



The Inclusion Network - Social Value Report

Our Stories and Our Impact

Prepared by The Connectives September 2020

Executive Summary

This report captures the social and economic impact created through the provision of a range of activities delivered by The Inclusion Network in Bootle, (Sefton) and Liverpool (Orrell Park & Walton) Merseyside. The team have been delivering programmes of activities to young people and their families since 2013 and this report is focused upon the activities delivered over the period **April 2019 – July 2020** to incorporate the work undertaken during the recent lockdown due to the COVID-19 pandemic.

It is clear from the people we have spoken to including a selection of young people that use the services that this organisation provides essential and fundamental services in this community, acting as the glue that keeps some families together. They are meeting essential basic needs for more than 200 young people and their families including food, a place of safety, emotional support and an opportunity to learn in a calm, quiet environment that supports different learning styles. Over the last year **232 young people accessed The Inclusion Network** and some of their stories and thoughts are captured later in this report.

The organisation is currently delivering a social return on investment of **£1: £33.32** meaning for every £1 invested in the activities of The Inclusion Network, its projects deliver £33.32 worth of additional social value to the community.

Additionally, during lockdown The Inclusion Network has distributed **100 bags of food every week**, with each bag having average value of £10, this equates to £1000 per week **or £16,000 of food distributed to families**. Outside of the lockdown period TIN also distribute food bags from Aldi and Spar donations to families in need.

The combination of social and economic benefits is enormous when set against the backdrop of high levels of deprivation and social exclusion that characterises the lived experience of many of the young people attending session at The Inclusion Network. The organisation is making a difference to their quality of life that cannot be underestimated.

Methodology Overview

The report has used a social accounting methodology to capture qualitative and quantitative data and analyse the trends coming from the responses to interviews, to show whether the activity undertaken by the teams has delivered positive social and economic impact. The report also utilises Social Return on Investment methodology introducing financial proxies to enumerate the social value derived from the programme. More details about this approach can be found on page 7.

These approaches were selected because we believe that in combination these methods would:

- Capture quantitative and qualitative data to provide narrative and economic measures appealing to a mixed audience
- Hear the voice of the person served and the partners in delivery
- Consider the materiality of evidence – what matters most when considering the impact of youth engagement programmes like this
- Have credibility in a crowded market place - secured from international recognition of the Social Audit Network accreditation
- Be based upon clear and transparent principles

Key Findings

The report demonstrates, through the voices of the customers, provider partners, the staff team, volunteers and other stakeholders; as well as through case studies from a selection of these stakeholders, that very positive social and economic impact has been created within the scope of the key objectives.

The Inclusion Network is delivering services and providing a space for young people, families and the wider community to come together, to share their experiences and to learn from one another. This may be through informal routes such as cooking, gardening, and sports, the foodbank or a fundraising event or through more formal sessions, providing an alternative curriculum for young people unable to remain in mainstream education. I

At the heart of The Inclusion Network is a deep and genuine sense of equality; every person's opinion matters and every person's opinion is treated with respect. Anyone who walks through the doors of the centre is welcomed and valued. These behaviours run throughout the whole team and reflect the culture and values of an organisation that seeks to serve the young people and families of Sefton. This may be driven by a sense of shared life experiences and being part of a strong community that has faced numerous economic challenges but it is made real by a team that makes no assumptions about people, their abilities, their aspirations or their challenges. The team at TIN are a special group of people that are changing the circumstances of young people and families every day.

Using the second element of our approach to assess social value (SROI), we estimate that for every £1 invested in the programmes delivered by TIN, £33.32 of social value has been created. ¹ this may seem like a high level of social benefit but this organisation is reaching into families and communities that face many complex challenges and can evidence how it is supporting people to change their lives.

¹ (The enumeration of any social impact is notoriously difficult and often receives criticism from within the research and evaluation field as sources of data are very limited and have little testing. As we were keen to provide an enumerative assessment of impact, we have adopted the SROI method, however the proxies used in this process often come from small sources sometimes only a handful of organisations have been able to test and contribute to the bank of proxies and so as with all economic impact assessments this should be treated with caution.)

The report also demonstrates that social accounting has proven to be an effective means of gathering qualitative and quantitative data from stakeholders. It has given a framework for the stakeholder consultation process and has ensured that all reporting remains focused on the key objectives distilled from the original impact map detailed on Page 10.

Conclusions/Reflections

We have undertaken the Social Audit Network process of social accounting as a method of social impact assessment and carried out a process of qualitative and quantitative data collection in order to assess whether the programme has had an impact on the lives of customers and communities. Such data was gathered from 1-2-1 interviews, attendance at groups sessions, focus group discussions and observations. Our view is that the data points to the following:

Conclusions:

- The Inclusion Network is a crucial part of the communities of Bootle, Orrell Park and Walton, with young people and their families repeatedly naming the organisation as their safe space where they feel supported and encouraged by people who believe in them.
- Activities are being delivered from the recently refurbished centre at Augustine Park in Bootle, the allotments on that site and the open space sports area that surrounds the building. However, this centre is still small and further investment is essential in order to expand the centre to meet demand and deliver an increasing variety of activities.
- Many young people would like to have more away days and residential breaks; however, this is currently hampered by the lack of transport available to TIN.
- The reach of the organisation is as deep as it is because they are a team of trusted individuals; there is no sense of patronage in the manner in which services are provided, rather there is a sense of community and commonality where staff and service users recognise the need for compassion and partnership.

- The organisation meets many essential demands for families that would not be met elsewhere, including provision of free nutritious meals and free school uniforms; no-one in the community is afraid to ask to access these services because they are offered with no sense of judgement just an appreciation of need.
- The alternative education provision offered is of a high quality and utilises a mix of learning styles to ensure that individuals feel engaged and succeed in their education development. Without this provision many of the students supported by TIN may not have completed formal education effectively.
- The staff team have an appetite for innovation and are willing to try different approaches to engage young people; as a result, the mix of opportunities on offer is unlike traditional youth centres. There is more likelihood of getting involved in projects that are creative and/or utilising new technology and this in turn leads to career aspirations that go beyond the previously expected employment opportunities for this group of young people.
- The Inclusion Network lives into its name, no-one is turned away and those people at most disadvantage are welcomed, supported and given the time and attention needed to get them back on their feet; there is a true compassion in this team that is palpable.

