

DATA LABEL: PUBLIC



**CULTURE AND LEISURE POLICY DEVELOPMENT AND SCRUTINY PANEL**

**COMMUNITY LEARNING AND DEVELOPMENT YOUTH SERVICES PERFORMANCE REPORT**

**REPORT BY HEAD OF EDUCATION (LEARNING, POLICY AND RESOURCES)**

**A. PURPOSE OF REPORT**

This report provides an update on Community Learning and Development (CLD) Youth Services (Work with Young People (WwYP) and More Choices More Chances (MCMC) teams) performance from 1 April 2020 to 30 September 2020.

**B. RECOMMENDATION**

The panel notes the content of the attached report (Appendix 1); in particular:

1. The development of creative and innovative co-designed delivery models.
2. The establishment of a dedicated CLD Youth Services social media presence to promote the learning offer and maintain engagement with children, young people and communities;
3. The delivery of learning activities in the key worker childcare community hubs and opportunities for children and young people to have their achievements recognised through the 173 youth awards gained; and
4. The percentage of positive destinations achieved.

**C. SUMMARY OF IMPLICATIONS**

<b>I Council Values</b>	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; developing employees; making best use of our resources; and working in partnership.
<b>II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)</b>	None.
<b>III Implications for Scheme of Delegations to Officers</b>	None.
<b>IV Impact on performance and performance Indicators</b>	<p>The annual percentage of young people who agree that their health and well being has strongly increased or increased as a result of participating in a youth work programme.</p> <p>The unit cost per young person attendance at youth clubs.</p> <p>The annual unit cost of a More Choices More</p>

Chances young person supported into a positive destination on leaving school.

The number of youth work opportunities offered through youth club provision

The annual number of young people participating in Democracy Challenge and made aware of democratic processes including registering to vote.

The annual number of antisocial behaviour calls regarding young people registered with the Community Safety Unit.

**V Relevance to Single Outcome Agreement**

We are better educated and have access to increased and better quality learning and employment opportunities.

We live in resilient, cohesive and safe communities.

We live longer, healthier lives and have reduced health inequalities

**VI Resources - (Financial, Staffing and Property)**

Delivered within existing service revenue budgets with additional funding provided by the European Social Fund, Community Education Association/ Community Centre Management Committees.

**VII Consideration at PDSP**

Performance reports will be provided to Culture & Leisure PDSP twice a year.

**VIII Other consultations**

Young people, partners and parents/carers.

**D. TERMS OF REPORT**

The report attached as appendix 1 outlines the performance of CLD Youth Services over the period 1 April 2020 to 30 September 2020. Several initiatives and projects have been highlighted within appendix 1, of this report although this does not cover all the activity carried out by the service.

**E. CONCLUSION**

The service continues to offer a good learning offer and effective interventions which are developed in partnership and are supporting young people to acquire the skills for life learning and work. The gradual phased return to face to face youth work will see an increase in the learning offer and the numbers of young people participating.

**F. BACKGROUND REFERENCES**

CLD Youth Services Performance Report 28 November 2019

Appendices/Attachments: One

- Appendix 1: CLD Youth Services Performance Report 26 November 2020

Contact Person: Beverley Akinlami, CLD Youth Services Manager  
Tel: 01506 281093 / Email: [beverley.akinlami@westlothian.gov.uk](mailto:beverley.akinlami@westlothian.gov.uk)

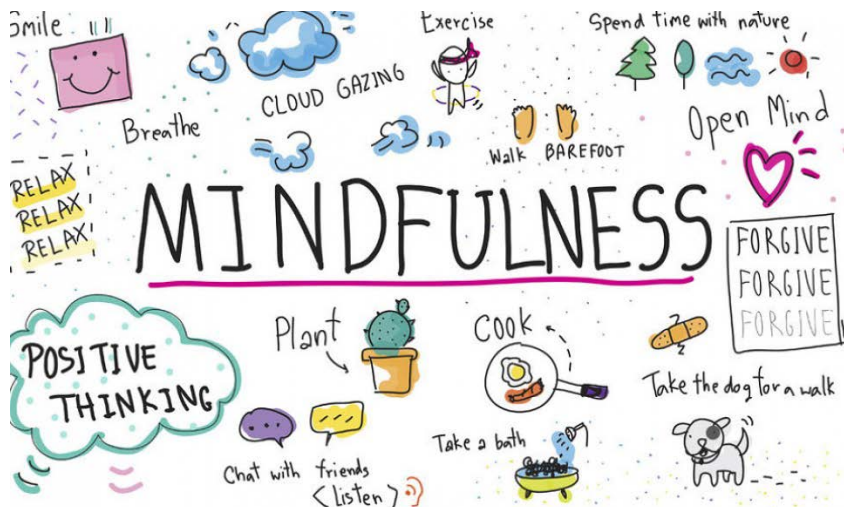
**James Cameron**  
**Head of Education (Learning, Policy & Resources)**

Date of meeting: 26 November 2020



## Culture & Leisure PDSP 26 November 2020

### Community Learning and Development Youth Services Appendix 1: Performance Report



Beverley Akinlami

Community Learning and  
Development Youth Services  
Manager

26/11/2020

Community Learning and Development Youth Services  
Performance Report

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## 1. Overview

### Community Learning and Development (CLD) Youth Services

CLD Youth Services incorporates the **Work with Young People (WwYP)** Team and the **More Choices More Chances (MCMC)** Team. CLD Youth Services prioritises the delivery of a range of learning opportunities in communities for children and young people aged 10 - 25 years.

