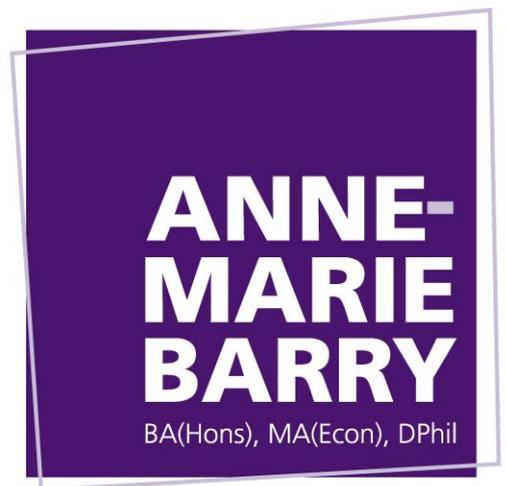




CALM PROJECT



Social Research and Consultancy

EVALUATION OF YMCA GLASGOW CALM PROJECT

Final Report prepared for: YMCA Glasgow Calm Project

Prepared by: AM Barry Associates

March 2007



(artwork by Rebecca, aged 14)



QUALITY ■ INNOVATION ■ RESULTS

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FOREWORD

The Calm Project clearly demonstrates the caring mission of YMCA Glasgow in action. In this inspirational and landmark Project troubled young people and families are encouraged towards renewed hope and fuller lives. Dedicated staff commit to befriending and supporting some of the most deprived and vulnerable people in our community with positive results. As Anne-Marie Barry writes, “Calm is essentially a needs led and community based project which always places the service user at the centre”.

YMCA Glasgow acknowledges the support and collaboration of the many agencies and individuals who have made the work of Calm possible. Our continuing partnership will hopefully make it possible to achieve further development in Pollok and also introduce the Calm model into other areas of Glasgow and beyond.

William Harte
Chief Executive Officer
YMCA Glasgow

2 INTRODUCTION

YMCA Glasgow Calm Project was established by YMCA Glasgow in 2002. The project aims to develop and deliver a range of support services for Young People aged 12-21 years who live within Greater Pollok and whose mental well-being has been affected by violence or bereavement. The project has its origins in concerns expressed by young people, local agencies and individuals in the area about levels of violence and its impact on the community.

The project has close links with the community and its principal focus has been to address the needs of local people. In the first phase of YMCA Glasgow Calm an extensive piece of peer research was conducted to map the range and level of need.

YMCA Glasgow Calm supports a range of services but its principle focus is on the provision of one to one, issue based befriending and for this the project employs dedicated, paid staff. Service users are also offered one to one counselling and the opportunity to participate in a number of group sessions and courses.

THE LOCAL CONTEXT

The context within which YMCA Glasgow Calm works is a challenging one. Greater Pollok falls within the South West Community Health and Care Partnership area, which is characterised, by high levels of deprivation and need. For example 19.8% of the area population are social work clients. Around 30% of the total area population live in areas classified as 'deprived neighbourhoods' and young people (aged 0-17) are more likely to live in 'deprived neighbourhoods'.¹

Greater Pollok is characterised by high levels of deprivation and generally poor health. People living in the area have lower rates than average of life expectancy, higher rates of smoking, teenage pregnancies, ill-health and unemployment. The number of people living in overcrowded conditions was 75% higher than the national average and the number of children being raised in workless households was 104% higher than the national average.

Data from NHS Scotland indicates that the number of prescriptions for the anti-depressants and related drugs in the Greater Pollok Constituency (2004) was 701,500 for a population of 63,616. Generally, people in Greater Pollok were more likely to describe their health as 'not good' in comparison to the national average of around 8%² and 14.86% of the population aged 16-64 were claiming incapacity benefit³.

¹ Community Health and Care Partnerships: Social Work Clients and the Local Context, Iain Patterson and Tina Callan Social Work Research Team, April 2006

² The Scottish Health Survey 2003 Results (Scottish Executive, 2005)

³ Scottish Neighbourhood Statistics, 2004

POLICY CONTEXT

Measures to improve the mental health and wellbeing of children and young people have been given high priority at national and local level. In 2003 the Scottish Needs Assessment Programme (Children and Adolescent Mental Health) established a number of national priorities in terms of access to services and treatment. These were:

- Recognition of the right of children and young people to be heard;
- The importance of mainstreaming mental health in communities, schools and families and;
- The integration of promotion, prevention and care.

The mental health and well-being of children and young people was identified as one of the key priority areas in the *National Programme to Mental Health and Well-being Action Plan (2003-2006)*. The document made reference to the importance of supporting children, young people and their parents and recognised that people require support in the community, home and schools.⁴

In 2004 a national project, *Heads Up Scotland*, for children and young people was established with the aim of:

- Promoting mental health for all;
- The prevention of mental health difficulties for vulnerable groups and;
- Ensuring that services were adequate to meet mental health needs and the mental health improvement needs of children and young people were attended to.

The Scottish Executive has also funded and supported the Choose Life strategy to prevent suicide in Scotland. At a local level the recent Health Improvement Action Plan for the Glasgow South West Community Health and Social Care Partnership has also underlined the importance of improving the mental health of young people in the area.

More recently, in 2005 the Executive published *The Mental Health of Children and Young People: A Framework for Promotion*. 2006 saw the publication of the *Delivering for Mental Health* in which the Executive underlines its commitment to implement the Framework by 2015 and in particular to improve mental health services being offered to children and young people by ensuring that the following objectives have been achieved by 2008:

- A named mental health link person is available to every school, fulfilling the functions outlined in the *Framework*;

⁴ National Programme for improving Mental Health and Well-being: Action Plan 2003-2006 (Scottish Executive, 2003)

- Basic mental health training should be offered to all those working with, or caring for, looked after and accommodated children and young people.

The work carried out by YMCA Glasgow Calm resonates with wider policy initiatives and particularly community engagement and community planning.⁵ YMCA Glasgow Calm has sought to actively engage young people, partner agencies and the wider community in the development and delivery of services.

STUDY OBJECTIVES

In October 2006, YMCA Glasgow in association with NHS Greater Glasgow and Clyde (NHSGGC) commissioned an evaluation of the YMCA Glasgow Calm project. The research aims were to establish the impact of YMCA Glasgow Calm YMCA Glasgow in the local area.

The specific objectives were:

- To establish the number of people supported by the project each year since the project began, indicating where possible the proportion of clients from socially excluded areas (defined as living in the bottom 15% SIMD areas); black and minority ethnic background; LGBT groups; different faith groups and gender;
- To identify quantitative and qualitative improvements in self esteem, confidence, anxiety and depression amongst the client group. Explore where clients are referred onto, including other support agencies, education, training or employment;
- To identify the impact of the project in the following domains: local partnership working; sense of community in the local area; relationships between adults and young people; improved opportunities for young people to become involved in their area; improved skills, abilities and confidence of young people and adults involved in the project; improved knowledge and awareness of community safety issues;
- To provide examples of good news stories;
- To identify gaps and suggestions for improvement on the current provision and;
- To identify how the services offered, explore issues around the inequalities themes (age, gender, ethnicity, sexuality, religion, poverty) in relation to the solutions and support offered by the project.

AM Barry Associates undertook a programme of research to meet these objectives. The report findings are presented overleaf and are structured as follows:

⁵ National Standards for Community Engagement: User's Guide (Communities Scotland 2006)

Impact Evaluation of YMCA Glasgow Calm Project

- Chapter 3: Methods
- Chapter 4: Profile of Services Delivered and Service Users
- Chapter 5: Impact Assessment
- Chapter 6: Overall Assessment of Impact
- Chapter 7: Partnership Working
- Chapter 8: Future Service Development

3 METHODS

We undertook a detailed research programme to achieve this evaluation with ten separate phases.

- Phase 1: Desk Based Research
- Phase 2: Database amalgamation
- Phase 3: Short questionnaire
- Phase 4: Interviews and focus groups with YMCA Glasgow Calm users
- Phase 5: Case Study interviews
- Phase 6: Interviews and focus groups with parents and carers
- Phase 7: Key informant interviews/focus groups
- Phase 8: Database interrogation
- Phase 9: Qualitative data analysis
- Phase 10: Analysis and report writing

PHASE 1: DESK BASED RESEARCH

We began by assessing relevant project data to give us an understanding of the history of the project, its aims and objectives and processes. This material included:

- Annual reports
- Funding applications
- Self assessment, monitoring and evaluation reports

PHASE 2: DATABASE AMALGAMATION

We collected data from the five databases held by the project. All the data contained in the database was anonymised to ensure client confidentiality. We have identified individuals in the quantitative data only by allocated ID number.

We also collected anonymised assessment and evaluation forms from individual files which hold quantitative data on how the young people rate (on a scale of 1-10) the following:

- ability to cope;
- confidence and self esteem; and
- levels of stress and depression.

To allow maximum manipulation of the data we transferred the data into four SPSS (Statistical Package for Social Science) files as follows:

1. Main database which holds details of all YMCA Glasgow Calm service users and data we amalgamated from the self assessment and evaluation forms;
2. Progress notes database which holds data on the progress of befriending service users;
3. Counselling database which holds data on counselling sessions undertaken and;
4. Groupwork database which holds information on number and types of Groupwork the project has undertaken

PHASE 3: SHORT QUESTIONNAIRE

The project does not currently hold any data on ethnicity, sexuality and faith group of the users; we designed a short questionnaire, which collected this information.

The questionnaire was distributed and collected by project workers and the researchers as they came into contact with service users.

We designed an SPSS file to hold and collate this data. We collected a total of 26 questionnaires. See Appendix 1 for a copy of the questionnaire

PHASE 4: INTERVIEWS AND FOCUS GROUPS WITH PROJECT USERS

We collected qualitative data from 20 service users to assess the process of service delivery and outcomes for individuals. To do this we employed two methods, focus groups and one to one interviews.

With the assistance of the project we contacted all current and some past service users by letter offering them the choice of participating in a focus group or having a face-to-face interview. The majority of those who responded chose a face-to-face interview. YMCA Glasgow Calm staff also arranged for us to have access to the female and male support groups to conduct focus groups,

We spoke to eight young people during the two focus groups and conducted twelve face-to-face interviews. In both cases we used a semi-structured agenda. Eleven males and nine females were interviewed.

We used a schedule to guide this engagement with young people. It contained the following topics:

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- How they heard of the project/who referred them?
- What service they have used, for how long and so on?
- Which agencies have they been referred on to?
- What were their expectations of the project?
- Has it lived up to expectations?
- In what ways has the project helped them?
- What impact has this had on them, their families, and their local community?
- Good news stories
- What is good about the project?
- What is not so good?
- How, if at all, would they like to change services?
- How they feel about the future?