Recommendations:

- Embed the process of reporting social and economic impact into the day to day reporting activities
- Communicate the social and economic impact delivered by the activities on offer at TIN to engage partners and funders as the team seeks additional investment to complete the expansion of the centre
- Consider crowdfunding as a match to other investment – this offers a means of securing wider support from organisations and individuals who align with the values of TIN and can make a financial contribution to its activities and to securing a vehicle
- Maintain and develop the range of partnerships created by the team including targeting organisations with resources and capacity - these relationships support the development of innovative approaches to learning and engagement and offer unique experiences for the young people using the centre
- Consider securing financial support to pay for an on-site tutor, enabling TIN to extend the length of the learning day

Introduction

The Inclusion Network (TIN) was established to support the communities of Bootle, Orrell Park and Walton. It is run and managed by local people wanting to make a difference to the community which is suffering from a range of social and economic disadvantages.

Their aim is to provide a range of positive activities and services to the young people, families and adults. TIN is a grassroots Community Interest Company which was established in January 2013 and started delivering a youth provision on a Monday evening at Augustine Park, King Ave Bootle, based on volunteer principles.

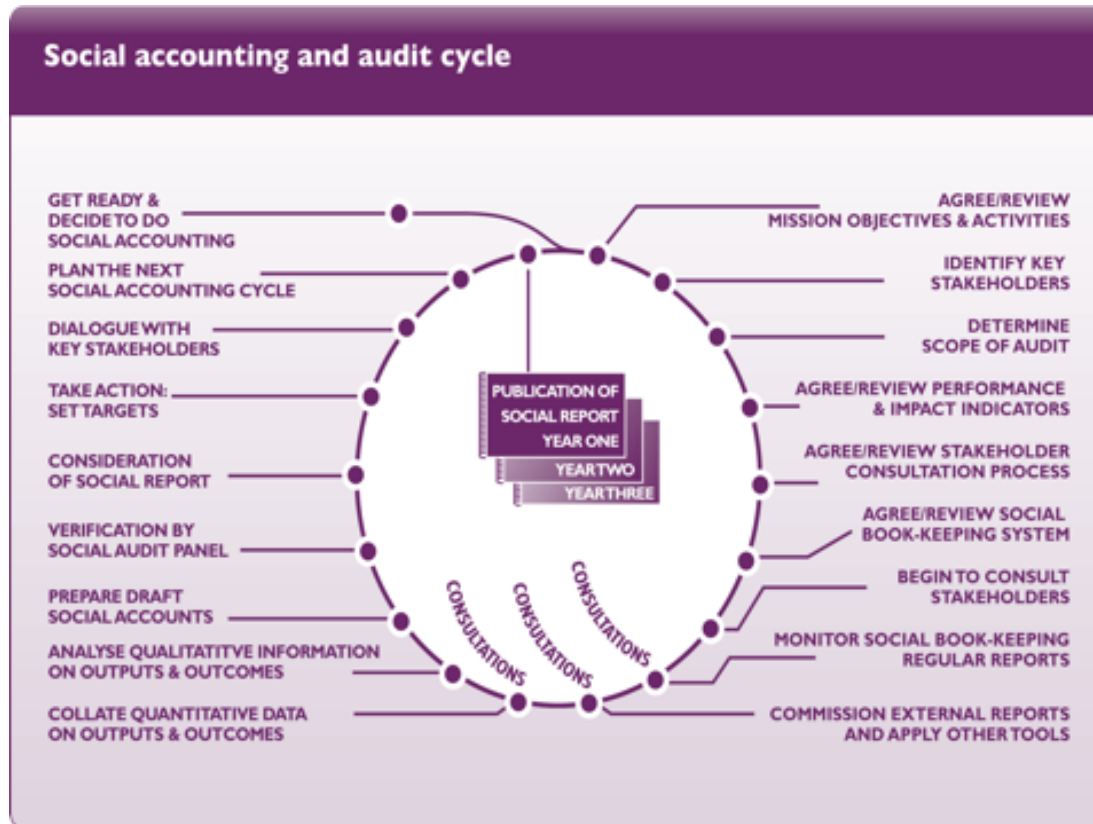
Through various funding streams it has widened the range of services and over the last year they have provided 232 children and young people with additional opportunities to access positive activities at the newly expanded youth centre which is now open 5 nights per week, throughout the school holidays they also access sporting activities at external venues across Sefton and Liverpool.

TIN seeks to provide positive activities and offers a safe place for young people to go, they address youth disaffection and offending behaviour to reduce offending, promote community safety and promote opportunities for young people to engage constructively in a range of projects. Their activities address enduring local problems of youth gang association and the absence of a local youth and young person offer that is affordable for the majority of local young people and their families.

Their aim is to provide a service to young people which will give them the best possible chance of making the right choices now, which will help improve their future life chances

Over the last 4 years the team at TIN have been able to extend their offer to the community through the Community Garden/Allotment project and they are now running a foodbank one day per week. Also, they are running a volunteer project providing opportunities for young people which will also help them and the centre, to build positive relationships with older members of the local community and the community in general.

Methodology - This evaluation is underpinned by the principles and methodology developed and promoted by the Social Audit Network (SAN)²:



² www.socialauditnetwork.org.uk

This report will follow the Social Audit Network's recommended social accounting cycle shown above to ensure that it complies with the underpinning principles and that the method has been applied appropriately.

This methodology was selected as it enables assessment of both qualitative and quantitative data and is driven by the voice of the person served – i.e. the key stakeholder groups identified previously. In a crowded landscape of social impact assessment tools, it is our belief that this approach enables a breadth of data to be assessed and a confidence that the findings are relevant to the direct beneficiary groups. It is a reflection of their lived experience rather than received wisdom.