CLD Youth Services aims to improve learning opportunities for young people so that they can develop their potential and reach a positive destination. The two main elements of the service are:

- ⦿ developing the capacity of young people through targeted interventions and the provision of mainstream youth clubs; and
- ⦿ offering support to young people requiring more choices more chances to assist them to progress into employment, education and training.

## 2. Performance Update

The purpose of this report is to provide an update on CLD Youth Services performance over the period 1 April to 30 September 2020.

### ⦿ Community-based Youth Work

In the period 1 April to 30 September 2020, community-based youth clubs did not operate due to COVID-19 and restrictions in relation to the opening of community facilities.

### ⦿ Key Worker/Vulnerable Children Hubs

The service contributed to the planning and delivery of learning and support in community hubs to children and young people of key workers and those who were identified as vulnerable. Staff delivered learning programmes and accreditation opportunities including Hi 5 Awards and Dynamic Youth Awards. This increased engagement, addressed learning loss, supported health and wellbeing and raised attainment. 173 accredited learning certificates and awards were achieved by children in P1 to S3.



Lava Lamp Experiments



Create & Launch a Rocket



Marble Run

### ⦿ **Summer Holiday - Summerfest Programme**

The Work with Young People team used a blend of digital and remote approaches to deliver a 'Summerfest' programme. Themed activity packs were distributed weekly in July in 9 Scottish Index of Multiple Deprivation (SIMD) areas. They included arts and crafts, STEM activities, cooking and physical challenges as well as resources and competitions. Opportunities also included High 5 and Dynamic Youth online and ongoing engagement via social media platforms. Adapting to a new way of working was challenging but enabled the team to be creative and utilise their skills and knowledge of working with young people and offering learning opportunities in a different way but with similar results. Young people were able to come out and meet the team and continue to engage digitally, helping them become less isolated and helping them stay connected to the service. A total of 1,868 activity packs were delivered in West Lothian. 76% of participants who took part in a survey said that participation improved their mental/emotional wellbeing. 84% also said they had learnt something new, listing things like art, climate change and surviving camping trip.

### ⦿ **Digital Youth Work**

The service has established a Facebook page to maintain engagement with young people and to promote the learning offer. Staff have developed digital content and are using a range of different platforms to communicate with and support young people including: Zoom, WhatsApp and Instagram. Virtual youth groups were set up for our most vulnerable young people and have been well attended, in the absence of face to face youth work. For some young people; those who have struggled to participate in groups due to mental health issues, meeting virtually has been especially beneficial.

### ⦿ **Youth Work in Schools**

The Youth Work in Schools programme provides a diverse range of learning opportunities and is specifically tailored to meet the needs of the young people referred. Community Education Workers are liaising with schools and planning programmes for delivery October to December 2020. Programmes delivered will be focused on building confidence, self-esteem and resilience, personal safety, addressing risk taking behaviours, employability skills and raising aspirations.

### ⦿ **Key Workers Support Services**

Keyworkers support the hardest to reach young people (those requiring more choices more chances interventions) to access further education, training or employment; and in many cases this can take up to a year or more. The Keyworkers provide intensive support to identified young people and cover all eleven mainstream secondary schools. Keyworkers also support those young people who are participating in post school employability programmes; Skills Training Programme and Helping Young People Engage.

From 1 April 2020 to 30 September 2020, 118 young people have been actively engaging with Keyworkers. 86 young people came off the key workers caseloads, 81 of them progressed to positive destinations (94%).

54 young people are attending West Lothian College as exceptional entrants. Each of these young people has an allocated key worker to ensure they settle and sustain their college placement. Links have been set up with the college to ensure that key workers are alerted to any absences. Young people requiring free college meals have been flagged up and support is in place. The key workers have worked closely with the college, the schools and partner agencies to ensure that blended learning and digital poverty are managed to maximise learning. The college have created a space for the key workers to work from to build on good partnerships to support the young people.

### ⦿ **Skills Training Programme**

The Skills Training Programme (STP) consists of up to 26 weeks work experience four days a week in a work placement usually within council services, care/child care, catering, customer services/clerical and in operational services. This gives young people the opportunity to gain the vocational and personal skills to secure and sustain work. The vocational qualifications offered include the West Lothian Employability Award level 4, Emergency First Aid at Work, and the British Safety Council Entry Level Health and Safety in the Workplace.

At the beginning of April, 15 young people were engaging in the Skills Training Programme. Throughout the lockdown period all 15 young people remained engaged in the programme which was a blend of home learning packs and virtual engagement. These young people worked in partnership with Fast Forward to pilot Own It! an on-line, interactive resource where participants make decisions regarding a range of risk-taking behaviours, in a safe and supportive environment, and learn from the potential positive and negative outcomes and consequences.

The choices relate to resilience, alcohol, drugs, gambling and how their choices directly affect their lives, and the lives of others. This pilot will be used to develop a training resource for use with other young people as well as building an understanding of choices and consequences and building digital skills with the group.

The pilot with Fast Forward has given the young people involved an opportunity to take the reins creatively in developing an innovative, interactive resource which will empower other young people to make better choices and decisions.

There are currently 12 young people still on the Skills Training Programme and 3 have progressed to positive destinations.

