

## Multiply Project Evaluation

PROJECT DETAILS		
Project Name	Multiply	
Organisation	You Asked We Responded (YAWR) Services	
Programme Contact	Nasreen Aziz	
Key Targets	Contracted	Achieved
<i>Substantive</i>	106	109
<i>Engagements</i>	230	240
<i>Spend</i>	£64,990	£64,990

### 1. PROGRAMME SUMMARY AND IMPACT

In brief, summarise the content of your delivery. Please include details of any courses you have delivered.

The content of the delivery was initially based on everyday numeracy. However, we realised after the year 1 that the majority of our learners required additional support with basic literacy and digital skills. Therefore, we modified the programme of delivery in years 2 and 3 to incorporate literacy and digital skills to augment the delivery of numeracy.

Please describe the impact the Multiply programme has had for learners who you have worked with.

The impact of the multiply programme for the learners has been tremendous. The learners that we have supported had never been on traditional learning programmes. However, the learners could see the benefits to be accrued and through word of mouth we were able to overachieve on both the engagements and substantive. Due to demand, we are continuing with the delivery of basic skills that is self-funded by YAWR. A few of our learners progressed onto additional learning opportunities. Having developed their confidence, they were able to progress on to volunteering and paid employment.

Please describe the impact that the Multiply programme has had on your organisation.

The impact on YAWR Services has been tremendous especially on our staff. We have moved from providing an advocacy and befriending service to supporting our service users and the wider community to improve their quality of life. Staff have had their jobs enlarged and are motivated to deliver additional learning opportunities to our service users. 5 members of our staff enrolled onto the ESOL trainers' course and a couple have completed the numeracy champion's course.

Please detail any strengths of the programme and any areas that you think could have been further developed.

Initially we focussed on numeracy, however we came to realise after year 1 that for our learners to develop their numeracy skills, they also had to incorporate literacy and digital skills. We found this out when we utilised the "Numeracy" challenge as an initial assessment tool. Subsequently, following discussions with the programme manager we modified our delivery for year 2 and 3 and we were able to overachieve on our targets.

## 2. SPEND

Summarise the final position on funding. ie Did the programme spend it's full allocation of grant?

Due to the success of the programme, we exceeded our spend and the grant to purchase resources was welcoming to purchase additional resources that enabled us to support our learners effectively.

## 3. OUTPUTS AND OUTCOMES

Summarise the overall position on outputs/outcomes delivery. Pay particular attention to whether the project has achieved what it set out to achieve in the agreed contract (including any variations). In relation to outputs/outcomes, can the project be considered a success?

Year 1 – Engagement 40 Substantive 20

Year 2 – Engagement 100 Substantive 20. Programme manager requested we modify our outputs and engage additional learners that supported the wider programme

Year 3 - Engagement 90 Substantive 60. Programme manager held discussions with us as we had achieved all targets by the end of November. We were requested to deliver additional employment opportunities to support the wider programme.

## PROGRAMME MANAGEMENT

With the view to reflect on the effectiveness of partnership working, please could you share your perspective on the program's management? Areas to consider are:

- Communication
- Quality of Performance Reviews
- Level of support offered

Please provide any feedback you feel would improve the running of similar programmes in the future.

The support that we received from the programme management team was very supportive. They communicated with us throughout the programme, provided support and training to utilise resources. Through their support and assistance, the reporting process was streamlined to ensure that we were able to report outputs and achievements easily and effectively.

Performance reviews were held regularly, and the feedback provided following observation and delivery was very effective. This enabled our staff to become more effective in their delivery.

Finally, if we had any questions or required any assistance, the support received from the RMBC management team was responsive and enabled us to address any issues that we were facing.

4. **EVALUATION:** Please explain any conclusions from the overall delivery of the project. Areas to consider are:

Are there any lessons learnt?

Any successes to celebrate more widely?

Any awards or publicity that should be highlighted?

This was the first time that YAWR Services ventured out of their comfort zone. We were initially on a steep learning curve. However, through the support received from RMBC programme team and other providers we were able to achieve our outputs and were able to improve the quality of life of our community of interest.

The lessons that we learned is that we have to prepared to modify the delivery to ensure that we are meeting the needs of our learners. Majority of our learners were women from the Pakistani community who traditionally have not engaged in any form of learning. Through this programme, they developed their confidence and some of them progressed on to mainstream learning programmes, engaged in volunteering to develop their skills and gained employment.

## Summary

In summary our community of interest were reluctant to engage in the learning opportunities as they could not see the benefits. However, following year 1, the message spread through "word of mouth", and we were able to overachieve. This opportunity has enabled YAWR services to deliver additional opportunities for our learners. Staff have realised their potential and we will be looking to engage in additional similar opportunities should they arise.