTs felt part of a community and felt supported by other members in the YCT group. Many YCTs said they had enjoyed meeting other people, making friends and learning from others with similar experiences:

“I think I have encouraged other young people on the project and made them want to accomplish their goals”.
- *Young Citizen Trainer*

- “The amazing staff and the inclusion during the sessions. They make everyone feel valued and connected. Very engaging”;
- “Being able to be part of community where I can be understood, is what I enjoy most about the programme”;
- “Meeting new people and help them through the programme”; and
- “Sharing experiences with people”.

The majority (88%) of YCPs felt close to other young people during the workshops (Figure 3). Young people commented:

- “[I have enjoyed] sharing our frustrations together so that we don’t feel alone”;
- “It was fun and it helps us to tell people their strengths and vice versa, it felt that it makes us close to one another”; and
- “I liked getting to know people better”

“It was useful to give the young people practical advice and practice looking up information and role playing phone calls. The sun/rainbow exercise was great for reputation and self-esteem. It was extremely valuable that the facilitators had shared experience and insight to offer the young people”
- Professional, Building your Support Network

In addition, all but one professional also thought young people appeared connected during the workshops. Feedback included:

- “It allowed students to express themselves and engage with classmates they don't normally sit with”;
- “Meeting each other and sharing similar experiences. Seeing solutions. Being inspired to try & see other who have made it”;
- “The girls had a platform to share their challenges and potentially share their experiences they have been too shy/nervous to share. It was nice that they could hear other people’s struggles and listen in on ways they could have overcome them. Also, the affirmations at the end were very uplifting”.
- “I think it helped the students to open up and realise they are not alone. I think they are more connected now than in the beginning of the session. I think they all feel much more positive now about life”.

This positive feedback from young people and professionals can also be linked to the Theory of Change and programme aim of reducing social isolation and increasing wellbeing:

- “Sharing our frustrations all together so that we don’t feel alone”.

Receiving training and information from someone with a similar background and age means young people are more likely to engage with the messages and content of the workshops

This was supported by feedback from the majority (92%) of YCPs who liked that the workshop trainers were young people like them.

93%
of professionals thought the workshops had more impact as a result of being led by young people with similar experiences

All but one YCP felt their perspective as a young person from a similar background to the workshop participants had made the project better than it would have been if it was run by professionals. One young person did not agree or disagree.

One young person commented:

- “The main thing I really enjoyed about the programme is the opportunity that is given to me to share my experiences with other young people in the same situation as me”.

94%
of professionals thought
the workshops helped
young people know where
to go for support

Professionals also reported (93%) that the workshop had more impact as a result of being led by young people with similar experiences. One professional did not agree or disagree, and another professional disagreed, but they did not comment why. However, several other professionals left positive comments about young people being able to share experiences:

- “...It was extremely valuable that the facilitators had shared experience and insight to offer the young people”;
- “Allowing young people to share and see others who have been through similar things”; and
- “Hearing from other young people. Being able to share experience & learn about who can help”
- We think it was really useful for them to discuss their experiences with their peers as well as the young people running the workshops.
- “It was student led, which was lovely because it meant they were engaged and they could voice their opinions.”

Young people have an increased awareness of support services and activities

Most (84%) YCPs felt more aware of where to go for support after attending the workshops (Figure 3). One YCP wrote “they gave a lot of advice”, and another one commented “I learnt about Local Offers”. Almost all YCTs (91%) also felt more confident about getting the support and services they need (Figure 2).

The majority of professionals (94%) thought the workshop had helped young people know where to go for support. Comments included:

- “...It worked really well asking the young people what they would do in certain situations to help them connect with different services and groups, and encouraging them to reflect on what had helped them in the past”; and
- “[The workshop] gave me an insight into some of the challenges young people in care or leaving care experience and the support they can access”.

Findings from the YCT follow up survey indicated that five YCTs had accessed further support, services or activities as a result of their involvement in the programme. This also supports the programme aim that young people will have increased awareness of support service and activities.

YCTs feel a sense of ownership, responsibility and leadership.

This came through in YCT after training feedback where almost all (97%) felt prepared to run training and workshops for other young people, and felt their confidence had increased to deliver training to other young people (Figure 2).