### ⦿ **HYPE Learning Agreement**

A HYPE Learning Agreement replaces the previous programme of Activity Agreements. The HYPE Learning Agreement continues to build on the good practice of an Activity Agreements, and is a learning option for a young person aged 16-26. The programme aims to build relationships with, and support young people who are regarded as being the farthest from the labour market. A HYPE Learning Agreement is a learning contract between a trusted professional and a young person who come together to create an action plan tailored to their



individual needs. Every Young person who attends HYPE courses will receive a Certificate of Achievement as well as having access to a range of qualifications. In this reporting period, 23 young people participated in the HYPE programme. The HYPE@Home learning programme was very successful with person centred packages of learning being delivered to individuals' homes. During this time 3 young people disengaged with the programme.

#### HYPE@Home – Case Study

Lockdown presented specific challenges for the HYPE (Helping Young People Engage) client group. Whilst HYPE is primarily a skills-based pre-employability programme, the reality for most of the young people we work with is that it's the first step to them engaging in a structured programme to begin to address the barriers which are getting in the way of them moving onto further training, education or employment. The barriers HYPE young people face tend to centre around social isolation, difficult home/living situations, ASD, issues around mental health and well-being and poverty.

Prior to lockdown a number of young people spoke to staff and tutors about their fear of losing the routine of attending courses which they feel are instrumental in their personal development and losing a reason to get up and leave the house. The loss of physical social contact with others and often with new found friends is a really big deal for some of our young people who've struggled with friendships and 'fitting-in' through their time at school and the loss of the really positive, supportive relationships they've built with staff and tutors from the HYPE team.

In response the HYPE team of staff and tutors delivered a range of opportunities during lockdown and throughout the summer period to continue to support and develop our young people including:

- 150 Themed Learning Activity Packs delivered to doorsteps
- 44 Targeted Outdoor / Construction themed learning packs delivered.
- 15 Targeted Individualised Craft packs delivered
- Twice weekly group video calls
- 42 x 1:1 Walk & Talk/ sessions delivered including focussed sessions on Personal Fitness, Art, Photography.
- WhatsApp groups set up for individual & peer support.

The generic themed activity packs were delivered to all young people participating in a West Lothian HYPE Learning Agreement and included tasks and information relating to Mental Health & Wellbeing, Personal Care, Cooking, Creativity, Physical Fitness and preparation for a return to leaving the house 'The New Normal'.

The outdoor and construction tasks involved a range of activities from planting a Covid Blossom memorial tree, building and planting a wooden wheelbarrow planter, building a birdhouse and bug hotel. Other popular construction tasks included the 'Lockdown Lambo' Airfix Lamborghini kit moving on to more technical Meccano builds.

What impact did this have on young people?

***'HYPE helped me a lot during Lockdown. Especially the zoom calls and the walk and talks as they both gave me a place to vent and it was just a laugh which took my mind off lockdown' S***

***'I think my favourite pack was the designing a t-shirt. It was fun to do and motivated me to decorate some of my own clothes.'* J**

***'I think HYPE has helped by giving me something to look forward to each week such as the zoom calls and the learning packs. It made all the craziness from the lockdown feel a little bit more normal.'* A**

***'It was a good surprise to do the cooking. They didn't ask me to make the steak pie, I just did it because I liked making the pasta that HYPE sent me the ingredients for'* S**

***'Getting a personalised pack was great. It felt like people were thinking about me and like it was my birthday. It reminded me that nobody had forgotten about me' J***  
***'HYPE really helped me through Lockdown with being on the app and giving me stuff to do' I***

### ⦿ Digital Inclusion Programme

The service applied to the digital inclusion programme for CLD organisations and was successful. The programme provides free iPads, Chromebooks and adaptive/assistive technology to community-based young adult learners who are:

- 16-30 years of age
- Digitally excluded – do not have an appropriate device and/ or are not connected to the internet at home
- On low incomes so cannot afford to buy a device or pay for internet access
- Not in full-time education, employment or training
- At risk of isolation or further exclusion due to coronavirus
- Linked with an organisation for support to learn

Learners can have the benefit of free IT equipment and connectivity through mobile data for up to 12 months, plus access to training and support. In addition, digital champions training is made available to staff.

### ⦿ Duke of Edinburgh's Award (DofE)

The service is continuing to support young people through eDofE online learning platform. There has been a significant delay to young people completing expeditions due to COVID-19. Face to face work is just starting back. Community Education Workers (CEW) are supporting school groups to undertake day walks to complete the expedition section of the award, as overnight/ residential are not currently permitted under Scottish Government COVID-19 guidance. CEW are restarting first aid and expedition training for school and community group DofE leaders. Work is developing with the LAC Attainment Team to engage young people in DofE and other youth award programmes.