We revised the format of the interview schedule after carrying out the focus groups. Our experiences there told us that young people were reluctant to talk openly about their feelings and experiences. To ease this process we produced a range of flash cards to provide a springboard for discussion and to allow people to identify an experience that may have been painful without actually speaking the words.

A full copy of the schedule and the flash cards are attached at Appendix 2

We presented participants with a £10 HMV voucher as a “thank you” for their time.

We produced details for each interview and input this in to NVIVO⁶ for analysis.

During the interviews and focus groups we distributed a questionnaire to collect information on the young person’s engagement with their local community. The questionnaire was designed to help explore the extent to which the project has enhanced service users sense of community, their involvement in the area and their relationships with adults. We used the concept of social capital (that is the extent of cohesion and reciprocal interactions in a community) to draw up a set of indicators. These included:

⁶ NVIVO is a computer software package for analyzing qualitative data.

- Relationship with family/main carer;
- Extent and nature of friendship networks;
- Work with and for others (for example, paid employment, volunteering and helping others);
- Attendance at school and level of involvement in out of school activities;
- Membership of faith groups;
- Care for/maintenance of social environment;
- Alcohol/drug consumption and;
- Criminal/illicit activities.

A copy of the questionnaire can be found in Appendix 3.

We designed and used a file in SPSS to hold and collate the engagement data.

PHASE 5: GOOD NEWS STORIES

During the interviews and focus group process we identified four young people who reflect a variety of experiences and approached them about undertaking a second in-depth engagement with the researchers.

We used the information we collected during these interviews to produce four good news stories. Appendix 4 contains the four good news stories.

PHASE 6: FOCUS GROUPS WITH PARENTS AND CARERS

To add value to the evaluation we spoke to parents and carers in order to assess the wider impact of the project and how it has changed family and community relationships.

We undertook one focus group and five interviews with parents and carers of young people who have used the project, engaging with a total of ten parents.

A semi-structured schedule was developed to guide the focus group and the interviews, it included the following topics:

- Experience of the project;
- How their young person became involved;
- What services their young person has used;
- What they like about the project;
- What is not so good;

- What they would change and;
- Impact of the project on their young person, themselves and the whole family

A copy of the interview agenda can be found in Appendix 5.

We presented participants with a £10 Tesco Voucher as a token of gratitude for their time.

PHASE 7: KEY INFORMANT INTERVIEWS/FOCUS GROUP

We undertook 21 interviews with key informants listed below and two focus groups to talk with staff and volunteers.

A full list of Interviewees can be found in Appendix 6

These interviews and focus groups enabled us to collect information on the project processes and outcomes from the different perspectives of each informant.

We used semi-structured schedules, which we used flexibly to suit each interviewee and focus group participant. Topics included:

- Background/context of their work;
- Relationship to project;
- Extent of and examples of partnership working;
- Gaps in service provision and coverage of the service;
- Examples of good and innovative practice;
- What they have learnt from taking part in the project;
- How the project can develop in the future.

Appendix 7 contains copies of schedules for external stakeholders and project staff.

PHASE 8: DATABASE INTERROGATION

We ran frequencies and cross tabs to produce data on the number of beneficiaries, number of sessions, numbers referred by specific agencies and feedback results against age, gender and types of services used.

Further, we have produced quantitative data on the number of groups undertaken, numbers in groups, gender balance in groups, ages and so on and changes in coping skills scores.

We analysed progress notes from the befriending database by identifying key themes, issues and indicators of progress.

The counselling database has allowed us to produce data on numbers of users and number of sessions.

PHASE 9: QUALITATIVE DATA ANALYSIS

On completion of the fieldwork we undertook a systematic analysis of all the data collected, the principle stages of which consisted of:

- *Familiarisation*: reading and re-reading of the data;
- *Data entry*: input data into NVIVO
- *Coding*: using codes to identify specific pieces of data;
- *Clustering*: grouping together similar concepts or issues into common themes or clusters that represent the key issues to emerge from the qualitative data and;
- *Triangulation*: assessing the findings derived from each method used and from each participant group to see if there is a consensus and, if therefore, the conclusion are valid. If a consensus does not exist, we will revisit the data and speak to participants for a second time to establish the source of divergence.

Having entered and categorised the qualitative data into NVIVO we ran analysis by category and group. This and the cross tabs and frequencies from SPSS have given us an extensive description of the processes and outcomes of the project.

PHASE 10: ANALYSIS AND REPORT WRITING

We undertook the analysis by reviewing all the data in tables and categories, reviewing all background information and then addressing the objectives of the research in brainstorming sessions between the team members.

We have written the results into this report.

4 PROFILE OF SERVICES DELIVERED & SERVICE USERS

This chapter sets out details of the services that YMCA Glasgow Calm delivers and a profile of the service users, including presenting issues and services used.

The chapter is organised under the following headings:

- YMCA Glasgow Calm Project Services
- Use of Services
- Presenting Issues
- Profile of YMCA Glasgow Calm Users
- Referral Agencies

The data for this chapter is taken from YMCA Glasgow Calm documents, databases, self-assessment and evaluation forms and the short questionnaire.

There are a number of points to note before reading this chapter:

1. Not all individual records in the database have a recorded answer to each variable/question and we have indicated in each of the tables below how many records there are for each question⁷. This number is called the Base.
2. Percentages are of the Base unless otherwise stated
3. Where there are multiple responses to some variables (for example, which service the individuals have attended) we have indicated this by placing an asterisk after the Base number, for example, Base 63* would indicate that 63 records hold information on the question. However, the total number of answers will add up to more than 63.

SERVICES

The YMCA Glasgow Calm project delivers a range of support services for young people aged 12-21 whose lives have been affected by violent crime, violence, bereavement or loss and who live within Greater Pollok.

YMCA Glasgow Calm offer the following services:

- Issue Based Befriending (From November 2002)

⁷ Apparent gaps in the data can be explained by the fact that although YMCA Glasgow Calm consistently collects monitoring and evaluation data but does so at the pace dictated by the service users. Young people are asked to complete monitoring forms on a routine basis but may not always feel ready to or want to. YMCA Glasgow Calm does not force service users to comply with requests for this information.

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- Youth Counselling (From January 2006)
- Groupwork
- Parent's support group

Issue-Based Befriending

The issue based befriending services for young people offer them one-to-one support and enables them to talk about their issues while, at the same time as offering a “listening ear”, developing trusting and positive relationships and the chance to benefit from mutual support and sharing experiences and feelings.

The aim of one to one work is to build up a trusting relationship with the young person to support them and move them from their current circumstances. The service is delivered in a flexible way via weekly or fortnightly sessions where the young person is given ‘time out’ in a supported environment, as well as the opportunity to participate in fun and leisure activities.

The service is normally offered for a period up to a year. However, in the study we spoke with young people who have been accessing the service for up to two years. YMCA Glasgow Calm is responsive to individual needs and can offer a flexible service to young people.

Youth Counselling

The counselling service offers young people the opportunity to talk in a safe, accepting, non-judgemental and strictly confidential environment. Young people are encouraged to share information about issues that are causing them distress.

Sessions are normally once a week and last for one hour. There is no restriction on the number of sessions offered.

Groupwork

YMCA Glasgow Calm offers a range of Groupwork including:

- Breakthrough to Excellence; which delivers a programme to enable young people to explore feelings, self-image and decision-making. Promoting positive self image and self-esteem;
- Seasons for Growth; a specially designed programme to aid young people suffering bereavement and loss;
- Young Girls/Boys Support Groups; offering issue based discussions and development work, activities and outings and the opportunity to meet others with similar issues;

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- Confidence Building Sessions; the project offers a range of confidence building/self esteem courses and;
- Emotional Literacy Programme; which explores understanding and developing awareness of emotions in self and others.

Parental Support

The project runs a support group for parents of young people using YMCA Glasgow Calm services and parents of non-service users. The group meets every two weeks and offers parents the opportunity to discuss issues as well as providing advice and support

SERVICES ACCESSED

Table 1 information provides information on the numbers of young people who have accessed the services between November 2002 to November 2006.

Table 1: The YMCA Glasgow Calm Project - Numbers Accessing Services by Year (Base 188)		
Year	Number	Percentage
2002	4	2%
2003	29	15%
2004	22	12%
2005	55	29%
2006	78	42%
Total	188	100%

Table 1 shows that the YMCA Glasgow Calm project has delivered services to a total of 188 individuals since November 2002. The number of users has risen from 29 in 2003, which was the first full year of operation to 78 in 2006. There was a small fall in delivery numbers in 2004 to 22 but the numbers have increased in subsequent years. It is important to be aware that at this time the YMCA Glasgow Calm premises were destroyed in a fire and the project experienced severe staff shortages.

The 2006 numbers were significantly boosted by the start of the counselling service in January 2006.

Table 2: The YMCA Glasgow Calm Project - Numbers Accessing Service by Type and Year (Base 188*)

Question	2002	2003	2004	2005	2006	Total
Is young person attending befriending?	4	29	22	55	57	167 (89%)
Is young person attending counselling?	N/A	N/A	N/A	N/A	43	43 (23%)

Table 2 shows that the vast majority of young people using YMCA Glasgow Calm services (89%) are accessing the issue-based befriending service. Twenty three percent are receiving counselling services. A total of 22 (12%) young people are accessing both counselling and befriending services.

Table 3 shows that the project has delivered the following sessions: 30 Guy's group sessions since 2003, nine girls group sessions and three parents' group sessions; twenty three Emotional Literacy Programmes and fourteen Breakthrough to Excellence groups .

Table 3: The YMCA Glasgow Calm Project – Groupwork Breakdown by Type and Year (Base 56)

Group Type	2003	2004	2005	2006	Total
Guys Groups			16	14	30
Girls Groups			6	3	9
Piloted Girls Group			8		8
Piloted Boys Group			3		3
Peer Research			2		2
Confidence Building Course	6	4			10
Stress Workshop			1	5	6
Emotional Literacy Programme		15	2	6	23
Breakthrough to Excellence	3	8	0	3	14
Peer Education Training					
Parents Groups			0	3	3
Total	9	27	38	34	108

YMCA Glasgow Calm have also delivered six stress workshops, five Emotional Literacy Programmes and three Breakthrough in Excellence Groups. Table 4 sets out numbers of young people attending these groups.

Table 4:YMCA Glasgow Calm – Number of Participants in Groupwork by Type and Year (Base 793)

Group Type	2005	2006	Total
Stress Workshop	120	408	528 (62%)
Guys Groups	61	58	119 (14%)
Peer Research	18		18 (2%)
Emotional Literacy Programme (ELP)	26	106	132 (15%)
Girls Groups	17	11	28 (3%)
Parents Groups	0	17	17 (2%)
Breakthrough to Excellence	0	13	13 (2%)
Total	198	595	855 (100%)

Table 4 shows that the group service received by the biggest number of users is the stress workshops with 528 individuals attending. This is followed by ELP group which has been delivered to 132 young people and the Guys Group which has had 119 participants. The Girls' Groups, Parents Groups and Breakthrough Programme has been delivered to 28, 17 and 13 users respectively.