YCTs shared some of the skills and knowledge they gained as a result of their training in their comments:

“In my opinion the programme was perfect, because it helped me to improve my confidence, my self-esteem, it taught me more about how to speak to other people and more about having an open mind. Thank you so much for this opportunity. I really appreciate it”
- *Young Citizens Trainer*

- “Learn how to make workshops, and how to help other people's...”;
- “[I have improved skills on] how to deliver workshops. Getting more confident with meeting new faces”;
- “My communication skills [have improved] and also to connect to people in the room”;
- “Advice on the what makes a good session”;
- “I really enjoyed taking part of the programme, because it has helped increased my confidence”;
- “The informative and engaging sessions that taught us many things we didn't know before or introduced discussions and topics that we live with every day

and encouraged us to explore them further”; and

- “Mostly how they help as gain confidence when we are talking in front of others”;

All but one YCT in the follow up survey felt they had helped other young people.

Young people have improved wellbeing

The majority of YCPs (90%) felt more positive about the future after attending the workshops and 85% felt they could deal with problems better (Figure 2).

- “They change my way of thinking of some things”;
- “I liked how they support others and try their best about the future”;
- “They give us motivation that youth people need”;
- “I feel a little bit more confident than before”; and
- “I have learnt more how to solve some problems”.

Some commented on the positive atmosphere of the group:

- “[I enjoyed] everything. It was fun, I enjoyed it, I love their attitude”;
- “I enjoyed the workshop because the people are friendly”; and
- “The trainers were so friendly, they gave us a good energy”.

Many YCTs reported feeling they had helped other young people in the comments:

- “I think I was able to change the perspective of young people to make them think more positively”;

“It gave me an insight into some of the challenges young people in care or leaving care experience and the support they can access”
- *Professional, Your Rights as a Care Leaver*

- “Hopefully I have made a noticeable impact on other young people and given them inspiration as to what they want to do in the future. Showing people that I have developed my self-confidence and a range of communication skills that improved my ability to work with other people”;
- “I think I have encouraged other young people on the project and made them want to accomplish their goals”; and
- “A positive impact that ranges from friendship, support, teamwork and sharing my good ideas and experiences”.

In comments from YCTs there was evidence of an increase in confidence and self-esteem:

- “...It helped me to improve my confident, my self-esteem, it taught me more about how to speak to other people and more about having an open-mind” and
- “I feel confident and happy to share my ideas freely”;

“The trainers were so friendly, they gave us a good energy”
- *Young Citizens Participant, Building your Support Network*

One YCT commented “I love helping people that make me happy”, showing that giving young people the opportunity to help others can improve wellbeing. Another YCT wrote:

- “...the atmosphere, even though virtual, was amazing! We laughed, we conversed, we learnt and overall it was enriching, empowering and great!”

Professionals commented:

- “I felt it was a life-affirming and positive experience for the students”; and
- They found it really useful to think about how they could proactively look after themselves and use their skills to navigate difficult situations in a new country.

YCT have increased career prospects

YCTs reported (97%) that they felt their confidence to achieve future goals had increased, and that they had developed skills to help them with future goals (Figure 2).

In the follow up survey of 12 YCTs, all young people agreed:

- Their confidence had increase to achieve future goals; and
- They had developed skills that will help them with their future career goals.

One young person wrote that they had been able to get involved with ZLS London Zoo thanks to their involvement in the YCT programme.

“I think I was able to change the perspective of young people to make them think more positively”
- *Young Citizens Trainer*

3.1 Additional feedback about the programme

Almost all YCTs (94%) found the training sessions very useful, and all but one (97%) would recommend the training to other young people.

All professionals found the workshops useful to them, and for young people. Professionals found the activities useful:

- “Clear, nicely designed resources and activities”;
- “It was useful to give the young people practical advice and practice looking up information and role playing phone calls. The sun/rainbow exercise was great for reputation and self-esteem. It was extremely valuable that the facilitators had shared experience and insight to offer the young people”; and
- “I think the role play and rainbow activities were really good”.