### **3. Key Performance Indicators**

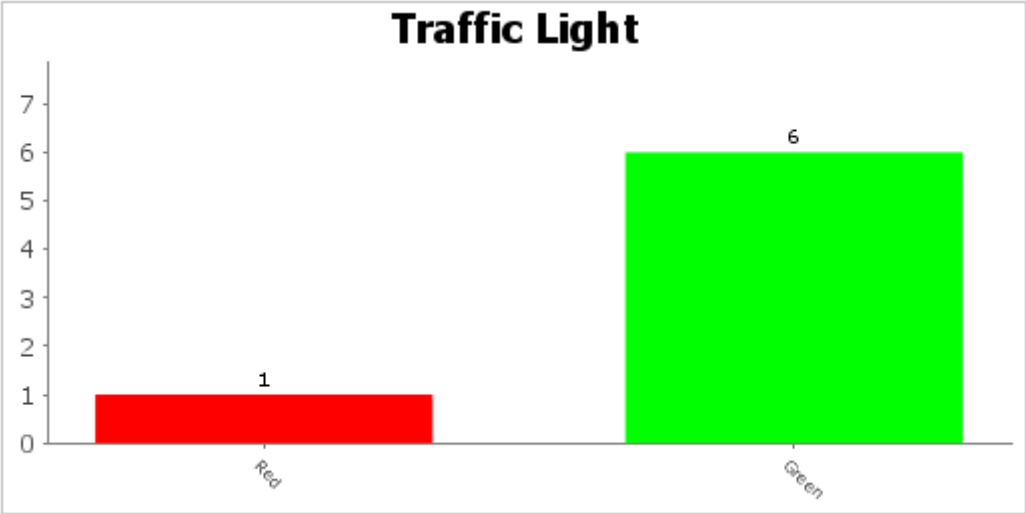
There has been a significant reduction in delivery over the reporting period, 1 April to 30 September 2020, due to the COVID-19 pandemic. The service has continued to provide personal development and support services to those most in need through a blended model of home learning packs, online learning and virtual youth groups.

The performance indicators below are those which are reported to the PDSP.

3.1 Key Performance Indicator Charts

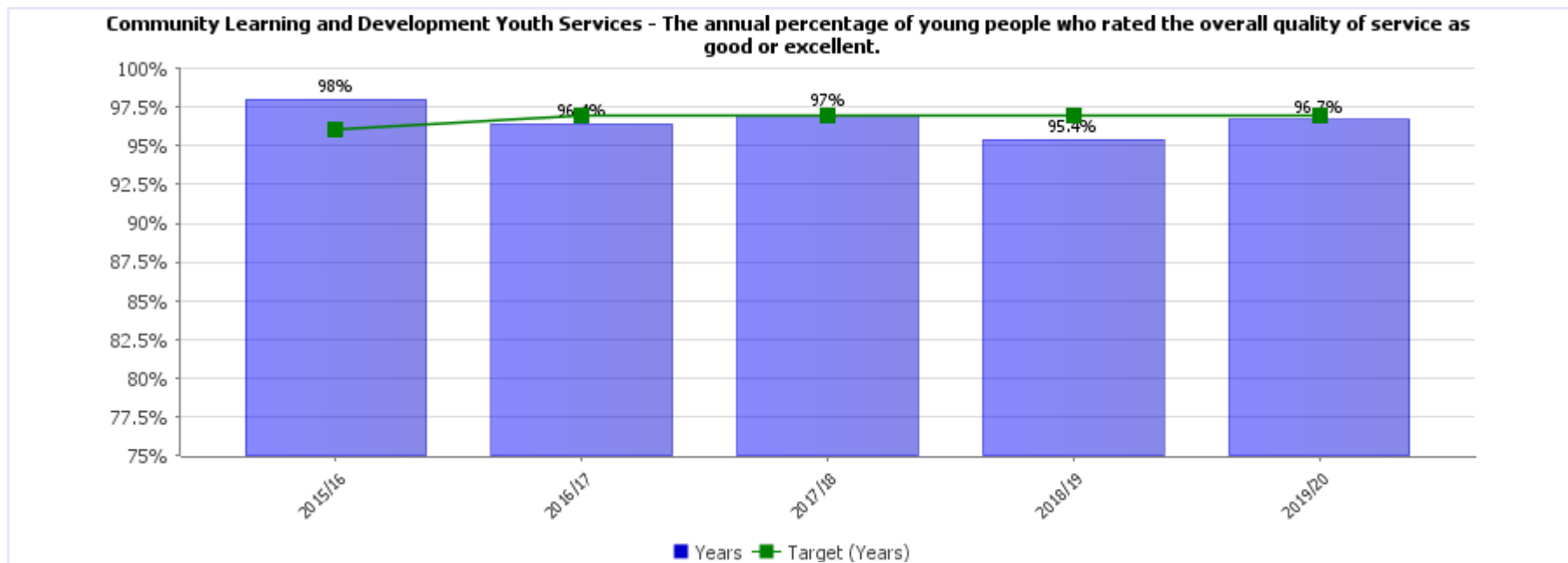
EDCYS PDSP Report

Data Label : OFFICIAL



Community Learning and Development Youth Services  
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PI Code & Short Name	<b>EDCYS007_6a.7 Community Learning and Development Youth Services - The annual percentage of young people who rated the overall quality of service as good or excellent.</b>
Description	The service has measured the percentage of learners who rated the services' overall quality of service as good or excellent. Individual learner feedback from surveys is collected throughout the year across the range of provision delivered by the service. Young people are asked to rate overall quality of service as: excellent, good, adequate, poor or very poor. All responses ranked as either 'Excellent' or 'Good' are recorded as a positive response. Each year, the cumulative number of positive responses are divided by the total number of responses to determine a percentage. The results of all learner feedback are analysed on an annual basis in order to identify areas for improvement.



**Trend Chart Commentary:**

Performance in 2019/20 was 96.7%; this is a 1.3% improvement compared to the previous year, though 57 fewer young people completed feedback forms. The service has performed on or above target over the five-year period, with the exception of 2018/19.