The economic impact assessment provided is based upon Social Return on Investment principles utilising agreed financial proxies for each social outcome evidenced as outlined by the HACT³. HACT, in their own words have 'created the largest bank of methodologically consistent and robust social values ever produced. The values can provide a basic assessment of social impact, provide evidence of value for money, and compare the impact of different programmes. HACT explain that the values are calculated through statistical analyses of four large national UK datasets that contain data on wellbeing and life circumstances:

- British Household Panel Survey (BHPS)
- Understanding Society
- The Crime Survey for England and Wales
- The Taking Part survey

These datasets include people's responses to wellbeing questions, and questions on a large number of aspects and circumstances of their lives such as employment status, marital status, health status, whether they volunteer, whether they play sports, whether they live in a safe area, and so on, resulting in a wide range of values.

³ <http://www.hact.org.uk/social-value-bank>

The majority of values come from the BHPS, which has been completed each year by more than 10,000 of the same individuals since 1991 and so incorporates over 25 years of panel data. The values are extremely robust due to the sheer vastness of these datasets and the methods in which they are derived. As all the data used to create the bank of values has come from central government sources it is considered to be the most trusted value set available to us at this time. Whilst this does not allow for comparison in performance between organisations and activity programmes it offers the most comprehensive and nationally agreed proxies to date.

The Inclusion Network - Impact Planning Map

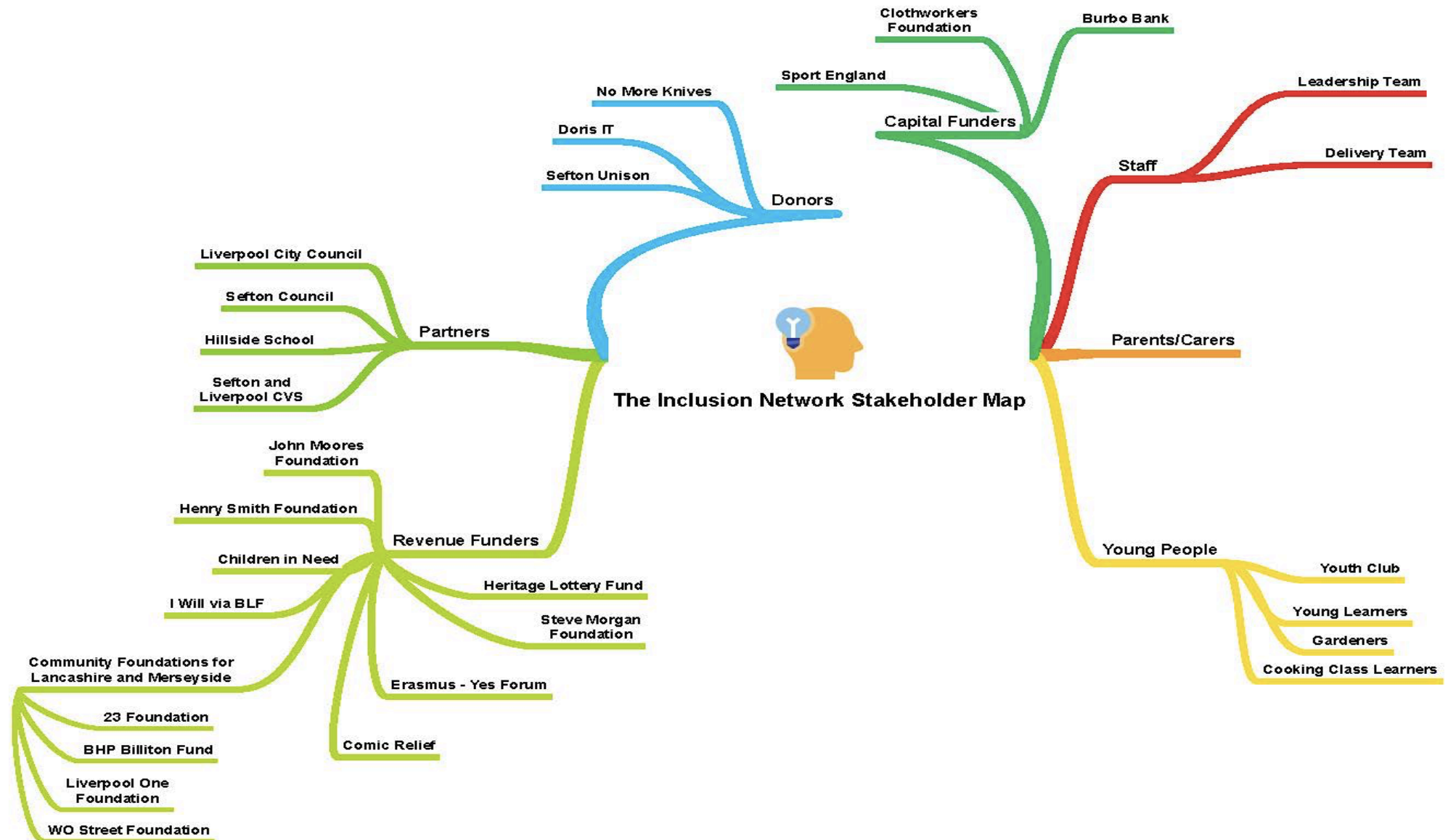
This table outlines the areas of activity undertaken by TIN, with related indicators of change that we consider to be effective evidence of the anticipated impacts the organisation delivers. This has informed the consultation with stakeholders and ensured that the social and economic impact identified was attributable to TIN activities.