Additional positive feedback from YCTs included:

- “I enjoyed the way we did the workshop especially in face to face session”;
- “Good people. Nice teacher. Friendly people. Improved English. Meeting people from different countries”;
- “Everything, mostly how they help us gain confidence when we are talking in front of others;
- “Getting to know new people with different backgrounds. It was really interesting to know some people’s life and learn from it. It was a really nice programme”;

“I think it helped the young people to open up and realise they are not alone. I think they are more connected now than in the beginning of the session. I think they all feel much more positive now about life”
- *Professional, Life in the UK*

Additional comments from YCPs included how friendly the YCTs were, how much they learnt and what they had enjoyed about the workshops:

- “I don’t know what to say, but you guys taught us lots of things today. Thanks”;
- “That was useful, I had a good time and learned some very important things”;
- “I love the way you guys explained things and thank you for making our day”
- “To be honest I enjoyed everything, because it was totally different and I think the colleges should do more things like that”;
- “They are very friendly and help us too much”;
- “[I] discovered a lot of things about me and others. I love painting or having a creative time”;
- “The attitude from the workshop trainers”;
- “I really enjoyed attending today’s workshop by having fun!”.

“The ability to help other young people from similar background and being able to part of community where I can be understood, is what I enjoy most about the program”
- *Young Citizens Trainer*

3.2 Improvements

Online delivery of programme

Due to the Covid-19 pandemic, YCP workshops and sessions with YCT were for a period delivered over Zoom. As restrictions eased there was a mixed delivery model of online and face-to-face both for YCT training and sessions and YCP workshops.

Four YCTs thought it would be better to have face-to-face workshops, one young person also commented on particularly liking the face-to-face workshops when they were possible. One person commented:

- “I am just sad it wasn't face-to-face, but I am sure it will be great when we meet as well”.

Another young person mentioned technical issues and that “...sometimes we were losing them [the facilitators] as the result of bad internet connection”.

However, one YCT praised the facilitators for being able to deliver online sessions:

- “...what they managed to do through Zoom was incredible and enough, I do not think there was any room needed for improvements.”

One YCT and two professionals mentioned that they would have liked for young people to turn their videos on during virtual workshops, to make the workshops more engaging. We were told by the programme team this can be difficult to enforce as young people tended to keep their video off in their college classes and other online engagement and had not been encouraged to have their videos on in these settings.

Improvements to workshops with YCP

After each workshop the YCTs and Programme Manager debriefed on anything that could be improved for future workshops. We were told feedback from YCPs, YCTs and professionals is acted on and workshops are continually revised and adapted so that each time they are delivered there are changes from previous delivery.

For example, there was feedback that interpreters would be useful (“a translator for some who can't understand”) and we were told this has been factored into workshops for some groups where appropriate. We were told subtitles have been switched on for videos and smaller group activities have been incorporated as requested.

In addition, one professional suggested “a little more clarity and scaffolding/guidance for the role plays” in the Building Support Networks workshop. We have been informed that more guidance and preparation before the role play has since been incorporated in the workshop plan.

The Building your Support Network and Skills for Wellbeing workshops were piloted with a group of young people from Barnet Refugee Service who provided feedback before the workshops were rolled out.

Games and activities

A number of YCPs enjoyed the games and activities and suggested more of them. One professional suggested more engaging games at the start.

One YCT commented:

- “...if we could come up with more strategies to keep the workshop fun and entertaining, while making sure to get the main information across.”

This will continue to be reviewed to ensure the right balance of games alongside getting information across.

have been told that some of those who requested more public speaking training will have now received it and that public speaking training will be prioritised for new cohorts.

Information around university and higher education and employment

One YCP suggested that workshops should include more information around higher education and university. This was also suggested by a young person in the YCT follow up survey:

- “If we can create more workshops about education, like how to access higher education. I think we are all desperate to know more about education”.

One professional specified a focus on employment for care leavers:

- “A greater focus on wage-earning capacity and avenues into paid work was necessary. At the very least, some reference to real work needed to have been made. The focus was on securing allowances. With no trade/experience/qualifications/connections - and hence no work – young people leaving care may be left either welfare-dependent or vulnerable to targeting by criminal individuals/groups. A lot of looked after young people demonstrate real ambition. This needs to be harnessed.”

Further education and employment is not a specialism within the Coram group, however there are other charities (specifically Refugee Education UK and Breaking Barriers) which lead in this area for refugee young people. Both organisations are signposted to in the Building your Support Network workshop. The programme team stated that signposting and working closely with other organisations like this will continue to ensure this is not a gap.

Adaptions for accessibility needs

A few professionals suggested that the workshops should include more time to consider and prepare for accessibility needs.