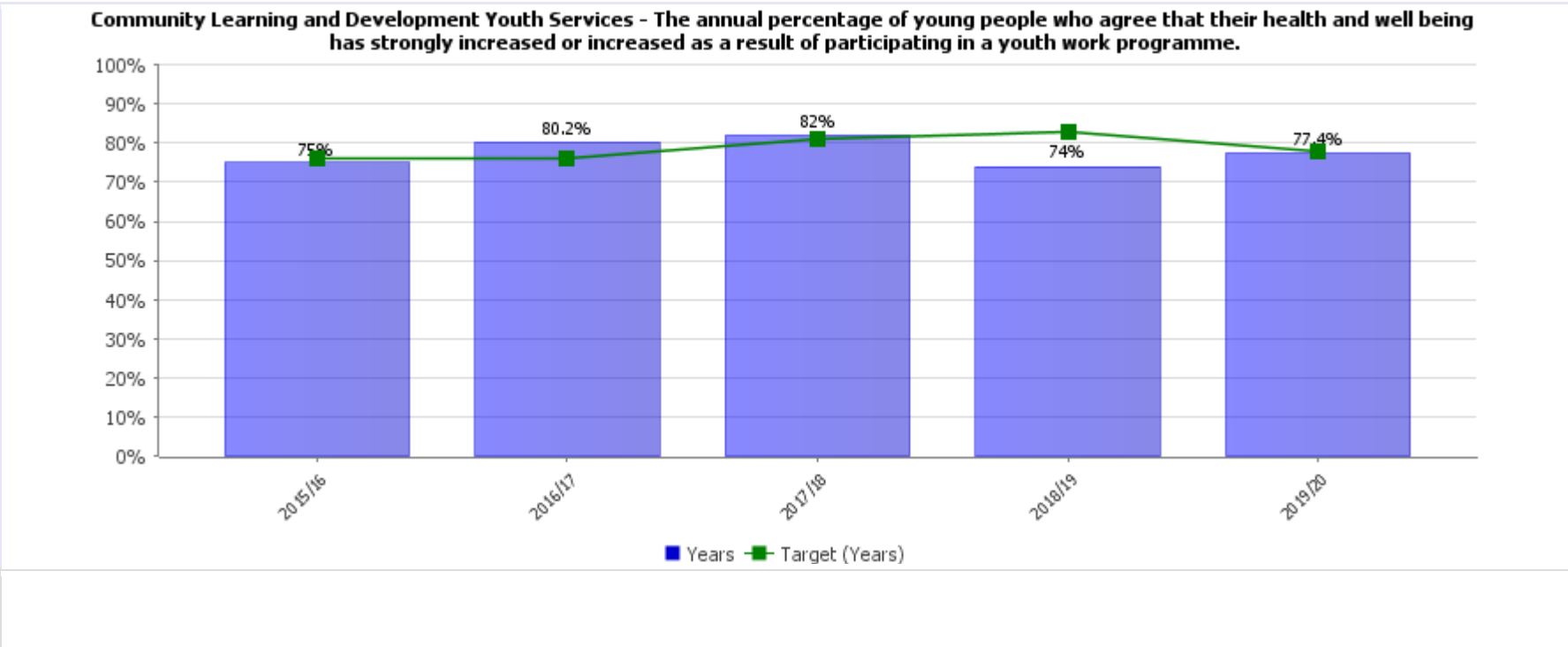
The annual performance data for the previous five years shows the number of young people that completed surveys.

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2019/20 579 customer feedback forms  
2018/19 626 customer feedback forms  
2017/18 528 customer feedback forms  
2016/17 344 customer feedback forms  
2015/16 448 customer feedback forms

The service aims to improve performance and has set a target of 97% for 2020/21; this is a challenging target and considers the introduction of new staff.

PI Code & Short Name	<b>EDCYS009_6a Community Learning and Development Youth Services - The annual percentage of young people who agree that their health and wellbeing has strongly increased or increased as a result of participating in a youth work programme.</b>
Description	The service has measured the percentage of young people who agree that their health and wellbeing has strongly increased or increased as a result of participating in a youth work programme in financial year 2019/20. Individual learner feedback from surveys are collected throughout the year across the range of provision delivered by the service. Learners are asked to rate the impact on their health and wellbeing as strongly increased, increased, neither increased/decreased, decreased or strongly decreased. All responses ranked as either 'Strongly increased' or 'Increased' are recorded as a positive response. Each year, the cumulative number of positive responses are divided by the total number of responses to determine a percentage. The results of all learner feedback are analysed on an annual basis in order to identify areas for improvement. The target for 2020/21 will remain as 83%



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Performance in 2019/20 was 77.4%, this represents a 3.4% increase in performance from 2018/19 (74%).

Though performance increased over the period 2015/16 to 2017/18, there was a drop in the survey size. Though performance in 2018/19 was 74%, a drop of 8% compared to 2017/18 (albeit with a larger survey size) we have begun to reverse the drop with an increase from 74% to 77.4% with again an 18% larger survey size 341 young people (2018/19 was 289) In order to improve our performance, achieve our target and better reflect our health and well being outcomes in the coming period, we will continue up-skill staff and encourage more reflective practice among our staff when completing satisfaction surveys with our customers and reporting back on their work.

The annual performance data for the previous five years shows the number of young people that completed surveys and the percentage of those that reported that their health and well-being strongly increased or increased.