PRESENTING ISSUES

This section examines the reasons why young people seek support services from the YMCA Glasgow Calm project.

The terms used in this table can be further defined as follows:

- Bereavement includes the death of parents, siblings and other close family members, including death through violence, suicide and drug or alcohol abuse. Often very sudden deaths.
- Domestic violence includes the young person themselves being the victim
- Violent incidents includes young people being the victims of violence (including stabbing) and sexual assault
- Divorce and separation includes separation from one or both parents
- Parental addiction includes ill health within family of parents and siblings causing extreme stress and parents who are neglectful and aggressive towards the young person

Table 5: The YMCA Glasgow Calm Project - Presenting Issues (Base 154*)

Isan issue?	Number	Percentage
Bereavement	63	41%
Domestic Violence	43	28%
Bullying	34	22%
Divorce/separation	29	19%
Gangs	20	13%
Parental Addiction	17	11%
Violent Incident	17	11%

Table 5 shows a range of issues experienced by 154 YMCA Glasgow Calm users. The main reasons why young people are referred to YMCA Glasgow Calm is bereavement (including loss of parents, siblings and other close family members), which has affected 63, YMCA Glasgow Calm users (41%).

Forty-three YMCA Glasgow Calm users (28%) have been affected by domestic violence. The third most common presenting reasons is bullying with 34 (22%) recording this as an issue. A significant number of young people have also been affected by divorce or separation (19%), issues with gangs 13%, parental addiction (11%) and violent incidents (11%). Underlying all of the presenting issues is the wider issue of mental health and well-being. All the issues listed are clearly associated with mental health problems, such as depression, low self esteem and stress and none are mutually exclusive.

Table 6 contains data showing which services the young people have accessed by their presenting issue.

Table 6: The YMCA Glasgow Calm Project - Presenting Issues by Service Accessed (For Base see row ends)

Isan issue?	Befriending	Counselling	Base*
Bereavement	61 (97%)	12 (19%)	63
Domestic Violence	40 (93%)	8 (19%)	43
Bullying	32 (94%)	9 (26%)	34
Divorce/separation	24 (83%)	7 (24%)	29
Gangs	19 (95%)	3 (15%)	20
Parental Addiction	17 (100%)	1 (6%)	17
Violent Incident	15 (88%)	4 (23%)	17

Table 6 shows that for all presenting issues the vast majority of users access the befriending service and the minority the counselling service.

PROFILE OF YMCA GLASGOW CALM SERVICE USERS

This section contains a description of the YMCA Glasgow Calm project users from the 188 records of individuals recorded in the database and from the information collected in this study on ethnicity, faith and sexual orientation of 26 project users. The later information was collected specifically as part of this research programme. One of the main funders, Greater Glasgow and Clyde NHS Board, requested the information be collected to provide evidence of the extent to which the project has addressed equalities issues.

Table 7: The YMCA Glasgow Calm Project - Gender (Base 176)		
Gender	Number	Percentage
Female	100	57%
Male	76	43%
Total	176	100%

Table 7 shows that YMCA Glasgow Calm has slightly more female (57%) than male (43%).

Table 8: The YMCA Glasgow Calm Project - Numbers Accessing Service by Type and Gender (Base 176 *)			
Question	Male	Female	Total
Is young person attending befriending?	70 (45%)	86 (55%)	156 (100%)
Is young person attending counselling?	14 (35%)	26 (65%)	40 (100%)

NOTE 1: Columns do not add to 100% because there are some project users for whom we do not know the gender

NOTE 2: Percentages are of row totals

Tables 7 and 8 indicate that female and male service users are as likely as each other to use the befriending service. Females, however, are more likely to access counselling services than male service users.

When we compare Tables 7 and 8 the data shows that females make up 57% of the users, 55% of those using befriending and 65% of those using counselling services. Whereas males make up 43% of the users and 45% of those using befriending services and 35% of those using counselling services.

Table 9: The YMCA Glasgow Calm Project - Age Group (Base 167)

Age Group	Number	Percentage
12-13	69	41%
14-16	85	51%
17-19	13	8%
Total	167	100%

Table 9 shows that YMCA Glasgow Calm users are most likely to be 16 and under (92%) with the majority (51%) falling into the 14 -16 age group. Eight percent of the project users are aged 17-19 none are over 19.

Table 10: The YMCA Glasgow Calm Project - Numbers Accessing Service by Type and Age Group (Base 167*)

Question	11-13	14-16	17-19	Total
Is young person attending befriending?	65 (42%)	78 (50%)	12 (8%)	155 (100%)
Is young person attending counselling?	9 (31%)	18 (62%)	2 (7%)	29 (100%)

NOTE 1: Columns do not add to 100% because there are some project users for whom we do not know the age

NOTE: Percentages are of row totals

When we compare Tables 9 and 10 the data shows that 12-13 year olds make up 41% of the users as a whole, 42% of those who use the befriending service and 31% of those who use the counselling service.

Fourteen to sixteen year olds make up 51% of the users as whole, 50% of those who use befriending and 62% of those who use counselling. The final age group of 17-19 year olds make up 8% of the users, 8% of the befriending service users and 7% of the counselling service users.

This means that there is no significant age distribution in the use of the befriending service but 14 -16 year olds are more likely to use counselling than 12-13 year olds.

We have set out the results to the short questionnaire, which collected information from 26 YMCA Glasgow Calm users' on ethnicity, faith, sexual orientation and disability status.

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- All 26 users describe themselves as White
- All 26 users describe themselves as Heterosexual (See Appendix 8 for further details of responses to this question)
- 23 users describe themselves as Christian and three say they have no faith
- 10 young people described themselves as having a disability or long term illness

REFERRAL AGENCIES

We undertook analysis of the agencies that refer to YMCA Glasgow Calm. Table 12 sets out the numbers each agency has referred.

Who referred the young person?	Number	Percentage
Social Work Services	78	42%
School	61	33%
Parent	12	6%
Self	9	5%
Opt-In	7	4%
Others*	18	10%
Total	185	100%

* Including 13 agencies for example, Greater Pollok Development Company/Careers Services, Aberlour Outreach Service, Greater Pollok Community Addiction Team, Young Persons Befriending Service

The vast majority (79%) of young people are referred to YMCA Glasgow Calm via a wide range of agencies including Social Work Services, local Schools, Quarriers Opt-In project based in St Paul's High School, Aberlour Outreach Service and the Greater Pollok Community Addiction Team. The agency with the most recorded referrals is social work at 42%, followed closely by local schools at 33%. A small but significant percentage of referrals to the YMCA Glasgow Calm project are made by parents (6%) and young people themselves (5%).

This chapter has presented a detailed picture of service provision and a profile of service users. The following assesses the impact service provision has on young people.

Table 6 IMPACT ASSESSMENT

This chapter assesses the impact of services provided by YMCA Glasgow Calm on young people, on the relationships between young people and adults and on the community as a whole.

The findings are drawn from an analysis of quantitative and qualitative data, including interviews with service users and their parents as well as an analysis of progress reports from the Befrienders database.

As the previous chapter highlighted, YMCA Glasgow Calm provides a range of services including one to one issue based befriending and counselling, as well as the opportunity to participate in-group activities.

The service is targeted at young people who have experienced bereavement and/or violence. However, it is clear from this research that the issues YMCA Glasgow Calm staff deals with go beyond these presenting issues and include depression, low self-esteem and self-harming. Service users may present with one issue but generally the issues they face are multiple and complex.

The wide-ranging and individual nature of the challenges facing the young people makes it difficult to provide a simple assessment of impact. People present with diverse issues and it is testament to the strength of the project that it can and does respond to these.

To assess the impact of YMCA Glasgow Calm we identified a range of indicators of progress and improvements. These are:

1. Regular attendance at appointments with befrienders to indicate a commitment to the project, the ability to sustain relationships and deal with their issues;
2. Changes in levels of confidence and self esteem as an indicator of improved mental well-being;
3. Improved relations with parents/carers and other adults as an indicator of an ability to maintain positive relationships and address relationship issues;
4. Improved communication skills and emotional literacy as an indicator of improvement in self esteem, confidence and control of violent or aggressive behaviour;
5. Acquiring new skills and the opportunity to be involved in activities as an indicator of increased confidence, engagement with others and involvement in the community and;
6. Positive perspectives on the future as an indicator of confidence and optimism.

We believe that positive outcomes in relation to some or all of these indicators would be indicative of progress towards sustaining good mental well being

and would provide young people with the necessary coping skills and social networks to face challenges in the future. This is in line with the findings of the 2004 Scottish Needs Assessment Programme (SNAP) report on child and adolescent mental health.⁸

ABILITY TO SUSTAIN POSITIVE RELATIONSHIPS

YMCA Glasgow Calm has a beneficial impact on young people's ability to sustain positive relationships principally in terms of the one to one relationship with the befriender. Evidence for this can be found in the testimonies of the young people and their befrienders and in the befriender progress notes. YMCA Glasgow Calm befrienders represent a positive, organised and consistent force in the young person's life.

The project is not prescriptive about the length of time the befriending relationship should take other than it should, ideally, be no more than one year. However, in several cases the relationship has lasted longer. The key determinant according to staff is need and this is borne out in a review of the progress notes from the befriender database. The frequency and number of meetings varies considerably as does the type of activities undertaken.

The frequency of meetings and their regularity indicates a joint commitment on the part of the young person and the project to sustain the relationship. One young person, for example, demonstrates a long list of meetings with very few cancellations. There is no compulsion on YMCA Glasgow Calm's part to make young people attend group work or meet with their befriender. The fact that young people choose to present themselves, therefore, represents, a significant commitment to change.

Even when young people fail to attend, workers follow this up in a persistent but friendly manner. It is also evident that young people value the relationship because they frequently phone to say they cannot make an appointment and to re-arrange another. One case provides evidence of a developing relationship between the befriender and the befriender where the former phones to re-arrange appointments and pops into the office to chat. YMCA Glasgow Calm offers young people 'time out', someone to listen to them and one to one support which is generally positively received. Staff feel that they provide a vital resource in terms of being an adult but not a controlling force. Staff describe themselves as key adults in the young persons life

"...but not a parent but someone of their side..."