One professional suggested:

- “Adapted for ESOL learners. Each stage was too lengthy, this is difficult for those with low language skills”

Use of text to support understanding was suggested and acted on:

- “Questions could be displayed on the screen: this would aid students with weaker listening skills and minimise the impact of technical problems e.g. with the speaker’s volume level/ connection”.

One professional mentioned including subtitles on videos, which we were told was implemented for workshops after this.

Others commented on reducing the amount of text:

- “I think at the beginning when we were doing the rules, it didn’t feel like the girls understood. Anything text heavy makes the girls go quiet as it can be quite overwhelming”.

- “I think the videos were a little overwhelming and because there were quite a few, the girls got a bit lost hence the silence. An improvement could be to use less videos and focus on bits rather than the whole thing because that is a lot of language they have to take in all at once... ”

Smaller group-work and pair-work to encourage engagement

Four professionals suggested breaking into smaller groups to ensure engagement for quieter or shy young people:

- “Perhaps a breakout room, which worked really well in the second workshop, might have helped some people who were feeling a bit shy to engage more here, but everyone was contributing towards the end of the workshop”;
- “Not all students feel confident enough to express themselves or share experiences in front of the whole group; perhaps the sharing experiences activity could have been done in smaller groups. This might have allowed more students to be active and participate”; and
- “Perhaps the sitting down part [can be improved]. Better to get students to work in small groups and feedback”.

We were told by the Programme Manager that this has been incorporated and will be continually reviewed to ensure the right balance.

Follow up support for professionals

A few professionals suggested more support for professionals:

- “By having more information and how professionals could better support these students as it can sometimes affect their attendance to college”;
- “Give ideas how to use information their tree of life - perhaps work with their tutor for follow up session”.

We were told links and information is now sent after the workshops to professionals of where to go follow up support and information, and that it will continue to be considered throughout the programme.

Improvements to programme for YCT

One YCT wrote that they would have liked more frequent YCT sessions (rather than just once a month). The frequency of sessions increased from March 2020 and the start of online delivery. We were informed that there are limitations around the regularity of sessions due capacity needed to deliver YCP workshops and budgetary restrictions.

Young people also commented on the work around supporting the progression of YCTs through the programme. This includes ensuring they are clear on how their skills can support employment and education outside the programme and goal setting:

- “I believe things are handled really well but if I had to mention a point, I’d say setting clear goals as that would make it easier for us to keep track of our progress”

Two YCTs thought it would be useful to have information on how to gain UCAS (The Universities and Colleges Admissions Service) points.

We were informed by the Programme Manager that this will be reviewed to ensure YCT are supported with their progression in work and studies.

3.3 Short Warwick-Edinburgh Mental Wellbeing Scale

The SWEMWBS is scored by first summing the scores for each of the seven items, the total raw scores are then transformed into metric scores using the SWEMWBS conversion table⁴. The national average (from adults aged 16 or over) from the Health Survey for England 2011 shows a mean score of 23.6⁵.

Each question asks young people to answer from five options: “none of the time” (scored as 1), “rarely (scored as 2), “some of the time” (scored as 3), “often” (scored as 4) and “all of the time” (scored as 5).

One approach to interpret scores are based on correlation between SWEMWBS and scores on clinically validated measures⁶. It is possible to find a point between low and average mental wellbeing which corresponds to the cut points on validated scales of mental illness such as the Center for Epidemiologic Studies Depression Scale (CES-D) measure of depression⁷. The cut points for SWEMWBS are 17 or less for probable depression, 18-20 for possible depression, 21-27 for average mental wellbeing and 28-35 high mental wellbeing.

Image 5. Young Citizens Trainers at a session on Coram Campus



Eight YCTs completed the wellbeing scale in October 2019, and again in April 2020, to see whether there had been any changes in their wellbeing during those six months. Their mean scores had slightly decreased from 26.0 in October 2019 to 23.2 in April 2020, this was similar to the national average and scores indicate average mental wellbeing. The national

⁴https://warwick.ac.uk/fac/sci/med/research/platform/wemwbs/using/howto/swemwbs_raw_score_to_metric_score_conversion_table.pdf

⁵ The WEMWBS Population Norms in Health Survey for England data 2011 can be found here: https://warwick.ac.uk/fac/sci/med/research/platform/wemwbs/using/howto/wemwbs_population_norms_in_health_survey_for_england_data_2011.pdf

⁶ <https://warwick.ac.uk/fac/sci/med/research/platform/wemwbs/using/howto/>

⁷ https://warwick.ac.uk/fac/sci/med/research/platform/wemwbs/using/howto/donatella_bianco-thesis.pdf

lockdown in March 2020 may have been a likely cause of the change in score during this period (Table 2).