2019/20 264 out of 341 = 77.4% target 78%

2018/19 214 out of 289 = 74% target 83%

2017/18 151 out of 184 = 82% target 81%

2016/17 130 out of 162 = 80.2% target 76%

2015/16 211 out of 281 = 75% target 76%

The service aims to improve on the previous year's performance and has set a challenging target of 80% for 2020/21.



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**PI Code & Short Name** P:EDCYS041\_9a.1c Unit cost per young person attendance at youth clubs

**Description**

The unit cost per individual young person attendance at youth clubs divided by the total youth club activity budget. These unit costs are measured and monitored on a monthly basis to keep performance on track providing good value for money. This performance indicator is based on data collected at the end of the financial year. This performance indicator relates to council key priorities of Improving Attainment and Positive Destinations.



**Trend Chart Commentary:**

Due to the Covid-19 lockdown which has caused all physical provision i.e. Youth/children's clubs to close down; the service has had to alter its focus to working with small groups and individuals through digital media i.e. Video meetings with group and one to one consultation as opposed to weekly club openings.

This has severely restricted numbers with the result of higher costs.  
However the service was tasked with staffing Summer Hubs for children of key workers and the Summer Fest. including the issuing of activity packs

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which was very successful.

2020/21

performance in quarter 1 - £124.47 target £5.95

performance in quarter 2 - £5.10 target £5.95

2019/20

performance in quarter 4 - £6.36 target £5.32

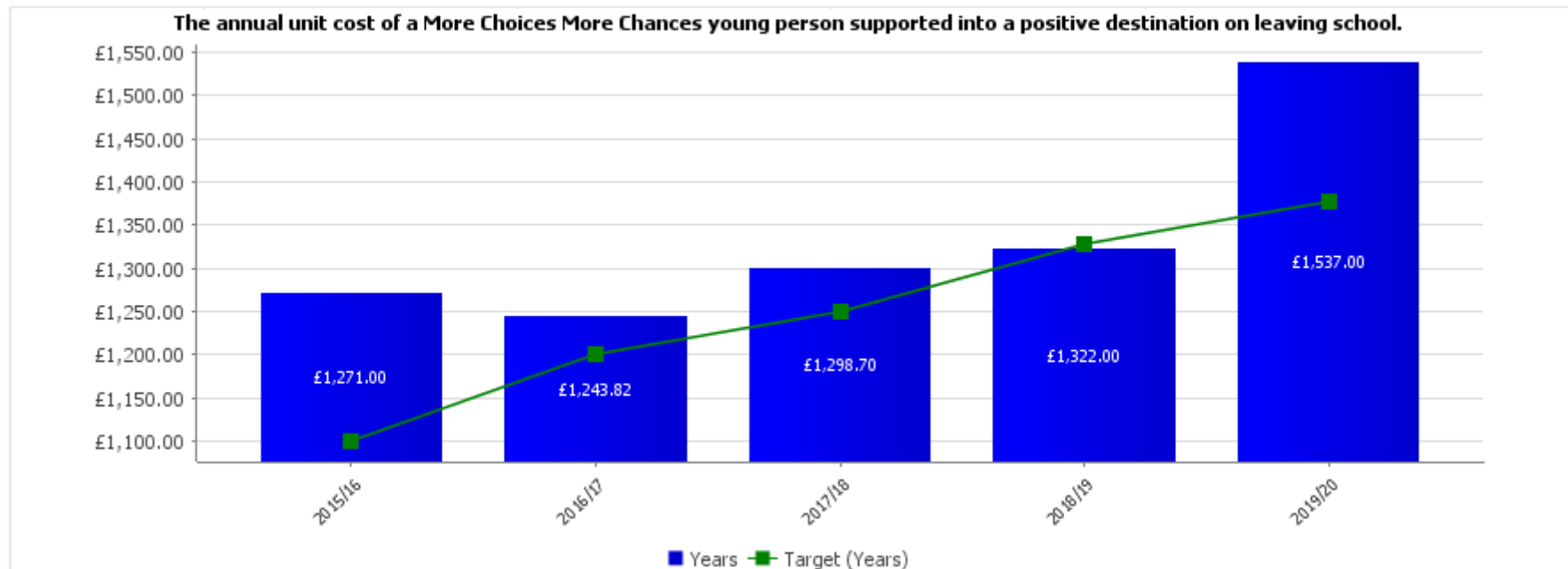
performance in quarter 3 - £5.43 target £5.32

performance in quarter 2 - £6.11 target £5.32

Performance in quarter 1- £5.18 target £5.32

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<b>PI Code &amp; Short Name</b>	<b>P:EDCYS042_9a.1c The annual unit cost of a More Choices More Chances young person supported into a positive destination on leaving school.</b>
<b>Description</b>	The cost of a More Choices More Chances young person (15 to 18-year-old) identified as requiring additional assistance to obtain a positive destination on leaving school) who has moved into a positive destination. This performance indicator is based on data collected at the end of the financial year. This performance indicator relates to council key priorities of Improving Attainment and Positive Destinations.