The project's ability to engender trust is seen by staff and partner agencies as the principal strength of the service. One teacher noted that young people can

⁸ The SNAP report emphasised that all agencies and organisations have a role in supporting the mental health of children and young people. It highlighted the need to address the whole continuum of mental health - from mental health promotion, through preventing mental illness, to supporting, treating and caring for those children and young people experiencing mental health difficulties of all ranges of complexity and severity. It also suggested that mental health promotion should underpin all work with children and young people, even when they are mentally unwell and accessing specialist mental health services.

have a totally different relationship with their worker because, unlike teachers, they are not in a position of authority. Staff recognise that YMCA Glasgow Calm provides a source of trust outside family and friends and that sometimes befrienders are the only adult the young person feels safe with. Staff state that sometimes they are the

“...only positive role model...”

that the young person has.

YMCA Glasgow Calm is an opportunity to develop a trusting relationship between the young person and their befriender and it is this trust that young people seem to value more than anything else. This is borne out by the words of the young people. Great value is attached to the fact that the service is confidential. One young person commented:

“...she doesn't go and tell anyone else, its very important that she doesn't tell any one else...She asks me what's happened and I tell her what's worrying me...”

A young male service user commented:

“...I tell her more than I tell anyone...I never want it to end...”

Evidence from the face-to-face interviews demonstrates that all the young people we spoke to found it easy to talk to their befriender. An important element in the success of the relationship is the ability of both parties to 'click' and find mutual ground. Service users describe workers as 'friendly', 'caring' and 'fun'. Young people describe the importance of having shared taste in music and coming from the same area⁹. Evidence from the progress notes provide repeated instances of befriender and befriender sharing experiences such as going to the cinema or theatre and both enjoying their time together.

One service user stated:

“...really like the staff, they are helpful and friendly. I see some of them out and about and will speak...”

While another commented:

“...she is cool to tell things to...”

YMCA Glasgow Calm has close links to the community, with the majority of workers either having been born in the area or have lived there for a considerable time. Equally important is the fact that all members of staff regardless of where they come from, demonstrate an eagerness to support young people and a commitment to their development, This means staff cannot only empathise with young people, but can relate to their own experiences of family life, for example, to provide help and support.

⁹ YMCA Glasgow Calm is supported in this by YMCA Glasgow who have a policy that encourages the employment of local people.

One parent commented that the success of the relationship between her son and his befriender was in part due to the fact that

“..She has a brother just like him...”

Other typical comments included:

“...she understands me....” And *“...she accepted me no matter what...”*

IMPROVED MENTAL WELL BEING

There is considerable evidence to suggest that YMCA Glasgow Calm has a positive impact on service users mental well-being. In this context the term ‘mental well being’ is used as a way of describing feelings relating to self-esteem, confidence and ability to cope with difficult life circumstances.

The progress notes provide a particularly valuable source of evidence to highlight the distance travelled by young people during the course of their contact with YMCA Glasgow Calm. Extracts from specific cases illustrate the progress made.

For example, a worker reports early on that one young person is “...not coping very well and has asked for help...”. Later on the worker reports that she is “...upset and stressed at losing job...” and has “..let her appearance go...” Some period later it is reported that she “...much happier...” and “...becoming more relaxed...” By the end of the befriending relationship, the young person has resolved some of her issues, has moved out of her parent’s house and is “...doing really well...and has set goals for her future...”

YMCA Glasgow Calm are often dealing with complex and deep-seated issues. Therefore it is not surprising that progress with the young person is not always sustained or linear. One example of this is where the young person and befriender are making progress in terms of being able to talk about the issues the young person faces. The worker reports that the young person presents

“...more relaxed...” and *“..seems to be progressing well and his anger issues are improving...”*.

Shortly after these comments are written the young person reveals that he is still self-harming and that his confidence has dropped.

The interviews with service users reveal that they are overwhelmingly positive about the impact the service has had on them in terms of self-esteem, confidence and wellbeing. Typical of the comments were these from two female service users:

“...helps me feel better about myself...” and *“..I can see myself in a different way...”*

The opportunities to work on a one to one basis with a befriender, to take part in development courses and to participate in group activities seem to lead to increased levels of confidence and self-esteem.

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“...It made a big difference to me...I was not confident, I had no self esteem and was shy. I had very few friends, now I’ve got the confidence and self esteem....”

In one instance a parent is convinced that the young person’s involvement with YMCA Glasgow Calm was fundamental in preventing suicide. She commented that without YMCA Glasgow Calm

“...I believe that she would have taken her own life...as a parent I am very grateful...”

The project supports the young people to complete self-assessment forms when they first access the project and self-evaluation forms after every three months with the project. We have analysed these forms to assess improvements in levels of confidence and self esteem.

These forms record on a scale of 1 to 10 how the young person is feeling about their ability to cope, confidence/self esteem and stress and depression. In each case 1 is the negative end of the scale and 10 is the positive end, for example 1 = very stressed/depressed and 10 = not stressed/depressed.

The project has collected a total of 23 records, which have some comparable data; that being a completed self-assessment form and at least one completed self-evaluation form. The relatively low number of records can be explained by two facts. In the first instance although YMCA Glasgow Calm does collect data on a routine basis the project works very much at the pace of the young person. If a service user does not want to or feel able to complete a form, they are not forced to. Secondly, many young people do not spend an extended amount of time with the project (for example, they may spend less than a year) so will not complete the monitoring forms.

We constructed a matrix to analyse these scores. The records were split into two groups, those who have completed one self-evaluation form and those with two or more complete.

The matrix enables us to extract the improvement scores (that is, the difference between the score at the self assessment stage and at their last or final self evaluation) for the 23 young people. Table 12 sets out the results for those with only one completed self-evaluation form.

Table 12: The YMCA GLASGOW CALM Project - Improvement Scores on Coping, Confidence/Self Esteem and Stress/Depression for young people with One Evaluation (Base 15)

Improvement score	-3	-2	-1	0	+1	2	3	4	5	6	7	8	9	Average score
Numbers achieving score for Coping	1	1	2	2	2	4	3							0.8
Numbers achieving score for Confidence/Self Esteem			1	3	2	5	1	2	1					1.8
Numbers achieving score for Stress/Depression	2		3	1	1	3	2	3						1.1

NOTE: The time frame between the completion of the self assessment form and the self evaluation form is most usually three months; meaning that this table in general will show results for young people who have been delivered a service for three months.

Table 12 shows that young people who have completed one self-evaluation are in the main showing slight improvements in their scores. In terms of ability to cope, nine young people achieved a positive improvement ranging from 1 to 3 points on the scale. The overall improvement average is +0.8 points.

For confidence/self esteem, eleven young people achieved a positive improvement ranging from 1 to 5 points and the average is significantly higher at +1.8 points

For Stress/depression nine young people showed a positive improvement scores ranging from 1 to 4 with an average of 1.1 points.

Table 13: The YMCA GLASGOW CALM Project - Improvement Scores on Coping, Confidence/Self Esteem and Stress/Depression for young people with two or more Evaluations Complete (Base 8)

Improvement score	-3	-2	-1	0	+1	2	3	4	5	6	7	8	9	Average score
Numbers achieving score for Coping				2			1	1	1	1	2			4
Numbers achieving score for Confidence/Self Esteem				2		1	1	2	1			1		3.1
Numbers achieving score for Stress/Depression				2		1		3	1	1				3.8

NOTE: The time frame between the completion of self assessment forms and evaluation forms is usually three months and then a further three months for each subsequent evaluation; meaning that this

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table shows results for young people who have been delivered a service for between six months and 15 months.

Table 13 shows that the majority of the eight young people who have completed two or more evaluation forms have made stronger improvements in all categories over time.

IMPROVED RELATIONSHIPS WITH PARENTS/CARES AND OTHER ADULTS

YMCA Glasgow Calm has made a positive impact on improving relationships between young people, their parents/carers and other adults. Evidence to support this statement comes from the progress notes and interviews with service providers, parents, and key personnel such as guidance teachers as well the community engagement questionnaire.

Young people state that work done with YMCA Glasgow Calm has helped them get on better with their family in general by addressing underlying issues such as anger management and bereavement. One young person commented:

“..it has helped me relax and be comfortable around my family...”

Most young people talked about getting on better with parents in terms of reducing the number of arguments they have with their parents:

“...I’ve changed, my mum says I’ve got much better. I’ve noticed, I’m easier to get on with and get less in trouble...”

Parents also commented on the positive impact YMCA Glasgow Calm has had on their relationship with their child. Parents noted the importance of group work in helping young people socialise and overcome the isolation, which seems to be a common problem. One parent commented that going to the girls group was the only time her daughter left the house other than to go to school. For her the group

“...is a godsend...her only social life...”

Parents stated that their young people are less withdrawn and generally more confident for receiving the befriending service. A father commented that they argue less now and that the project

“...does help. Better than not getting any help...”

One parent noted that her son has

“...grown up a wee bit...he has a Saturday job and a bit more independence...”

However, the mother and son still argue and there are still tensions between them. There appears to be an acceptance by parents that YMCA Glasgow Calm will not solve everything and that some issues are too deep seated to be solved in the short term. For example, one mother commented that even before her son was traumatised by a violence incident, he was volatile and in her words

“...always had the violence in him...”

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Parents and young people provided a realistic assessment of the changes in their relationships, acknowledging that there were still areas for improvement. Particular parental concerns focused around 'attitude' and lack attendance at school.

Evidence from the community engagement questionnaire also suggests that YMCA Glasgow Calm has a positive impact on young people's relations with their parents and the wider community. Full details of the responses can be found in Appendix 9.

45% (N=9) of those who responded stated that the amount of time they spend with their family has increased since working with YMCA Glasgow Calm.

Table 14: Measuring improvements in community engagement: The amount of time I spend with my family has increased since I started at YMCA Glasgow Calm

	Number	Percentage
No	2	10%
Yes	9	45%
Same	9	45%
Total	20	100%

A significant majority (65% (N=13)) stated that they had more close relationships since they began work with YMCA Glasgow Calm.

Table 15: Measuring improvements in community engagement: I have more people close to me since I started with YMCA Glasgow Calm

	Number	Percentage
No	3	15%
Yes	13	65%
Same	4	20%
Total	20	100%

Table 16: Measuring improvements in community engagement: I spend less time alone since I started at YMCA Glasgow Calm

	Number	Percentage
No	5	25%
Yes	9	45%
Same	6	30%
Total	20	100%

Almost half, (45% (N=90) of the respondents commented that they spend less time alone since working with YMCA Glasgow Calm.

40% (N=8) said that their attendance at school had also improved during the period of support by YMCA Glasgow Calm.

Table 17: Measuring improvements in community engagement: My attendance at school has improved since I started at YMCA Glasgow Calm

	Number	Percentage
No	4	20%
Yes	8	40%
No reply	1	5%
Same	7	35%
Total	20	100%

A third of respondents commented that they were less likely to be in trouble with the police after working with YMCA Glasgow Calm.