Fifteen YCTs completed the wellbeing scale at the start of their involvement in February 2021 and will complete a follow up survey in August in order to compare responses.

Table 2. Total average score for each statement between October 2019 and April 2020

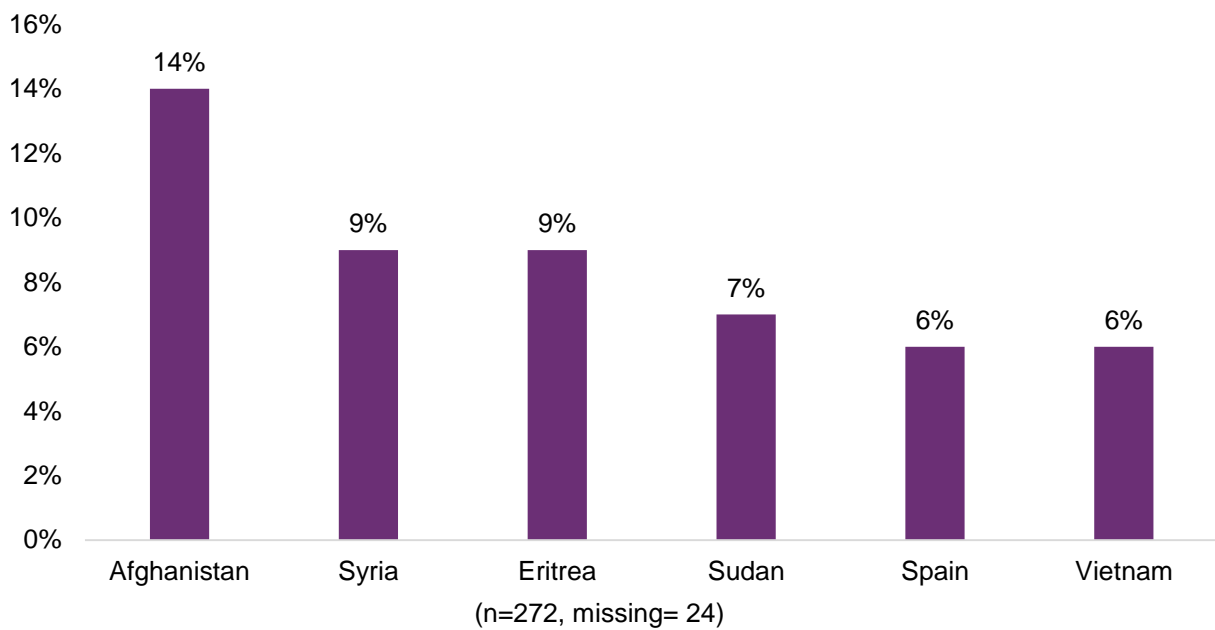
Statement (1: none of the time to 5: all of the time)	Total average score October 2019	Total average score April 2020	Change in score
I've been feeling optimistic about the future	4.2	3.8	0.4
I've been feeling useful	3.9	3.6	0.3
I've been feeling relaxed	3.9	3.1	0.8
I've been dealing with problems well	3.8	3.6	0.2
I've been thinking clearly	4.2	3.6	0.6
I've been feeling close to other people	4.1	3.9	0.2
I've been able to make up my own mind about things	4.4	4.0	0.4

3.4 Demographics of YCTs and YCPs

The majority of YCTs and YCPs were boys (64%). The large majority of UASCs entering the UK are boys, which may partly account for the higher number of boys.