**Trend Chart Commentary:**

Performance in 2019/20 was £1,537.00

Service costs per young person supported into a positive destination by the Keyworker resource was less accurate during 2015/16 as the service was reviewing and revising the Activity Agreement operational model. Over the period 2016/17 to 2018/19 performance has been on, or close to target and is due to improved provision planning and realignment of staff across CLD Youth Services to manage maternity leave, sickness absence and a member of staff participating in the 'Learn to Teach' programme. For example, a member of staff from the Work with Young People team has facilitated a Keyworker caseload to ensure the continuation of service to some of our most vulnerable young people. The service experienced

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significant operational challenges in 2019/20. This was mainly due to staffing changes, young people with more complex needs participating in post school programmes, as well as the introduction of additional administrative work linked to European Structural Funding which supports the Keyworker service. Combined, these changes have impacted on the annual unit costs of young people supported into a positive destination.

The annual unit cost of a More Choices More Chances young person supported into a positive destination on leaving school in each financial year was:

2018/19 performance - £1,322.00 target £1,328.00

2017/18 performance - £1,298.70 target £1,250.00

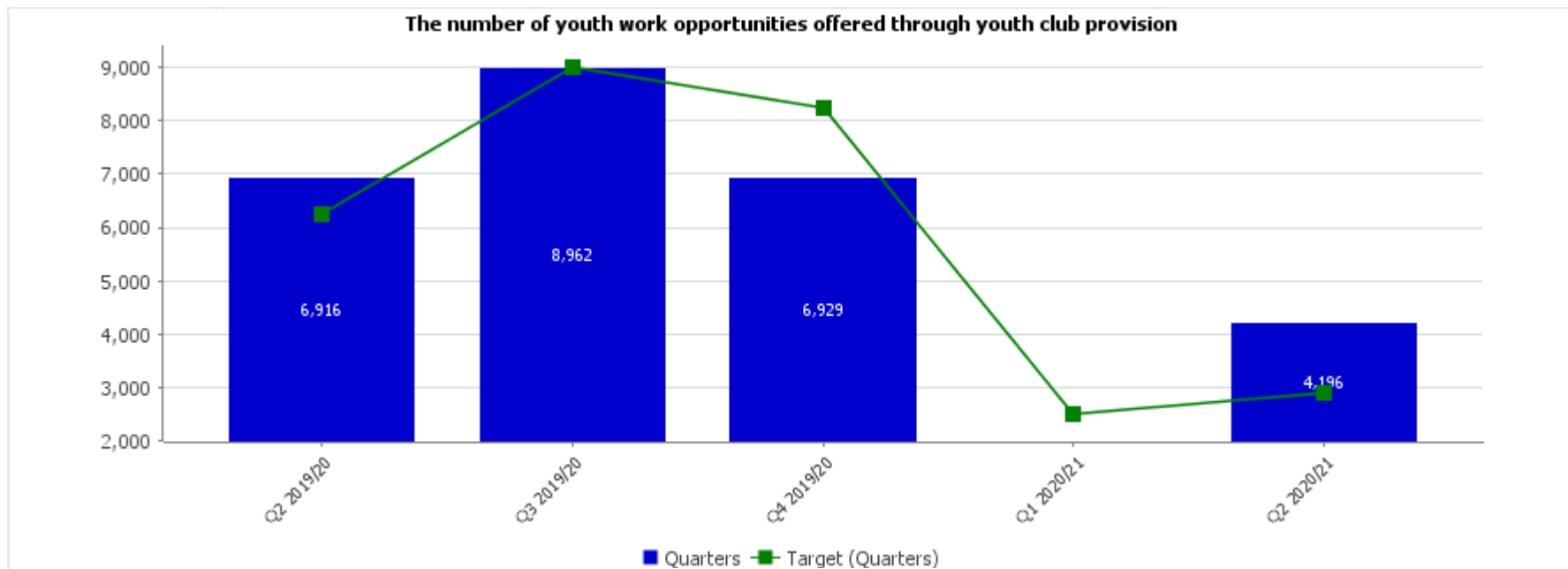
2016/17 performance - £1,243.82 target £1,200.00

2015/16 performance - £1,271.00 target £1,100.00

Based on previous performance and the anticipated needs going forward, the target for 2020/21 will be £1,584. This revised target will allow for increased staff costs through incremental increases.

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<b>PI Code &amp; Short Name</b>	<b>P:EDCYS054_9b.1c The number of youth work opportunities offered through youth club provision</b>
<b>Description</b>	The total number of youth work opportunities offered by Community Learning and Development Youth Services through youth club provision. Information is gathered from monthly club registers. This is monitored and reported on a quarterly basis. This performance indicator is based on data collected at the end of the financial year. This performance indicator relates to council key priorities of Improving Attainment and Positive Destinations.



**Trend Chart Commentary:**

Due to the Covid-19 lockdown which has caused all physical provision i.e. Youth/children's clubs to close down; the service has had to alter its focus to working with small groups and individuals through digital media i.e. Video meetings with group and one to one consultations as opposed to weekly club openings.