Table 18: Measuring improvements in community engagement: I am less often in trouble with the police since I started with YMCA Glasgow Calm

	Number	Percentage
No	4	20%
Yes	6	30%
No reply	2	10%
Same	8	40%
Total	20	100%

Just under half of respondents (40%) reported that they less likely to drink or take drugs since they started at YMCA Glasgow Calm.

Table 19: Measuring improvements in community engagement: I am less likely to drink and take drugs since I started at YMCA Glasgow Calm

	Number	Percentage
No	5	25%
Yes	8	40%
No reply	1	5%
Same	6	30%
Total	20	100%

IMPROVED COMMUNICATION SKILLS

Improving young people’s communication skills is a key element of the work undertaken by YMCA Glasgow Calm as many of the activities are based on a ‘talking therapies’ approach.

Staff acknowledged that getting young people to talk can be difficult but the project is committed to devoting time to developing relationships with befriendees.

“..taking time with young people gives significant benefits...”

The level of reticence on the part of the young people seems to stem from low self-esteem. Staff commented that contact with YMCA Glasgow Calm may be the first time that the young person has been listened to and their views respected.

There is strong evidence from the face-to-face interviews with young people and the progress notes that there have been marked improvements in young people’s communication skills. Young people themselves commented that it took them a while to open up, but they were able to do so. One young woman said:

“...I was really uptight when I came to the project and couldn’t say what I felt. I was really bad...”

Staff are patient and accepting of this situation and there is no pressure for young people to talk if they do not want to. This is clear from the experience of several young people:

“...you don’t have to speak if you don’t want to but if you do want to it is easy...”

“...he is there if I want to talk about it, but he never asks me directly...”

This non-intrusive approach clearly pays dividends, as illustrated by staff comments in the progress notes.

“..was happy to talk about teachers and other pupils....First time I’ve heard him talk about the long term – very positive... Good session today – no new issues. Again much more willing to talk about school experience – not just one word answers...”

Young people acknowledge that the project has changed the way they express their emotions, particularly aggressive emotions. One young man made reference to work done with his befriender who helped him channel his aggression in a less harmful way.

“..she helped me stop getting angry and hurting myself...I was to count to ten slowly or rip up paper...now I don’t even have to do that, I am just much calmer..”

Other service users acknowledge that the project has helped them address why they are angry and that this has produced positive results for them and their parents. Young men in particular commented that the project had helped them calm down and stop swearing.

ACCESS TO NEW SKILLS AND OPPORTUNITIES

YMCA Glasgow Calm presents young people with the opportunity to acquire new skills and experience activities that they might not otherwise have the chance to do. The opportunity to acquire new skills, to go places and do things they would not normally have a chance to do is both enjoyable in an immediate sense and beneficial in the long terms because this can help develop confidence and self esteem.

When young people were asked what they liked best about YMCA Glasgow Calm their initial responses related to being taken out, going on “trips” or doing activities such as ‘go-karting’. However, the majority of young people interviewed also made reference to the fact that ‘going out’ made talking easier. One young person commented:

“...she takes you places you wouldn’t usually go to...she is easy to talk to and listens to you...”

In addition to one to one befriending, YMCA Glasgow Calm offers young people the opportunity to participate in issue-based courses such as Breakthrough in Excellence and Seasons of Growth. There is evidence from the one to one interviews that young people have benefited from this work even though some found the process difficult or challenging. One young person commented:

“Breakthrough is a different way of thinking, I really liked that, lots of activities, pictures and seeing stuff other ways. I was reading over it the other night, it is fantastic...”

Group sessions allow young men and women to explore complex and personal issues such as self-image, eating disorders, sexuality and drug and alcohol use. YMCA Glasgow Calm gathers regular feedback from the groups and responses from young people confirm increased levels of knowledge and increased levels of confidence.

It is clear too that staff are good at identifying young people's interests and offer them the chance to do activities that lift their confidence. Evidence from the progress notes illustrates how staff have introduced people to activities such as snowboarding, golf, the gym and music lessons.

Mentioned she would like guitar lessons. I told her about SWAMP. I mentioned I could go with her to access it if she liked.

She is doing really well with snowboarding lessons and would like to raise funds to go on to do level 2 lessons.

By offering young people the opportunity to participate in training or volunteering, YMCA Glasgow Calm creates stronger links between young people and the community. The Greenbridge Initiative is a satellite project of YMCA Glasgow Calm, which works with young people involved in gang violence and it has provided training opportunities for several young people, two of whom have gained employment within the project and two of whom became volunteers. Young people have also been offered the opportunity to participate in a Streetwork DVD by taking part in all aspects of production and even appearing in the DVD. YMCA Glasgow Calm reports that local police perceive there to have been a reduction in gang activities in the areas where the projects work is focused.

YMCA Glasgow Calm also provides support and advice about training and education, so that young people can acquire 'vocational' and academic skills as well. YMCA Glasgow Calm does not just signpost but will support young people to access services. The progress notes provide ample evidence of what YMCA Glasgow Calm can do in practical terms to help people stay in education or gain employment.

Discussed with him his college course due to begin on Monday. He is looking forward to starting the course and is optimistic about the future.

Met young person at dad's house and went to Cardonald College Open day at the Priesthill Campus. Young person registered for a hair and beauty course.

POSITIVE PERSPECTIVES ON THE FUTURE

Twenty young people were interviewed face to face and each was asked about how they saw the future when they arrived at the project and how they see the future at this point in time. Seventeen respondents provided the information asked and all demonstrated improvements in levels of optimism and confidence about the future.

The majority of young people felt that things would not get better when they first arrived at YMCA Glasgow Calm and some felt that the situation they were in would get worse. Typical of these comments are those of one young woman who stated:

“...felt I might not have a job, might have money problems and be homeless...”

“...I thought that I was going to get even worse....I thought I would keep on getting suspended from school...”

The work done with YMCA Glasgow Calm has allowed the young people to see that situations can change and improve and that they can make change happen.

“...before I didn't talk to people, so didn't see that things could change..things have changed..”

“...now I know that you can bring success to yourself, have ideas of what you want to do...”

Staff have also identified positive changes in outlook as evidenced by contributions to the progress notes.

She is looking to her future in a positive way and is making plans for her own place and studying at college

For the first time in a long while he is considering going forward instead of the here and now.

He has recently been receiving credit for his sports achievement and he is feeling much better about himself and future prospects.

This chapter has examined the impact service provision has on young people. The evidence presented here clearly indicates that YMCA Glasgow Calm has a positive impact of several key indicators of mental well-being.

The following chapter provides further evidence of the positive impact of the YMCA Glasgow Calm project but this time in relation to partnership working.

6 PARTNERSHIP WORKING

This chapter examines extent and nature of partnership working between YMCA Glasgow Calm and other agencies. Specifically, this chapter examines:

- The range of agencies working in partnership with YMCA Glasgow Calm
- The nature of partnership working and
- The benefits to service users of partnerships working

In this context 'partnership working' embraces agencies who refer to YMCA Glasgow Calm or to whom YMCA Glasgow Calm refers; agencies with which YMCA Glasgow Calm shares clients and with whom they liaise; agencies for which YMCA Glasgow Calm provide training and support and agencies with whom YMCA Glasgow Calm works at a strategic level.

PARTNER AGENCIES

There are a range of agencies working with children and young adults in Greater Pollok. Some of the agencies, such as Parentstop and The Village, operate exclusively in Greater Pollok while others, such as Young Persons Befriending Project, operate at a citywide level and have a presence in the area.

In total we identified a range of agencies working in partnership with YMCA Glasgow Calm. These included:

- Social Work
- Direct Access
- Youth Health Services
- The Village
- Local schools
- Quarriers
- Parentstop
- Young Persons Befriending Project
- Young Carers Project
- Aberlour
- Police
- NCH
- Greater Pollok Community Forum

YMCA Glasgow Calm has close links with social work and education; the majority of referrals come from these two sources as demonstrated in Chapter 3. YMCA Glasgow Calm has developed a formal referral process, but in the case of these two agencies the relationship is sustained by close personal links.

Agencies refer to YMCA Glasgow Calm because they believe that it offers a unique, person centred supportive service. Social work in particular notes that

they do not have the time and resources to provide long-term support. In contrast, social work believes that YMCA Glasgow Calm can sustain a young person over the long term, sufficient to avert a crisis. Schools also recognise that YMCA Glasgow Calm has a good understanding of young people and that they are not ‘tainted’ by being statutory providers.

It is also clear that agencies such as the Young Carers Project, Parentstop and the Young Persons Befriending Project refer when issues arise that are outside their role or expertise. The Young Carers project, for example, referred one client because they identified she had a need for specialist counselling.

YMCA Glasgow Calm works closely with local schools to provide emotional literacy training and stress awareness sessions. These sessions provide the opportunity to deliver specific messages, raise young people’s awareness of mental health as well as offering young people the opportunity to refer themselves to YMCA Glasgow Calm if there are issues they wish to raise.

YMCA Glasgow Calm works closely with the Youth Health Service in terms of referrals and in terms of providing a drop-in counselling service. This service benefits the Youth Health Service because otherwise, it would not be able to provide counselling and it also benefits YMCA Glasgow Calm in terms of extending their reach into the community.

THE NATURE OF PARTNERSHIP WORKING

The previous section has provided evidence of partnership working on an operational level. YMCA Glasgow Calm also works successfully at a planning and strategic level with a range of partner agencies.

YMCA Glasgow Calm’s co-ordinator plays a leading role in the local Youth Partnership, according to several stakeholders. There is also cross over of personnel between YMCA Glasgow Calm and other agencies in terms of representation of advisory boards. The YMCA Glasgow Calm coordinator, for example, sits on the advisory group for the Youth Health Service and several members of the YMCA Glasgow Calm advisory group have extensive community connections. One member of the group, for example, works at one of the local churches which hosts ‘the village’. The church has links with the Greenbridge Initiative and is currently working with young people and Greenbridge staff to convert a room in the church for use by the Project.

THE IMPACT OF PARTNERSHIP WORKING

The fact that YMCA Glasgow Calm works successfully with a range of partners adds value to what the project does and significantly enhances the services received by young people.

The fact that so many agencies refer to YMCA Glasgow Calm and hold the service in high regard means that YMCA Glasgow Calm are able to address needs that might otherwise go unmet. The Young Person’s Befriending Project, for example, refers young people with mental health issues who are

on a waiting list for their services as well as young people they know who are out with the age catchment of the project (8-12). YMCA Glasgow Calm is able to respond much faster than the Befriending Project and provide a more specialist service.