Sefton MBC Vision 2030	OBJECTIVE	ACTIVITY	INDICATOR 1 QUANTITATIVE	INDICATOR 2 QUALITATIVE	INDICATOR 3 NARRATIVE	CONSULTATION METHODOLOGY	ANTICIPATED IMPACT
Together a Stronger Community	Engaging young people from the local community in meaningful activity	Evening club and school holiday club	No. of young people attending each session	Self-reported progression in confidence, self-esteem, family relationships etc. Self-reported impact upon life choices – education etc.	Case studies of young people who have progressed through the services or achieved specific life changes	Zoom focus group or 1-2-1 calls	Improved community engagement, resilience and leadership
Together a Stronger Community	Increasing health and wellbeing through increased knowledge	Cooking classes Sports and play activity	No. of people attending each cooking session	Self-reported progression in confidence	Case studies of people who have participated and	Zoom focus group or 1-2-1 calls	Reduced sense of social isolation

<p>A Clean Green Beautiful Borough</p>	<p>and community engagement</p>	<p>Allotment and poly tunnel</p>	<p>No. of people attending each growing session No. of people accessing food grown in the poly tunnel</p>	<p>around food and cooking. Self-reported, increased understanding of nutrition and healthy eating benefits Self-reported increased knowledge of food types and ability to confidently growing your own food</p>	<p>experienced positive life changes as a result</p>		<p>Improved physical and mental health Improved perception of community safety through the greening of the local environment</p>
<p>Together a Stronger Community</p>	<p>Increased access to Foodbank/Food distribution</p>	<p>Surplus food given to families in need via an organised</p>	<p>No. of families supported</p>	<p>This is a sensitive area and we may not be able to secure direct</p>	<p>Case study of a recipient family if possible</p>	<p>Zoom focus group or 1-2-1 calls</p>	<p>Improved physical and mental health</p>

		Foodbank model	No. of bags per week currently Value of foods secured from donations	testimony from people who use the Foodbank; however, we would be seeking to hear how it has positively impacted their ability to feed their families with health nutritious foods, or to feed their families at all.			
Ready for the Future	Informal education	Young people (7) from local school on verge of exclusion – alternative programme delivered;	No. of young people participating No. of hours of support provided	Self-reported progression in confidence, self-esteem, family relationships etc.	Case studies of young people who have progressed through the services or achieved	Zoom focus group or 1-2-1 calls	Improved digital skills Increased digital inclusion

		Homework club provided twice a week for those who have no internet connectivity at home	No. of qualifications achieved (?)	Self-reported impact upon life choices – education etc.	specific learning targets		Increased access to digital opportunities
--	--	---	------------------------------------	---	---------------------------	--	---



Stakeholders Engaged

Stakeholder organisation/individual	Role	Method of engagement
Young People and their Parents	Young people accessing services by choice or by referral from school Parent of young people accessing services	Face to face meetings 1-2-1 calls
Partner organisations	Individuals representing Hillside School who make referrals to TIN Individual from Sefton Borough Council, who commission services from TIN Individual from CandT drama and digital media charity partner	1-2-1 calls
The Inclusion Network Staff	Individuals involved in delivery of specific elements of the TIN activity programme	Face to face meetings Supporting documentation regarding elements of the project delivery
The Inclusion Network Volunteers	Individuals who volunteer to be involved in delivery of specific elements of the TIN activity programme	1-2-1 calls

Stakeholder Consultation - Young People and their Parents

The following feedback comes from individuals that have attended session at The Inclusion Network or their Parents. Some of this feedback came from 1-2-1 calls whilst other information came directly from comments made by some of the participants at the centre on the 6th August 2020; additionally, some of the information comes from behaviours observed by the evaluator during the activity session.

NAME	Organisation	What's your relationship to TIN?	What works?	What doesn't work so well?	How does TIN add value for you?	What would like to see more or less of to improve the relationship/performance
ANON	N/A	Young person	Sports activities are great, trips out	N/A	N/A	More residential trips away
ANON	N/A	Young person	Sports and arts, parties and making friends	N/A	N/A	N/A
ANON	N/A	Young person	We can get out of the house and learn a new sport	N/A	N/A	N/A
ANON	N/A	Young person	It's fun, we all fit in	N/A	N/A	N/A
ANON	N/A	Young person	We know one another and we look out for each other	N/A	N/A	N/A
ANON	N/A	Young person	It's a chilled out environment but we learn to do things. A year ago, I was going nowhere, now I have some work experience, a CV and a reference and I'm planning my future.	N/A	Its changed my life	N/A
ANON	N/A	(Parent)	Daughter didn't like other clubs, but she went to this, she hasn't looked back since. During	N/A	N/A	They cover so much it's hard to say

		<p>lockdown she's been doing cooking classes every Monday, quizzes – they dropped off the laptop and did the session with us remotely via Zoom</p> <p>Bingo sessions, they drop off prizes, do food parcels for the community, next door neighbour got one for 10 weeks.</p> <p>Her confidence is unbelievable, she's changed overnight. They are so supportive and she loves it.</p>		<p>They do days out and are full on with everything they do</p> <p>The cooking classes will stop but they'll meet up and take the kids out for a walk instead</p> <p>Steve set up a Lemonade stand with his daughter, got the stuff from Costco and donated it to let them get going, the funds went back to TIN.</p>
--	--	---	--	---

Case Study 1

One young man was having a hard time at school, he went into care for a while before going to live with his grandmother but he was hard to manage and developed violent behaviour. He had been damaged and let down by people and systems for several years. He had only 21% attendance in year 7, this crept up to 34% before he went into residential care and so attended every day. When he left residential care, there was a worry that he wouldn't be able to maintain his school attendance and he was offered the chance to go to The Inclusion Network instead as an alternative to his mainstream school.

In talking to him it's clear that he appreciates that he was experiencing difficulties growing up and that he behaved badly towards some people; he knows that much of this was related to his childhood experiences but as a result of taking sessions at TIN and also acknowledges that he feels like a better person. He attributes the more relaxed style at TIN and the relationships staff have built with him as key factors in his success. He says himself he is a "different lad now" and he's planning his future, he intends to pursue a career in mechanics and he wants to continue to work at TIN, supporting other young people with similar life experiences. He is working 3 days a week at the centre and knows the value this provides in terms of life lessons, a reference and additional materials for his CV.

Without TIN his life may not have taken such a positive turn, whilst we cannot assume that these changes would not have happened, we can assign a positive social impact to the work of TIN and the transformative effect it has had on Lee and his attitude to life. He says he feels “respected and valued” and he just wants to continue on this path. He says things at home are “much better” and he has a sense of freedom to make “better choices”.