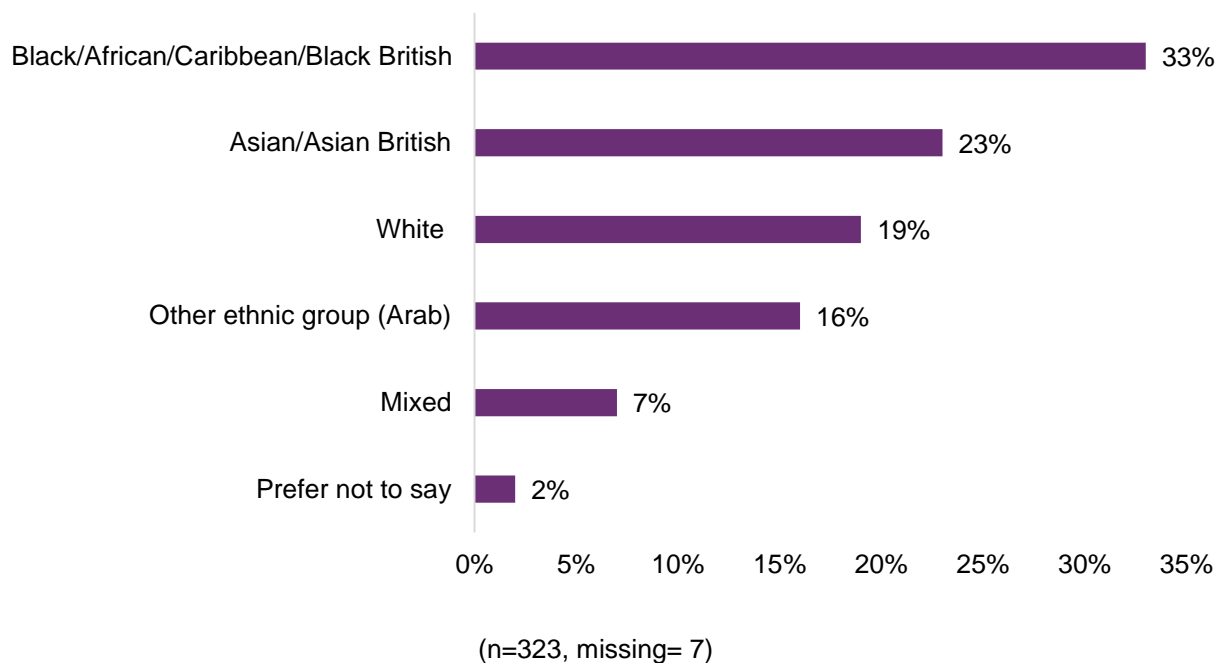
A third (29%) of young people were 17 years old, followed by 18 years old (26%) and 19 years old (15%). The remaining 30% ranged between 12 and 23 years of age. YCTs and YCPs were from 40 different countries in Europe, Asia, Africa, North and Central America, and South America. The most common countries were Afghanistan (14%), Syria (9%), Eritrea (9%), Sudan (7%), Spain (6%) and Vietnam (6%) (Figure 4).

Figure 4. The six most common countries young people were born in



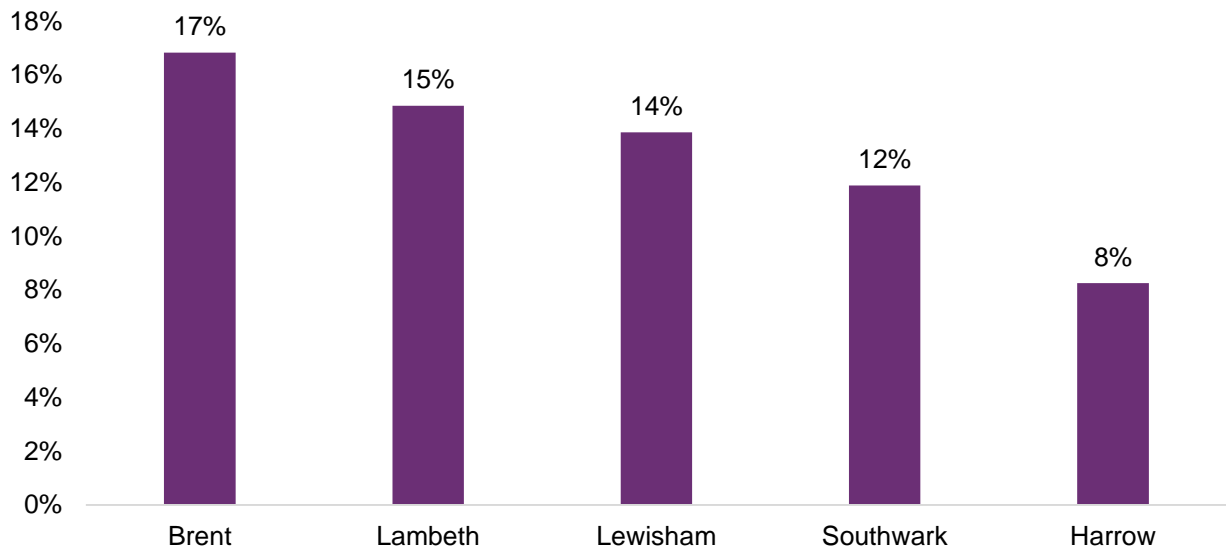
Over a third (33%) of young people were Black/African/Caribbean/Black British, the majority (88%) of whom identified as African. Almost a quarter (23%) identified as Asian/Asian British, and 19% identified as White (Figure 5).