The Youth Health Service also recognises that YMCA Glasgow Calm bridges an important gap in service provision. Young people can be reluctant to accept a referral to social work because it means the referral has to come through their parents. In contrast, YMCA Glasgow Calm can offer young people a more confidential service, which does not have to include parents.

This research indicates that young people are accessing services that they would not have done without the support of YMCA Glasgow Calm. The progress notes contain examples of young people accessing mainstream mental health services because YMCA Glasgow Calm have offered them practical support, such as accompanying them to appointments. There are also examples of young people accessing accommodation services with support from YMCA Glasgow Calm. The project recognises that for their service users 'signposting' is not enough; young people need practical support to encourage them to use other agencies.

Within the local area YMCA Glasgow Calm has become an integral part of service provision. The project meets the needs of young people in the way that nothing else does and it catches people who might otherwise slip through the net. One social work representative commented that she sees YMCA Glasgow Calm as

“...part and parcel of the mainstream resource...”

YMCA Glasgow Calm is used by other agencies as part of a voluntary package of care. In the case of social work, this is to delay taking legal action such as referral to the Children's Panel:

“...it is preventative or diversionary work...”

It is possible to argue that YMCA Glasgow Calm does more than just fill a gap in services and that without YMCA Glasgow Calm many more young people would end up excluded from school, as social cases or in trouble with the police. External stakeholders commented:

“...There needs to be recognition of the impact YMCA Glasgow Calm has on mainstream services - the fact that YMCA Glasgow Calm services may have reduced criminal activity saved money on Social work services and other statutory services...”

and

“...saves statutory agencies money, they are not just a wee add on...”

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The current position of YMCA Glasgow Calm means that the project is essential to mainstream services but does not enjoy the benefits of those services in terms of stability of funding. While it would not be beneficial to the project or its service users to bring YMCA Glasgow Calm into the mainstream, it would be beneficial if the project could secure core and stable funding.

This chapter has examined the extent to which YMCA Glasgow Calm works in partnership with other agencies and the impact this has on service provision. YMCA Glasgow Calm have positive relationships with a range of agencies and their work is highly regarded. YMCA Glasgow Calm are an integral part of the services provided in the area and as such, their work can be seen as essential.

7 OVERALL ASSESSMENT OF EFFECTIVENESS

This Chapter examines the overall effectiveness of the project by identifying factors key to its success.

Our research indicates that YMCA Glasgow Calm is an effective model of working because it:

- Fills a gap in service provision;
- Provides an informal, non stigmatising mental health service that young people are willing to use
- Adopts a person centred approach
- Is needs lead
- A proactive service, taking action with and on behalf of young people.

BRIDGING A GAP IN SERVICE PROVISION

It is clear from the experience of the young people who use YMCA Glasgow Calm that the service fulfils needs that would otherwise not be met. This is evident when young people state that they do not want the service to end and when people who have left the service, return to YMCA Glasgow Calm and maintain contact.

Amongst staff and other service providers there is a recognition that YMCA Glasgow Calm meets the needs of young people who may well fall between other services, or may be at a 'pre crisis' stage but still in need of assistance. A reoccurring theme in the interviews with stakeholders was of YMCA Glasgow Calm as a 'unique' service:

"...YMCA Glasgow Calm fits the needs of a whole range of young people who otherwise would have no where to go..."

"...they have a niche role...one of the reasons YMCA Glasgow Calm was set up was because there were no other agencies that provided these services...addresses a very specific set of circumstances...concerns for mental health of young people because of murders..."

The fact that YMCA Glasgow Calm works closely with social work and schools *and* still manages to be seen as separate is clearly to the advantage. YMCA Glasgow Calm's status as a voluntary, rather than a statutory service is a key factor in the project's success. One guidance teacher noted:

"...they are not teachers or social work so it gives young people an extra layer of support..."

YMCA Glasgow Calm can provide long-term support and respond flexibly to service users needs. Members of staff have contrasted this approach to that

of social workers who they acknowledge carry heavy caseloads and, therefore, do not have the time to devote to individuals. In contrast, YMCA GLASGOW CALM can use interventions such as group work and one to one work to support young people.

Other stakeholders noted that YMCA Glasgow Calm provides a 'safety net' for young people in need, rather than the crisis support offered by social work. YMCA Glasgow Calm was described as working in a preventative way

"...where a quick response is needed...putting in all the supports so things don't happen...social work only really intervene when there is a serious problem...not if someone is heading to a problem..."

YMCA Glasgow Calm offers expertise in dealing with issues relating to violence and bereavement and this is one of the reasons why agencies refer on to the project. For example, Parentstop in Pollok offers a support service to parents around general parenting issues but lacks the expertise to deal with bereavement. Similarly Young Persons Befriending Service recognises the need to refer in relation to bereavement and in cases where young people have been affected by violence.

A PERSON CENTRED APPROACH

All of the evidence reviewed here indicates that the young person is at the centre of everything that YMCA Glasgow Calm does. For example, if we look back to the origins of the project, we see concern being expressed by young people and members of the community about the impact of violence. This concern resulted in the creation of a drop-in counselling service.

Staff report that when they first meet the young people, they put aside the referral notes and listen to what the young person is saying and try to understand that person for who they are. This approach pays dividends because the young people seem to appreciate the respect given to them by staff. One young person commented:

"...she accepted me no matter what..." and

"...they are actual people who care about you so you don't feel powerless...feel that something can be done..."

While another said:

"...it helped to have someone to talk to. I trusted her...it was like she really cared..."

A third commented:

"...she listened and took it all in like an actual friend..."

Evidence from staff and service users clearly shows that individual needs dictate the kind of support people are offered, For example, although befriending is only provided for a maximum of one year, this can be extended if the project thinks it is appropriate.

“...if people have issues and needs we can extent that period...”

The pace of service delivery is also dictated by the young person. Young people do not feel pressurised to talk about their issues and staff proceed with caution. Staff also demonstrate a consistent commitment to the young people.

The progress notes demonstrate numerous occasions on which people fail to turn up for meetings. In these situations staff will visit the house, text and phone to re-establish contact. Significantly there are no penalties for missing a session, which means that the workers are not involved in any punitive action against the young people. One member of staff commented:

“...we don't ever give up...they might want to give up but we don't...”

MEETING SERVICE USERS NEEDS

One of the great strengths of YMCA Glasgow Calm has been its commitment to understand and meet the needs of service users. This is evidenced by the peer led research, carried out in the initial phase of the project to identify needs and demand for services.

The Greenbridge Initiative has used a similar approach by engaging young people in the production of a DVD to illustrate the scope of the problem of gang fighting.

YMCA Glasgow Calm have been responsive in developing a range of additional services to complement its core service of issue based befriending. In 2006 YMCA Glasgow Calm added one to one counselling to its service in response to user need. The counselling service is fully established and has a waiting list, which demonstrates the level of demand for the service.

YMCA Glasgow Calm is committed to what staff describe as a 'holistic' approach to service provision. There is an acceptance that parents and carers need support. As a consequence YMCA GLASGOW CALM has established a parent's support group that meets every two weeks. Participants of the group welcome the opportunity to meet and share their concerns as well as being supported by staff. Since 2006, parents have also had access to the counselling service.

The first priority of the project is to build a strong relationship with the young person. However, where possible, staff also try to build a relationship with parents and carers and will provide information to them as long as it does not break the confidence of the young person. Like all other agencies' working with young people, YMCA Glasgow Calm has a statutory obligation to inform

relevant authorities if they think the service user or another person might be in immediate danger. One parent commented:

“...they keep you informed of the services your child is using and there are regular letters and phone calls...the befriender spends a few minutes talking to me before they go out...”

It is a measure of the commitment of the project staff that they devote time to supporting parents on an informal level as well a formal level. Data from the face-to-face interviews, as well as the progress notes demonstrate that staff regularly spend time talking to and supporting parents in what is essentially their own time. Staff commented:

“...parents want time, want time to talk...it happens a lot...they want you to find out about referrals...want you to be an advocate...”

Progress notes record workers concerns about parents as well the young people. One extract stated:

YP very concerned about mum. Spoke to mum about Parent Support Group and counselling service available for her to access.

Writer spoke to mum at length also. Mum has bereavement issues and isn't coping too well with young persons exclusion from school. Mum expressed interest in Parent's Group - writer will inform Group Worker

MENTAL WELLBEING: A YOUTH EMPOWERMENT APPROACH

YMCA Glasgow Calm seeks to address low level, affective disorders rather than psychotic or acute conditions. In the case of the latter the project refers young people on the mainstream services such as Direct Access.¹⁰ However, it is important to acknowledge that low level conditions can also be debilitating and seriously compromise a young person's ability to cope with their life circumstances.

Young people using the service do not perceive it as a mental health service. For service users YMCA Glasgow Calm offers support, advice and guidance and this is all bound up in the positive relationship they have with the befriender. Amongst the young people we spoke to there was some reluctance to use the counselling service offered by YMCA Glasgow Calm, as this is often seen as a step too close to a professional health service. One young person described his experience of counselling as

“...boring...not working...” while another commented

¹⁰ Direct Access provides early therapeutic intervention for young people with mild to moderate mental health problems using brief focussed approaches.

“...I felt a lot more comfortable with a befriender than I would have done in a counselling situation...”

In contrast, project staff and partner agencies do think about YMCA Glasgow Calm as a mental health project, but not one that sits within the formal health care system. The project co-ordinator describes YMCA Glasgow Calm’s approach as a ‘youth work’ approach and one referral agency described YMCA Glasgow Calm as

“...a less formal mental health service in comparison, for example, with Direct Access...it is good for people who have not reached the stage of needing Direct Access...it is an early intervention service...”

There does not appear to be any stigma attached to using YMCA Glasgow Calm services, unlike other mental health services. Young people are, for example, prepared to introduce their befriender to other people without any feelings of shame or stigma. This can be contrasted to cases where young people are referred on to mainstream services, such as Direct Access. In one instance the progress notes reveal the fear of a young person that her use of Direct Access may have a negative impact on any future employment prospects.

The previous discussion has highlighted how important it is for young people and agencies that YMCA Glasgow Calm stands outside the formal network of mental health services. The fact that YMCA Glasgow Calm is a non-statutory service is one its greatest strengths. In particular, the project’s distance from social work services and health services is a significant benefit in the eyes of other service providers and young people.

A PROACTIVE PROJECT

YMCA Glasgow Calm offers a range of talking therapies but this is supplemented with a proactive approach to addressing practical issues and concerns. There is significant evidence within the progress notes of staff supporting young people to take action and sometimes taking actions themselves.

In one instance a service user over 16 is supported in their attempts to leave home to supported accommodation because it is was felt she was at risk staying in the family home. In another instance a service user is supported in accessing mental health services and the befriender accompanies them to appointments.