Stakeholder Consultation – Partner Organisations

The following feedback comes from the partner organisations that work with or financially support The Inclusion Network:

NAME	Organisation	What's your relationship to TIN?	What works?	What doesn't work so well?	How does TIN add value for you?	What would like to see more or less of to improve the relationship/performance
Maggi Aslet	Sefton CVS	<p>I am focused on supporting small grass roots organisations in south Sefton</p> <p>I have watched them flourish, and they are definitely one to watch</p>	<p>They're on it, they are all over the funding opportunities</p> <p>They're trusted by the local community; it takes a long time to build this but they have this lived experience and people trust them</p> <p>They're well connected to other organisations in the VCSE sector</p> <p>They are a needs-led organisation and they really do make the impact that they claim that they will e.g.</p>	<p>Nothing</p> <p>The team at TIN are polite, appreciative of the support, they are a small tight knit team</p>	<p>It provides services and engages with young people and families in a way that no other organisation in the borough does</p>	<p>Grow collaborations</p> <p>Enable other organisations to learn from them – spot opportunities to see this happening, especially around Heritage and Culture</p> <p>Securing capital</p> <p>Lottery and SESF opportunities could be their next steps.</p>

			<p>keeping young people out of gangs etc.</p> <p>Jade is a good talent of tomorrow – she is definitely CEO material</p> <p>They provide access to projects that young people might not typically get a chance to participate in e.g. - QR code animations that come to life, an amazing project that makes them stand out. Innovation is at their heart</p> <p>TIN has secured Heritage funding received, Children in Need funding, they are raising aspirations, lifting people out of deprivation and giving them different opportunities – this</p>			
--	--	--	--	--	--	--

			makes for powerful impact.			
Anne McGing	Hillside School Home liaison team Safeguarding officer and mentor.	Our pupils who are hard to manage in school or a mainstream environment with little support and little funding go to TIN Many have education, health and care plans and struggle with hard relationships	TIN provides a different curriculum, They empower the children so that they can talk about how they feel and negotiate better. They are amazing AND I can't speak highly enough of them Children have learned social skills, they want to learn, they get on better with families, education wasn't a priority. Parent call us telling us that they can't believe the difference, the attention to getting them into TIN, collecting them and dropping them home, and all of the extra	Nothing, they transform lives	TIN ensures young people get an alternative education provision that works for them – we find that children who have experienced trauma really benefit from this approach	We wish the children and young people could have a longer day, for those that could tolerate it We would love to add more tutoring if the school could pay for it, we want to offer a tutor but it's all extra cost but an on-site tutor that the school could contribute to would be great The activity at the Foodbank and the provision of uniforms etc. make an amazing difference too, children are cared for and nurtured by TIN.

			<p>nurturing makes such a difference.</p> <p>One young woman lost her father, her mother is a recovering addict, and is clean and clear now but she has her own needs, TIN picked this up and nurtured the young woman – it makes such a positive change for her.</p> <p>TIN act as advocates for the YP even though we pay them; the hard conversations that parents and young people need to have with the school are supported by TIN, they stand shoulder to shoulder with the young people and challenge the school appropriately.</p>			
--	--	--	---	--	--	--

			We can't thank them enough for everything that do.			
<p>Max Dean</p> <p>www.CandT.org</p> <p>max.dean@candt.org</p>	<p>CandT - Drama and digital media charity</p>	<p>Educating, empowering and inspiring young people to work together.</p> <p>I was working with another Liverpool project, networked organisations from all over the world coming together, we love connecting people and opportunities. John Croft's name came up and the inspiring atmosphere he has created at TIN- we instantly clicked.</p>	<p>They epitomise everything we want to achieve ourselves. Different areas of activity and different geographies, they are all about helping and adapting to the local community – open mindedness, it's clear how connected they are to the local community – community respect and trust is gold dust and they have it abundance</p> <p>They push the boundaries in giving people different things to have a go at too such as the recent Liverpool Museum 360</p>	<p>It's been a learning process for both of us, the great strength in the partnership is the willingness to experiment e.g. 360 video editing</p> <p>In trialling opportunities with young people, the biggest barriers have been practical physical ones about space – technology, so its excellent that the revamp is happening and hopefully the extension.</p>	<p>Always finding opportunities to benefit their communities</p> <p>Foodbank development amazing, as soon as the need is identified, the organisation develops into that.</p>	<p>We wish they could secure regular support so that they don't need to pursue individual funds to deliver activities. Year on year this activity takes a lot of hard work – they need a reliable income stream that will support them every year.</p> <p>Measurement drives everything and you can't measure this stuff. You see kids who feel given up on, being excluded, facing behavioural difficulties. TIN holds them and supports them, the savings are massive – their work is preventative, stopping the bad things that can happen e.g. knife crime, gang violence, sexual health etc.</p>

			virtual reality of the old overhead railway. TIN is keen to provide opportunities to the kids that won't have access to such opportunities			
--	--	--	--	--	--	--

Case Study – Under our Umbrella – Partner project

“Under Our Umbrella”, delivered in partnership CandT drama and digital media charity, brought together two groups of Merseyside’s most economically deprived children from Lither land and Bootle (areas which have historically suffered from gang related ‘postcode violence’ towards one another) to research and digitally archive the oral histories of the Liverpool Overhead Railway into a Virtual Reality train ride through their shared historical past.

The Liverpool Overhead Railway (known locally as the Dockers' Umbrella) was an overhead railway in Liverpool which operated along the Liverpool Docks and opened in 1893. The railway was a number of world firsts; it was the first electric elevated railway, etc.

Through exploring the ways in which this historic railway connected the two communities the young people involved fostered new connections and friendships through this shared heritage, Capturing the memories of those who remember its existence first hand and embedding this history into a state of the art digital experience which now anyone can enjoy online or by using one of the virtual reality headsets set up at the respective centres.