Figure 5. Ethnicity of young people



Only nine (3%) young people reported having a disability. Young people lived in different boroughs such as Brent (17%), Lambeth (15%) and Lewisham (14%) (Figure 6).

Figure 6. The five most common London boroughs young people live in



(n=305, missing= 24)

YCPs were asked which borough they study in, as it may be different to the borough in which they lived. A third (30%) studied in Lambeth, followed by Lewisham (21%), Brent (17%), Harrow (13%), Southwark (12%) and Barnet (5%). Four young people studied in Camden, Croydon, Hackney or Hillingdon. In addition, 40% of YCPs reported that they were in care or care leavers.

4. Funder outcomes

The same programme was delivered across the two funders, with no variances in the workshops or delivery model. The only difference is the area of London in which workshops were delivered. There were also higher numbers of workshops delivered in Young Londoners Fund target areas, however this will even out by the end of the year, with higher demand from partner organisations in John Lyon's Charity target areas in the coming months as Covid restrictions ease.

Young Londoners Fund: Young Citizens Participant feedback

In total, 186 young people attended a YLF funded workshop. Almost a third (27%) attended the Life in the UK workshop, followed by Tree of Life (24%), Skills for Wellbeing (22%), Your Rights as a Care Leaver (22%) and Building your Support Network (5%).

Feedback from young people was overwhelmingly positive (Figure 7). Almost all (98%) felt they understood more about their rights after attending a workshop. Similarly, 90% were more likely to get involved in new activities, and another 90% liked that the workshop trainers were other young people like them.

Figure 7. YLF funded workshops: Percentage of respondents answering strongly agree/agree



(n= 186)

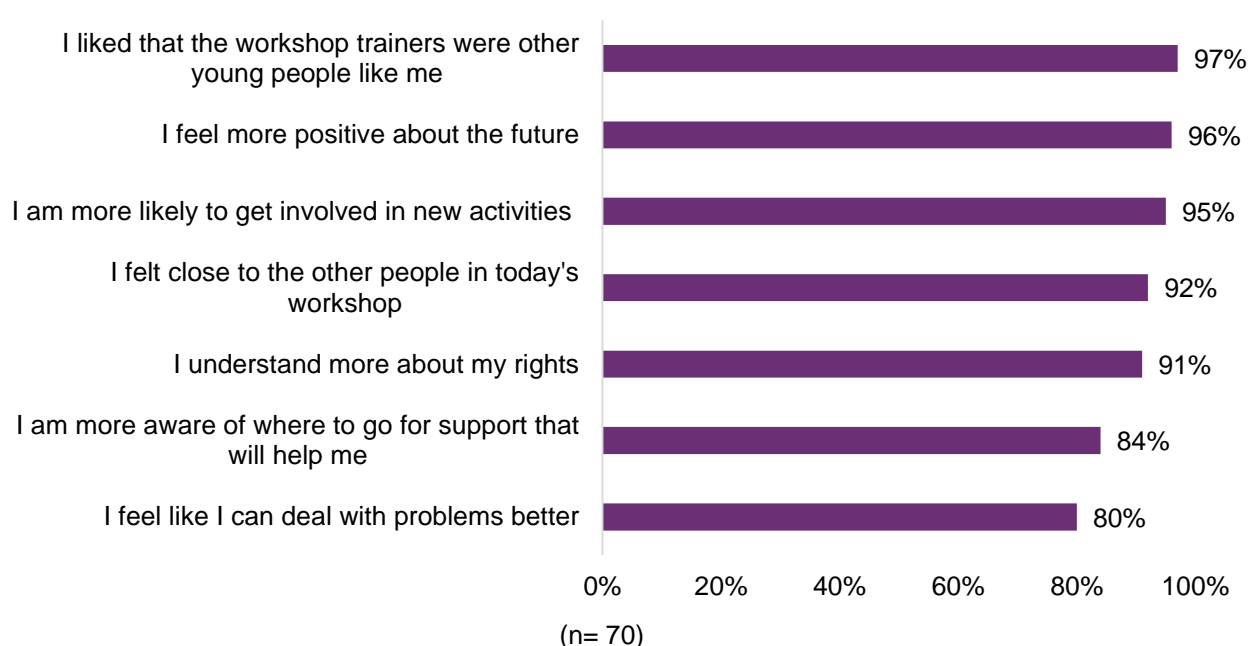
The majority (88%) also felt more positive about their future, and 87% felt they could deal with problems better. Most (87%) also felt close to other young people during the workshop, and 84% felt more aware of where to go for support.