YMCA Glasgow Calm staff work proactively to engage with social work and school staff and even chase referrals on behalf of the young person. This ability to ‘do’ is greatly valued by referral agencies. Once such agency commented:

“...they worked with one of our clients...not just signposting but actually got her accommodation...”

This chapter has examined the factors key to the success of the YMCA Glasgow Calm project. In particular this chapter has highlighted the important role YMCA Glasgow Calm plays in providing long term support for young people, which addresses their needs. What this chapter has also emphasised is that YMCA Glasgow Calm is a highly regarded project and one that has become an essential part of service provision in the local area.

8 FUTURE DEVELOPMENT OF SERVICES

This chapter identifies gaps in service provision and makes a series of suggestions for the development of current services.

GAPS IN SERVICE PROVISION

In the course of interviews with YMCA Glasgow Calm staff and external stakeholders a number of gaps were identified in current service provision:

- Unmet need
- Geographic boundaries of the project
- Parental support

Unmet Need

It is generally recognised that there is considerable demand for the services provided by YMCA Glasgow Calm as evidenced by the fact that there is a waiting list. YMCA Glasgow Calm handles this situation well by seeing as many people as possible for an initial assessment even if they cannot provide a service immediately. Staff commented that even just seeing a young person and their family can help ease a situation. There is also a waiting list for the counselling services. Partner agencies commented on the high level of need in the area:

“...good work is being done but it is the tip of the iceberg...”

Analysis of the interviews with service users and a careful reading of the progress notes suggests that there is also a need for a form of long term support for some individuals. We found that a number of young people were fearful about ending their relationship with YMCA Glasgow Calm and in particular with their befriender.

While staff work hard with young people to prepare them for the end of the relationship, some people still wish the relationship to continue. We noted this is the case of a particularly vulnerable and volatile young man but also in the case of someone who has greatly benefited from the project. He stated:

“...I would have liked it (the befriender/befriended relationship) to go for ever...we had a good laugh...”

Analysis of the progress notes also indicates that levels of need vary a great deal. It seems that in some instances YMCA Glasgow Calm is responding to a very specific need (such as a bereavement) for someone with reasonable family support, while in other cases the presenting issue appears to be only one of the issues to be tackled. In these cases, YMCA Glasgow Calm appears to be working to address deep rooted needs which can not be dealt with in the

short term. It may be the case that for some service users, long-term support is needed. The project does extend its service when required.

Geographic boundaries of the project

Staff and partner agencies expressed frustration at the fact that the project can only respond to the needs of individuals within the Greater Pollok area. Area boundaries are by nature artificial and 'administrative'; area boundaries are not generally meaningful to potential service users or even some times to service providers. Staff commented that the boundary issue is particularly frustrating if the person lives just on the border on the Greater Pollok boundary.

YMCA Glasgow Calm works in partnership with a number of agencies who either operate at a city wide level or at an area (South West Glasgow) level. One such organisation is the Youth Health Service. The Youth Health Service coordinator commented that because of the boundaries she couldn't provide the same level of service for all young people in the area. Those outside Greater Pollok can only be referred to mainstream mental health services but these services do not necessarily meet the needs of vulnerable young people.

Parental needs

YMCA Glasgow Calm already goes some way to meet the needs of parents and carers with the parent support group and the opportunity to access one to one counselling. It is widely recognised by staff and partner agencies that there is a gap in the provision of support services to parents. This report has highlighted that parents have significant needs in relation to supporting their child and that some have support needs of their own.

We spoke to parents of service users who all responded positively to idea of a parental support service. Five of those who responded are members of the support group but still wished for others types of support. A number of parents stated that they would like some one to one support.

“...parents should have a befriender...we need a break...just to get out...”

All of the parents interviewed expressed support for the development of some form of family mediation service; that working with their young person supported by YMCA Glasgow Calm staff. On those occasions where we interviewed the young person and their parent together at their request, none of the young people were keen at the prospect of family work.

DEVELOPMENT OF CURRENT SERVICES

If YMCA Glasgow Calm were to respond to the gaps in service provision outlined above it would commit them to a significant expansion of services. Such an expansion would have implications for the project of terms of:

- its overall aims and objectives and in particular what it identified as its core services,
- funding needs and
- staffing levels.

What follows is a discussion of the possible options open to YMCA Glasgow Calm and an assessment of the possible benefits and challenges each option presents.

OPTIONS FOR SERVICE DEVELOPMENT

Option 1: Provision of long-term support for vulnerable young people

This report suggests that there is a demand for the provision of long-term support for some young people with higher levels of vulnerability. One of the strengths of the service is that it can provide the one to one support that other services cannot. However, the project needs to decide whether to provide this support or work more closely with other agencies, such as those providing supported accommodation, to move clients on.

A successful support service may face the possibility that some service users become dependent on the project. In these cases careful consideration needs to be given in deciding the point at which people exit the project. It seems that some people are ready to exit the project quite soon, some will need medium term support and some will need long term support. It is therefore, important that YMCA Glasgow Calm assesses the likely level of support needs at the outset and regularly reviews this.

YMCA GLASGOW CALM does refer people on to other support agencies such as Direct Access, Positive Futures and SWAMP, during their time at the project but perhaps what is needed is to identify potential agencies to 'pick up' the most vulnerable and YMCA Glasgow Calm and other agencies to work in tandem with service users during a 'handover' period.

Option 2: Expansion of counselling services

There appears to be demand for the counselling service within the project and from partner agencies, such as the Youth Health Service. An expansion of the service may also go some way in meeting the demands of parents for additional support.

Any expansion has obvious implications in terms of resources. It is likely, for example, that another part, full time or even sessional counsellor would have to be appointed.

Option 3: Development of services for parents and carers

This research indicates that there is a demand for additional support services for parents over and above the current group work. Parents expressed an interest in one to one support and some type of family mediation work.

Staff are aware of the level of need and are already working informally to meet this. However, for the future the response to parental needs should be focused and be a formal part of the work the project already does.

Extending support to parents would add value to work undertaken by YMCA Glasgow Calm because it would provide for a 'holistic' approach through which the project could support individuals and work to change the home environment.

This option has a number of significant implications. Firstly, it changes the nature of the core services being delivered because the focus of the project would shift from being exclusively about meeting the needs of young people. YMCA Glasgow Calm recognises this fact and proposes to keep services for parents as separate as possible by employing a dedicated parent link worker to work with parents.

Secondly, developing services for parents would require additional resources, which at this stage the project does not have.

Option 4: Expansion of YMCA Glasgow Calm services beyond Greater Pollok

There is widespread recognition inside the YMCA Glasgow Calm project as well as amongst key partners that there is the demand for services extending beyond the current boundaries. This research has also demonstrated that the YMCA GLASGOW CALM offers a very effective model of working with vulnerable young people, providing a service not available elsewhere.

Many commentators spoke about their desire to see the project operate at a citywide level because the problems young people face in Greater Pollok are not unique. While this may be the long-term goal, in the short term the transferability of the project could be tested by expanding services to cover the South West Community Health and Care Partnership Area.

To expand services in this way requires additional resources. One possible solution is to seek additional funding via the South West Community Health and Care Partnership. This approach would have the added advantage of 'bedding in' YMCA Glasgow Calm services to the new funding and planning structure. It is important that YMCA Glasgow Calm be recognised for the work that it does and in particular for how it adds value to the work of mainstream agencies.

SUGGESTIONS FOR FUTURE SERVICE DEVELOPMENT

Suggestion 1: YMCA GLASGOW CALM should develop a business case for securing core funding.

Core funding is vital to the future of the project because it will attract match funding and will give the project some financial stability. We hope that the evidence presented in this report goes some way in demonstrating the necessity of the work done by YMCA Glasgow Calm which is not currently undertaken by mainstream services.

Suggestion 2: If additional resources are secured a development post should be created to ensure the expansion of existing service and the effective roll out of the YMCA Glasgow Calm model. Ideally the development post should be held by the existing co-ordinator.

Suggestion 3: YMCA Glasgow Calm revises its current practices in terms of monitoring and evaluation to ensure that all appropriate information is gathered and can be used effectively to evidence the projects positive impact on young people.

Specifically we recommend the following actions.

- Simplify databases and use 1 main database for all clients
- In this one data base the project should record all services delivered
- Keep same user ID number for an individual through out the whole project in order to track a person and assess the 'distance travelled'
- Record whole postcode
- Record date of assessment and date service delivery started and date of exit from project
- Record ethnicity, faith group, disability status and sexual orientation
- Ensure all data is recorded and up to date
- Simplify and classify issues (for this we mean separate them into presenting issues, for example, bereavement and behavioural issues, for example, self harm, alcohol, drugs, truancy, running away)
- Keep group work database – make sure they are up to date, record all groups numbers of attendees, gender and ages
- To get the full value out of this Progress and counselling progress notes it would help to develop indicators of progress to assess what is happening to service users. For example, the project could use a one

to ten scoring system for coping, confidence similar to the self-assessment and self-evaluation forms but completed by the befriender.

- Self-assessment and self-evaluation forms: these are a very good idea but they need to be completed less often but more consistently. If possible they should be completed during the time spent with the befriender. The forms should be recorded in the main database including scores and the date they were taken.

Suggestion 4: YMCA Glasgow Calm rethinks the exit strategy for service users and reflects on the needs of those clients likely to require long-term support.

Suggestion 5: YMCA Glasgow Calm puts together a business case for the expansion of services to cover all or targeted regions in the South West Community Health and Care Partnership area based on securing funding from the Partnership.

Suggestion 6: Expansion of the counselling services to meet current and likely future demand for the service.

Suggestion 7: YMCA Glasgow Calm thinks about a controlled expansion of services for parents. In the meantime the project could explore the possibility to boosting current services by offering counselling and exploring with other agencies such as the community mediation service based within SACRO to develop services for parents.

Suggestion 8: YMCA Glasgow Calm markets this model of working across Glasgow by providing training and support for other agencies.

This research has demonstrated that the YMCA Glasgow Calm model of working is an effective one and that it provides an innovative approach to working with young people on issues to do with mental well-being.

CONCLUSION

This chapter has considered the way forward for YMCA Glasgow Calm. The project has a great deal to recommend it, particularly the depth of commitment to young people and the provision of a pro-active mental wellbeing service.

Chapter 3 illustrates the range and types of issues facing those who access the service and provides evidence that YMCA Glasgow Calm has been effective in engaging with a significant number of young people.

Chapter 4 has demonstrated that YMCA Glasgow Calm has a significant positive impact on the people who access its services. YMCA Glasgow Calm facilitates the development of service users in a range of ways including; building self esteem, developing positive relationships with their family and other significant players in their lives and improving their sense of mental well being.