“Under Our Umbrella” utilised footage gathered by young people, to build a virtual reality experience of riding the Liverpool Overhead Railway. It incorporated oral histories of local people who remember riding it themselves, archived pictures and video showing what it looked like at the time as well as TIN’s own young people’s research material under the guidance of a local historian’s expertise to bring the importance of this heritage landmark to life.

The project is regarded as having been a huge success. The completed VR experience was launched on the 1st of April to a large crowd of parents, the general public, local politicians, the artists and historians involved as well the young participants themselves. The feedback from parents mentioned the

fact that their children have been talking about the project to friends and family throughout the project and have subsequently developed a new interest in both their local and general history! For many participants this project was their first time visiting a museum so the impact this project has had is obviously significant.

Overall, this project has exposed a group of young people to what heritage can mean to them, the pride they have displayed at the work they've achieved cannot be stated strongly enough. Many of the young people have been showcasing their VR work at their schools, to their classes and to their social groups. Their pride in the quality of the work they have created, the research they've undertaken and its recognition in institutions as prestigious as Liverpool Museum is testament to how a creative technology project can bring history to life and make it an appealing subject for the learners at TIN.

Case Study – Helping Out Foodbank Project

A young woman P, was receiving support from a local service because her child had been removed from her care as result of neglect and possible domestic abuse. Her husband is ex-army, and an Iraq veteran suffering from PTSD and mental health issues. P was brought to the TIN foodbank by a support worker. She hadn't eaten for several days and at her first visit ate 3 huge bowls of apple pie and ice cream. P Visited the foodbank on another 2 occasions and built up a relationship with the team, she said TIN was the "only place that has listened to her and treated her with respect". She explained they had a comfortable life before her husband returned from Iraq with PTSD.

She rang again one night stating she was struggling with life, and that they had no gas or electricity; TIN passed the information onto Sefton Adult Services who visited that night, saw their circumstances and put money onto the gas and electric metres. P was unbelievably thankful. TIN also delivered food to the house that night as it was an emergency. This gave the couple some breathing space that they needed. The next day they contacted housing support, as signposted during the Adult Services home visit, and have now moved in to a smaller, more comfortable home which will be cheaper to run.

The couple seem to have moved on and are receiving the support they now need from other services. P stated the way TIN treated them gave them faith in other people. This was a very powerful intervention where the foodbank was the main catalyst in creating a genuine improvement in quality of life for this couple.

Stakeholder Consultation – Staff

The views expressed are those of the stakeholders reflecting their understanding of the programme and its activities from their own perspectives.

NAME	Organisation	What's your relationship to TIN?	What works?	What doesn't work so well?	How does TIN add value for you?	What would like to see more or less of to improve the relationship/performance
John Croft	TIN	Director	<p>Set up Jan 2013. Local people understanding local issues, built up a relationship with the community. We have been involved with the site since 1996 via football activity – this informed the set-up of The Inclusion Network – as a result of our longevity we have the trust of local people.</p> <p>Building is on the Northfield JFC location, we have an allotment on site, people understand what we are trying to do.</p>	<p>Challenges around the building, not fit for purpose but being refurbished now.</p> <p>Previously it was a set of changing rooms now it's a youth centre. Great outdoor space has helped overcome this issue though.</p> <p>Over time we split the age groups up and focused activity in that way. That helped to overcome issues too.</p> <p>Hard to offer services for adults and older</p>	<p>Local people so we can add value</p> <p>Staff understand the local issues that the community faces and the challenges</p> <p>Free services – everything is free so it financially accessible to everyone</p> <p>Families struggle and it will exclude people if we charge</p> <p>We feed the young people – breakfast, packed lunches etc. all for free – engages</p>	<p>Grow services to include adults.</p> <p>Funding for the extension so that we can split activities into other areas.</p> <p>Secure our own minibus/transport to take young people to other locations - Staff currently using own cars</p>

			<p>We have formed generational relationships with young people as they go through the organisation. In 2013 people were difficult, hard to reach, little or no structure, engaged in petty crime; TIN started to give them structure, boundaries and activities, this generation has moved on and we don't see anything like the issues we used to – 7 year olds are now 15 and they're different, respectful – TIN imparts some values to them. Initially people were wary of sending younger children, but now after we have taken time to build trust and confidence, they are</p>	<p>people, new building should aid this though.</p>	<p>the hardest to engage and its keeping some young people safe and well fed.</p> <p>We have worked with those people that are hardest to help because they trust us.</p>	
--	--	--	---	---	---	--

			<p>happy for all their children to attend.</p> <p>We distribute 100 bags of food per week to families who need additional help.</p>			
Melissa Senior	TIN	<p>Delivery Team</p> <p>Volunteer in 2013, sessional worker, now PT employee</p> <p>One of the young people previously attending the centre, then became a volunteer at 16, at 18 hired as a youth worker.</p>	<p>Smallest things, overcoming shyness, make friends and start talking to someone</p> <p>They have friends and a safe environment.</p> <p>Some of our young people have parents with addiction issues, some parents are losing custody. Children have lost parents and siblings; they may have come just after this has happened. Some have parents in prison</p> <p>Outcomes – some have gone to college, come</p>	<p>Behaviour can be hard, fighting, can get you down and you feel like you haven't reached them. They go off angry and you may not see them, you start to worry about them. When they come back, they're great but if they are shut down and they go I worry. They always come back – always up to mischief.</p> <p>Safety</p> <p>Wellbeing and food</p>	<p>Feels like a family, they're our kids – it takes a village type approach.</p> <p>They need nurturing, a hug, I am their older sister, they feel like a family.</p> <p>We are a very close team and the centre is in close proximity to our homes. We're a close knit community, some parents have a great bond with us and ask for help – we have open arms and we're</p>	<p>Want to do more with older children's parents, helping with their teenagers</p> <p>Transport for residentials, provide holiday breaks for families.</p>