John Lyon's Charity: Young Citizens Participant feedback

In total, 70 young people attended a John Lyon's funded workshop. A third (29%) attended the Life in the UK workshop, followed by Tree of Life (23%) and Building your Support Network (20%). Seven participants attended a merged workshop of Building your support network and Skills for Wellbeing, and five young people attended the Understanding the Asylum Process workshop.

Young people gave very positive feedback (Figure 8). The majority (97%) liked that the workshop trainers were young people like them, and almost all (96%) felt more positive about the future.

Figure 8. John Lyon's funded workshops: Percentage of respondents answering strongly agree/agree



Most (95%) young people felt they were more likely to get involved in new activities and 92% felt close to other young people during the workshop. In addition, 91% understood more about their rights and 84% felt more aware of where to go for support. The majority (80%) of young people also felt they could deal with problems better.

5. Recommendations

Based on the feedback in this report, we suggest the following recommendations:

Young Citizens Training programme

- more frequent YCT sessions if possible within budget and timeframes; and
- more support with progression including goal setting and support into work and employment.

Workshops for Young Citizens Participants

- more activities and games;
- ensuring signposting to education and employment support;
- the option for shorter workshops (spreading one workshop over two 1.5 hour workshops is now offered);
- more training around facilitation of YCTs including giving clear instructions; facilitation with interpreters; public speaking skills; using body language, space and expression and facilitating conversations;
- implement changes to account for accessibility needs such as use of text and image;
- more activities in smaller groups to allow more young people to be active and participate;
- young people having their video on or a picture of themselves during virtual workshops; and
- follow up support for professionals supporting workshops such as resources or signposting.

Image 6. Young Citizens Trainers at Hammersmith & Fulham College



The Programme Manager regularly reviews feedback from YCPs and professionals as well as debriefing with YCT after each workshop. This feedback is acted on and workshops continue to be adapted each time they are delivered. For example, changes include ways to ensure engagement from everyone and accessibility for those with lower language levels.

6. Conclusion and next steps

The programme aims to help young people from migrant or refugee backgrounds to make positive lives for themselves in the UK. It aims to do this by:

- improving YCPs' and YCTs' wellbeing, awareness of support services, understanding and access to the rights they are entitled to in the UK care and asylum systems; and reducing social isolation; and
- increasing YCTs' skills and confidence to help with career goals increasing career prospects.

The programme has so far met its aims. The majority of YCTs felt they had developed skills and confidence to support their career goals. YCPs and YCTs reported that they understood more about their rights and entitlements, where to go for services and support, feeling more positive about the future and feeling connected to others. YCTs wellbeing had slightly declined, though this may have been due to timing, as the second measure was taken early in the pandemic in April 2020.

Workshop feedback from participants, trainers and professionals will continue to be collected moving into the second half of the funded programme. This also includes data of trainers' wellbeing before, midway through and at the end of their involvement. In 2022, three interviews with trainers from three cohorts will be carried out to capture their experiences of the programme, and explore more in-depth about why certain findings emerged or if any other factors contributed to the findings. A full evaluation report of the programme will be written in October 2022.