This has severely restricted numbers 'attending'. However, the service was tasked with staffing Summer Hubs for children of key workers and the Summer Fest. including the issuing of activity packs which went extremely well

2020/21

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Quarter 1 performance - 669 target 2500  
Quarter 2 performance - 4196 target 2900

2019/20

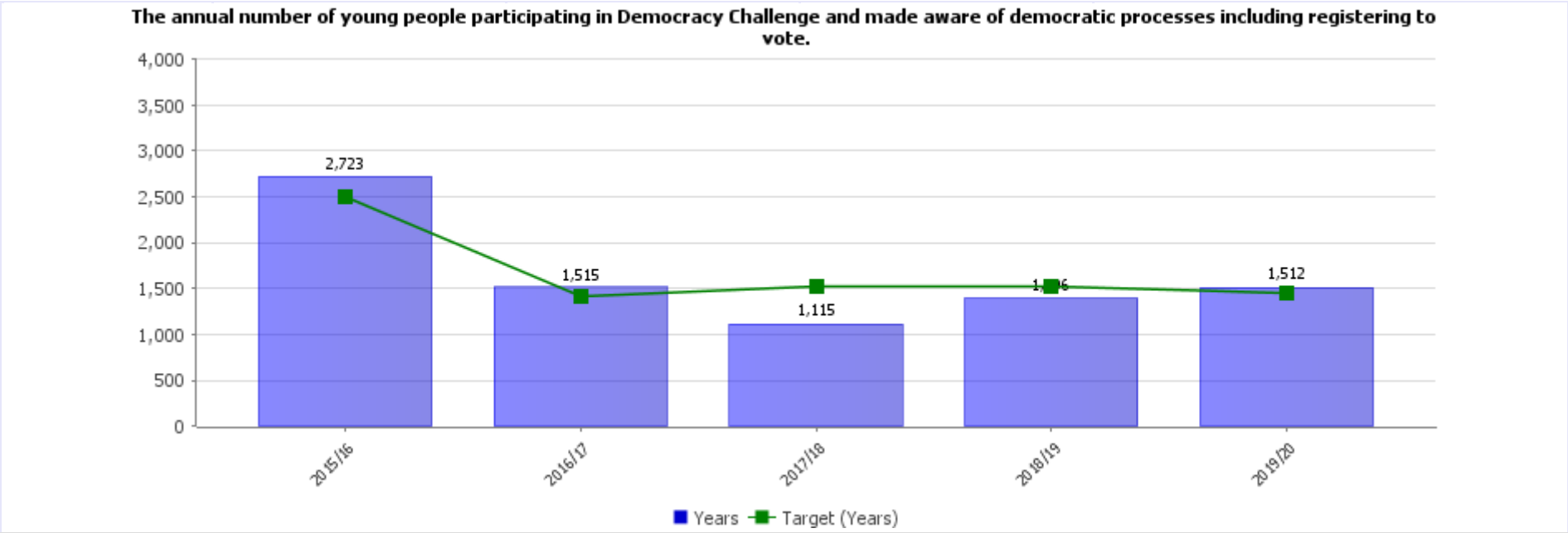
Quarter 4 performance - 6,929 target 8,250  
Quarter 3 performance - 8,962 target 9,000  
Quarter 2 performance - 6,775 target 6,250  
Quarter 1 performance - 9,330 target 8,500

2018/19

Quarter 4 performance - 9,837 target 8,000  
Quarter 3 performance -10,131 target 8,500  
Quarter 2 performance - 7,834 target 5,400  
Quarter 1 performance -10,027 target 8,000

The revised target for 2020/21 is 2500 per quarter, this will be kept under review as/when guidance is provided by the Scottish Government.

PI Code & Short Name	EDCYS057_9b.1a The annual number of young people participating in Democracy Challenge and made aware of democratic processes including registering to vote.
Description	The number of young people participating in Democracy Challenge events held in partnership with the Electoral Registration Office and made aware of democratic processes including electoral registration, demonstrating the voting process, and exploring broader engagement in political decision-making structures from local to national. This performance indicator is based on data collected at the end of the financial year. This performance indicator relates to council key priorities of Improving Attainment and Positive Destinations.



**Trend Chart Commentary:**

Performance for 2019/20 was 1,512 which was 73% of the S4 cohort. The Democracy Challenge was presented in all of the 11 mainstream secondary schools, with a combined roll of **2067** S4 pupils. In total, **1512** young people attended the sessions and **509** were added to the register. Having completed a ballot paper at the end of the session, **1118** young people indicated that as a result of attending, they would be more likely to vote in the next election and **287** indicated that they would be more likely to take an interest locally, e.g. pupil council, community council, local fora and Scottish Youth Parliament.

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Performance has improved over the last year and there was a good level of performance in 2015/16 and 2016/17, but this dropped in 2017/18 as a result of cancellations due to severe weather resulting in school closures. This meant that we were unable to deliver the sessions originally organised in Bathgate Academy, St Kentigern's Academy and Deans Community High School. Bathgate Academy rescheduled for 21st March and therefore are included in our reporting figures, St Kentigern's Academy rescheduled for 18th April, so cannot be reported and Deans Community High School were unable to reschedule. In 2018/19 performance improved with 1,396 young people taking part, but was lower than the 1,517, target set.

2019/20 performance 1,512; 73% of the S4 cohort - target 1,444

2018/19 performance 1,396; 67% of the S4 cohort - target 1,517

2017/18 performance was 1,115; 58% of the S4 cohort - target 1,526

2016/17 performance was 1,515; 78% of the S4 cohort - target 1,422

2015/16 performance was 2,723; 71% of the total S4/S5 cohort - target 2,500

The service aims to deliver the Democracy Challenge in all 11 mainstream secondary schools and seeks to reach 70% of the identified cohort. The number of young people participating each year varies. This is dependent upon the total cohort size, the number of schools participating and young people available on the day the sessions take place.

The target set for 2020/21 is 1,444; which is 70% of the S4 cohort.



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