			<p>back and volunteered with us, we are so proud to see them come back with a job – TIN makes an enormous difference to their lives.</p> <p>Some come and volunteer through the Summer holidays.</p>	<p>Holding the community safely, glue to the community.</p> <p>Work with people not doing things to them – sense of belonging and community.</p>	<p>willing to help anyone.</p> <p>Families coming in for cooked meals etc. No-one is ashamed to come to us; we are from here and we get the challenges</p> <p>People ask for uniforms, clothes etc. If we have it, we will give it.</p>	
Colin	TIN		<p>The Staff team all go the extra mile, no-one needs asking twice to do this, they're always smiling and happy in their work. We look after them, hourly rates are good, everything they need they get. The kids love coming in and seeing the staff getting on well.</p>	<p>The building has hampered the development. It was cramped and difficult to operate in. More space is making that easier, reducing any tension. We wanted to make it a place that feels good to work in and a great resource for kids. Everyone is</p>	<p>All staff have close links to the community. Responsibility towards the kids, even if the centre can't pay the staff long hours, they will still put in the time.</p> <p>Education provision at Hillside School,</p>	<p>Want to offer more security and money, nest pensions etc. Currently the staff receive a minimum of £10-£15 per hour paid, they know they're looked after.</p> <p>Colin wants to retain the staff team</p>

			<p>Colin joined in 2014/15, it's a pleasure to manage these staff, not like other staff that he has managed before. Not one day when I've pulled anyone, don't need to motivate them, they're all up for it.</p> <p>I have an open door approach, come and speak to me, and staff do, no fear and no hierarchy, no power trips but people getting on making kids happier.</p> <p>We provide a warm environment where kids feel valued.</p> <p>Melissa is one of the success stories, she's now on .75 FTE contract.</p> <p>Centre for LGBTQ young people now. Challenging behaviours not turned</p>	<p>happier and it's easier to do the work.</p> <p>Staff here like anywhere have issues at home, staff can talk to Colin about private life issues and he will support them whatever the issue is.</p>	<p>staff provide more than they're contracted for.</p> <p>Colin is now enjoying the management elements with a great team.</p>	<p>Deliver more structured projects – the new space should enable this to happen</p> <p>Funding security</p>
--	--	--	---	---	--	--

			away either, we need to support the hardest to help. We know the positive impact of keeping young people on board, safe and secure.			
Jade Bennet	Played for Northfields and then coached the girls team. Went to Uni and studied sports development, started volunteering at TIN in 2013. Joined then as a member of staff 1 night a week, then from 2014 started doing workshops around healthy eating, became a mentor for the alternative provision children from Hillside School. In 2016 became Centre Manager via funding support from Children in Need.	Everything is delivered for free.	All needs-based activities, everything we do is done because we insist on a youth led approach Parents and staff know what's needed but it changes all the time We listen to our members and that what's we deliver.	The state of the building and indoor facilities hampers the range of things we want to do, especially for children and young people with special needs, e.g. quiet space for people with Autism. We all work well as part of the team but the physical environment is tricky. Previously no office space and no heating, now we have a larger space, larger kitchen etc.	Leadership styles influence how the team works. We have all volunteered first, we all understand the need and we all want to be here People are passionate about the centre The kids refer to us as a family, this is just the way it is – they are our kids.	Open up the services to the wider community beyond young people and a larger range of activities e.g. yoga, fitness classes, older peoples groups etc. – affordable sessions or free

Mick	TIN	Working with young people in a range of activities	<p>We work with the young people; we don't do things to them but with them</p> <p>We form strong bonds and trust</p> <p>We provide education in a way that works for the young people, in a setting where they feel comfortable</p>		<p>Because we understand these young people and come from this area we relate to their experience.</p> <p>We share their lived experience, some of us have been in and out of work and we know the impact of that on families</p> <p>We are trusted and not afraid to be ourselves, sometimes youth workers forget to be themselves and they become distant from the young people they work with, if it's an effort to engage with them, they see that and it affects the relationship we have developed.</p>	
------	-----	--	---	--	---	--

<p>Alison</p>	<p>TIN is like Parents to the young people; they share their problems with them</p>	<p>Cooking sessions, especially with kids who we know aren't eating,</p> <p>I feel like a surrogate Mum to them all, they're our kids and my own children recognise that they need this.</p>	<p>Food makes a huge difference and just getting out of the house</p> <p>Sports activities</p> <p>Growing vegetables</p> <p>Forest schooling</p> <p>Tool work</p> <p>Arts activities</p> <p>Kids do all the cooking of their home grown veg, cleaning and cooking and eating – they get an understanding of the whole process</p> <p>I have worked with some of the older children too, I have supported them to go to Rape and Sexual Assault counselling and on into foster care.</p> <p>I am a qualified playworker and trained</p>	<p>Sometimes we have too many young people and have to refuse access, we have to adhere to ratios and it's hard to decide how to do that – first come first served – feels awful.</p>	<p>We are all in the same community together, parents come and talk to us as well as the young people. We are a key part of their community, services are for everyone, not just the kids.</p> <p>Everyone willing to help, no one looks down on anyone.</p>	<p>Get the children out and about, we want a mini bus</p> <p>More facilities on the field, a park or activities and outdoor equipment</p> <p>Take the young people on holiday to Yorkshire – Playaway, pool, cinema etc.</p>
---------------	---	--	--	---	--	--

			in child mental health too.			
--	--	--	-----------------------------	--	--	--

Case Study – Melissa Senior

Melissa accessed service at TIN as a young person, she regularly came and got involved in activities and it gave her a sense of place and purpose.

Melissa recalls “I was on the streets and they took me in, got me away from everything”, at 16 I started to volunteer at the centre and at 18 TIN hired me as a youth worker. They have supported my development at every stage and changed my life; now kids come to me and talk to me, they want to chill and get away from the pressures of their lives; “some open up some won’t but they know that I am here and that I understand.”

I’ve been involved with TIN for 8 years now, I’m 24 years old and people are amazed when they come back and find that we are still here delivering services.

Stakeholder Consultation – Volunteers

The views expressed are those of the stakeholders reflecting their understanding of the programme and its activities from their own perspectives.

NAME	Organisation	What's your relationship to TIN?	What works?	What doesn't work so well?	How does TIN add value for you?	What would like to see more or less of to improve the relationship/performance
Paul Boardman	<p>I was previously homeless but I have housing now shared with another man</p> <p>My Housing Association identified the job at TIN and put me forward</p> <p>It has changed my life and given me a sense of purpose.</p>	<p>I'm the allotment worker up on the hill, Kids come up to the allotment and I support the team member who delivers stuff.</p>	<p>I have a new lease of life, all of the gang are great</p> <p>Michael teaches football and boxing, judo, he's a lovely bloke</p> <p>TIN have helped me so I am now doing 5 days a week, and have keys for the site so I can get on with it</p> <p>I'm trusted.</p>	<p>Some vandalism taking place more recently, ruining plants and making mischief.</p>		<p>I like working alone but I know I'm part of a team, I feel looked after by my colleagues</p> <p>Awe are all on the go all the time</p> <p>My father was a gardener and now I am following in his footsteps.</p>

Case Study - On the Up

This project is an early intervention programme to equip young people with the skills and resilience to manage their mental health when they experience bullying. Over a series of workshops TIN has grown a team of 5 Peer Mentors who have become volunteers at the centre cooking meals for distribution

and planting hanging baskets. These Mentors also support the delivery of the junior youth club sessions. All of the participants had experienced problems with bullying and the programme has helped them to overcome problems with social skills and confidence as well as giving them skills and experience of work at the centre.

One of the Peer Mentors has Autism and was quite difficult to engage at the start because she struggled to interact comfortably with others. She would sometimes walk away from situations and training and sit quietly on the floor in another room with her head in her hands as it became too much for her. This was echoed by her mother who stated that she did this at home and in school. However, the team at TIN used soft techniques and rewards and imparted a sense of responsibility towards others; this young woman now no longer displays that anxiety and it has transformed her life and the way she deals with other people.

Social Return on Investment

The enumeration of any social impact is notoriously difficult and often receives criticism from the evaluation field as sources of data are limited and have little testing. As we were keen to provide an enumerative assessment of impact, we have adopted the SROI method, however the proxies used in this process often come from small sources and so as with all economic impact assessments this should be treated with caution. Using the HACT database (Social Value Bank v4 2018) we have selected the following social value measures; these provide related progression routes that may be achieved through the delivery of the programmes and can be clearly evidenced by data secured.

Based on the quantitative and qualitative evidence collected, the following SROI value may be derived:

ACTIVITY	PROXY VALUE PER PERSON/INTERVENTION (£)	NO. OF PEOPLE COMPLETING EACH ACTIVITY /INTERVENTIONS DELIVERED	ATTRIBUTION RATE APPLIED %	DEADWEIGHT RATE APPLIED %	SOCIAL VALUE GENERATED (£)	CUMULATIVE TOTAL SOCIAL VALUE (£)
Regular volunteering	3,249	126	100	0	409,374	409,374
Improvements to local spaces	656	2	100	0	1,312	410,686
Frequent mild exercise	3,537	126	100	0	445,662	856,348
Feel belonging to a neighbourhood	3,753	232	100	75	653,022	1,509,370

High confidence (adult)	13,080	2	100	75	19,620	1,528,990
Improvements in confidence (youth)	9,283	232	100	100	2,153,656	3,682,646
Overall SROI						£1: £33.32

This means that for every £1 invested by The Inclusion Network, the activity programme is currently returning £33.32 of social value. We anticipate that this ratio will also increase over the next period as the level of activity continues to increase as the centre grows. We might also expect to see the delivery of other credible outcomes secured for participants and so would seek to increase the numbers of measures to be included in the calculation.

Conclusions:

- The Inclusion Network is a crucial part of the community of Bootle, Orrell Park and Walton with young people and their families repeatedly naming the organisation as their safe space where they feel supported and encouraged by people who believe in them.
- Activities are being delivered from the recently refurbished centre at Augustine Park in Bootle, the allotments on that site and the open space sports area that surrounds the building. However, this centre is still small and further investment is essential in order to expand the centre to meet demand and deliver an increasing variety of activities.
- Many young people would like to have more away days and residential breaks; however, this is currently hampered by the lack of transport available to TIN.
- The reach of the organisation is as deep as it is because they are a team of trusted individuals; there is no sense of patronage in the manner in which services are provided, rather there is a sense of community and commonality where staff and service users recognise the need for compassion and partnership.
- The organisation meets many essential demands for families that would not be met elsewhere, including provision of free nutritious meals and free school uniforms; no-one in the community is afraid to ask to access these services because they are offered with no sense of judgement just an appreciation of need.
- The alternative education provision offered is of a high quality and utilises a mix of learning styles to ensure that individuals feel engaged and succeed in their education development. Without this provision many of the students supported by TIN may not have completed formal education effectively.
- The staff team have an appetite for innovation and are willing to try different approaches to engage young people; as a result, the mix of opportunities on offer is unlike traditional youth centres. There is more likelihood of getting involved in projects that are creative and/or utilising new technology and this in turn leads to career aspirations that go beyond the previously expected employment opportunities for this group of young people.
- The Inclusion Network lives into its name, no-one is turned away and those people at most disadvantage are welcomed, supported and given the time and attention needed to get them back on their feet; there is a true compassion in this team that is palpable.

Recommendations:

- Embed the process of reporting social and economic impact into the day to day reporting activities
- Communicate the social and economic impact delivered by the activities on offer at TIN to engage partners and funders as the team seeks additional investment to complete the expansion of the centre
- Consider crowdfunding as a match to other investment – this offers a means of securing wider support from organisations and individuals who align with the values of TIN and can make a financial contribution to its activities and to securing a vehicle
- Maintain and develop the range of partnerships created by the team including targeting organisations with resources and capacity - these relationships support the development of innovative approaches to learning and engagement and offer unique experiences for the young people using the centre
- Consider securing financial support to pay for an on-site tutor, enabling TIN to extend the length of the learning day

The Inclusion Network is the glue that holds this community together, it transforms lives and it values individuals and families seeking to improve the quality of life for everyone who engages with the services