Chapter 5 illustrates the positive working relationship YMCA Glasgow Calm enjoys with leading support agencies in the area. The general perception of

YMCA Glasgow Calm by partner agencies is overwhelming positive. Agencies recognise that YMCA Glasgow Calm has become integral to the delivery of services to vulnerable young people in the Greater Pollok area.

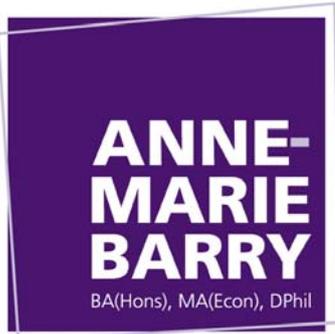
Chapter 6 has highlighted the key factors contributing to the overall effectiveness of the project. It is apparent that YMCA Glasgow Calm fills an important gap in service provision and that its unique youth empowerment approach to mental health makes the service appealing to potential users. YMCA Glasgow Calm is essentially a needs led and community based project which always places the service user at the centre.

YMCA Glasgow Calm occupies a unique position as a service provider. The project is integral to the delivery of support services to young people in Greater Pollok but it is non-statutory. The advantage of this position is clear from this evaluation in as far as the project offers young people the opportunity to engage with non-threatening adults. The disadvantage of being a non-statutory service is that the project is dependent on short term funding and, therefore, lacks stability. If the project could secure core funding this would make a substantial difference to its long-term future.

9 APPENDICES

Appendix 1	Short Questionnaire
Appendix 2	Schedule for Service Users
Appendix 3	Community Engagement Questionnaire
Appendix 4	Good News Stories
Appendix 5	Schedule for Parents
Appendix 6	List of interviewees
Appendix 7	Schedule for Stakeholders and Staff
Appendix 8	Responses to questions about sexuality
Appendix 9	Full response to Community Engagement Questionnaire

APPENDIX 1: SHORT QUESTIONNAIRE



EVALUATION OF YMCA Glasgow Calm Project User Questionnaire

WIN £50 WORTH OF HMV VOUCHERS!

We are undertaking some research to help the YMCA YMCA GLASGOW CALM GLASGOW project to develop its services. Please can you help us by completing the questions below? If you want to enter the prize draw fill in your name and telephone number too we

will draw out a winner on January 22nd

THE INFORMATION YOU GIVE US IS COMPLETELY CONFIDENTIAL NO ONE INSIDED OR OUTSIDE THE PROJECT WILL KNOW WHAT YOU SAID.

1. Please put your age in this box

	Are you male of female (please cross one out)	Male/Female
--	---	-------------

2. Which of the following best describes your ethnic group? (Please tick one)

White (e.g. Scottish/British/Irish)	<input type="checkbox"/>	Caribbean	<input type="checkbox"/>
Indian	<input type="checkbox"/>	African	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>	Black Scottish or Other Black	<input type="checkbox"/>
Bangladeshi	<input type="checkbox"/>	Any mixed background	<input type="checkbox"/>
Chinese	<input type="checkbox"/>	Gypsy Traveller	<input type="checkbox"/>
Other South Asian	<input type="checkbox"/>		
Other (please state)			

3. Which of the following best describes your circumstances? **(Please tick any that apply)**

British Citizen	<input type="checkbox"/>
Seeking asylum	<input type="checkbox"/>
Granted refugee status	<input type="checkbox"/>
Other (please state)	

4. If you would you describe yourself as having any long-standing illness or disability?

Yes No

5. Which of the following would you consider yourself to be:

Heterosexual / straight (men attracted only to women, women attracted only to men).....	<input type="checkbox"/>
Bisexual (men and women attracted to both men and women)	<input type="checkbox"/>
Homosexual / gay (men attracted only to men, women attracted only to women)	<input type="checkbox"/>
Unsure	<input type="checkbox"/>
Transgender	<input type="checkbox"/>

Impact Evaluation of YMCA Glasgow Calm Project

6. We would like to know how you feel about being asked about your sexuality (Question 6) please tick any of the following that apply and also add your comments below

- I don't mind at all
- I mind a little bit
- It's only OK because it's confidential
- I answered to help the research but I don't like being asked
- Don't care either way
- Don't think you should ask, it's none of your business
- Don't like being asked, it's private

Comments

7. Which of the following best describes your faith group? (Please tick one)

- | | | | |
|----------------------|--------------------------|----------|--------------------------|
| Christian | <input type="checkbox"/> | Buddhist | <input type="checkbox"/> |
| Muslim | <input type="checkbox"/> | Sikh | <input type="checkbox"/> |
| Hindu | <input type="checkbox"/> | Jewish | <input type="checkbox"/> |
| No Faith | <input type="checkbox"/> | | |
| Other (please state) | | | |

.....

Please fill in your first name and telephone number if you would like to enter the prize draw. We will tear this slip off before reviewing the information in the form

Please put your questionnaire in the envelope provided and place it in the box provided or hand it Julie, Anne-Marie or a member of staff.

APPENDIX 2

Evaluation of YMCA Glasgow Calm : Project users Interview Schedule

Instructions to Researcher

Explain research

Assure confidentiality

Give participant stop card and explain use

Ask if they mind us taping the group

Give out pens, postits, stickers

Activities

1. Whole group discussion

Question- How did you find out about/ who referred you to YMCA Glasgow Calm?

Ask young people to shout out, researcher write up on flipchart or if appropriate ask if someone in the group would like to do the writing

2. Present list of services on flipchart paper

Question – Which services have you used and for how long?

Ask young people to come up and stick a dot on services they have used and to write on a postit the length of time they have used each service and to come up and stick it beside the service they have used.

3. Small group session – ask young people to group up in twos and threes

Question – What sort of things have the services done to help you? (give prompts if necessary, taken me out, listened to me, and so on).

Ask the groups to write answers on postits and stick them up on a clean sheet of flipchart paper. Suggest if anything is private that they take time out to write this themselves and put it in the private box.

4. By themselves or in twos or threes and they prefer

Question – What difference has the project made to you and your family?

Ask them to write on postits and put in the private box

5. Community engagement exercise. Give out forms and explain how to complete them

6. Whole group discussion

Question - When you first came to the project what did you expect them to do to help you? Has it worked out as you expected? Is it better or not so good?

Refer back to what has been written and ask is that what you expected would happen?

7. Twos and threes

Question – what are the three best things about the project and one thing you would change

On postits – stick up or private box depending on time and discuss if time.

8. Whole Group Discussion

Question - How did you feel about the future when you first came to the YMCA GLASGOW CALM project? How do you feel about the future now?

Identify any possible case study interviewee and approach them.

HOW DID YOU FIND OUT ABOUT THE SERVICE?

Social Work	
School	
Friend	
My parents told me about it	
Doctor	
Youth Club	
Youth Worker	

WHAT SORT OF THING HAS THE SERVICE DONE TO HELP YOU?

Helped me cope with some one close dying	
Helped me cope with being bullied	
Helped me make friends	
Made me more confident	
Helped me control my temper	
Helped me get on with my family better	
Helped me when someone hurt me and made me feel safe	
Let me know other people have the same troubles	
Helped me stop hurting other people	
Taken me out to places	
Given me someone to talk to, someone who listens	
Stopped me getting into fights	
Helped me feel safer	
That there adults who care about you and what happens to you	

SERVICES: WHICH ONES HAVE YOU USED?

SERVICE	YES	NO	NOT SURE	I USED THIS SERVICE FOR....
Breakthrough in Excellence				
Seasons for Growth				
Young Women's Support Group				
Young Men's Support Group				
Confidence Building sessions				
Emotional Literacy Programme				
Befriending				
Youth Counselling				

WHAT ARE THE THREE BEST THINGS ABOUT THE PROJECT?

Gives you someone to talk to	
Builds your confidence	
Helps you get on with your family and friends	
Helps you control your temper	
Meeting new people	
Being taken out	
The staff	

WHAT ONE THING WOULD YOU CHANGE?

Nothing	
Sitting around talking	
Less group work and more one to one	
Where the meetings take place	

HOW DID YOU FEEL ABOUT THE FUTURE WHEN YOU FIRST CAME?

Things would always be the same and never get better	
Things would change eventually	
The future would be better	
I did not like to think about the future	
I might never get a job and always have money problems	
I felt powerless to change things	

HOW DO YOU FEEL ABOUT THE FUTURE NOW?

Things will never get better	
Things will eventually change	
Things are changing	
I look forward to trying new things	
I look forward to the future	
I know I can be a success	

APPENDIX 3: COMMUNITY ENGAGEMENT QUESTIONNAIRE

ABOUT YOU: BEING PART OF THE COMMUNITY

We would like to know about a little more about you, where you live and the community you are part of.

Consider the following types of activities and actions and think whether or not these are part of what you do each day.

a) I regularly spend time with my family.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	The amount of time I spend with my family has increased since I started at YMCA GLASGOW CALM	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> SAME
b) I have a group of people close to me outside my family.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	I have more people close to me since I started with YMCA GLASGOW CALM	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> SAME
c) I spend a lot of time alone. E.g. watching TV or playing PC games.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	I spend less time alone since I started at YMCA GLASGOW CALM.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> SAME
d) I know most of my immediate neighbours to say hello to.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	I talk to my neighbours more since I started at YMCA GLASGOW CALM	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> SAME
e) I go to school or work everyday that I have to.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	My attendance at school or work has improved since I started at YMCA GLASGOW CALM	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> SAME
f) I do voluntary work or take part in after school activities.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	I do some or more voluntary work or take part in after school activities since I started at YMCA GLASGOW CALM	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> SAME
g) I often go to Church/Mosque/Temple etc	<input type="checkbox"/> YES	<input type="checkbox"/> NO	I go to Church/Mosque/Temple more often since I started at YMCA GLASGOW CALM.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> SAME
h) I help out friends if they need it. E.g. with decorating or fixing a bike.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	I am more likely to help friends out since I started at YMCA GLASGOW CALM	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> SAME
i) I often drink alcohol or take drugs to the point where I feel sick or can't remember what happened.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	I am less likely to drink or take drugs to the point where I feel sick or can't remember anything since I started at YMCA GLASGOW CALM	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> SAME
j) I have been in trouble with the Police.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	I am less often in trouble with the Police since I started at YMCA GLASGOW CALM.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> SAME
k) I get into fights with other people in the area.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	I am less likely to get into fights since I started at YMCA GLASGOW CALM.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> SAME

APPENDIX 4: GOOD NEWS STORIES

Steve

A few years ago Steve's Mum died, leaving him, his brother and Dad to cope. At this point his Dad was drinking heavily but in Steve's words he "...wasn't nasty with it..." His Dad started to let the house go and the drinking became worse but this time it was nasty and his Dad started getting aggressive.

Throughout this period Steve managed to get himself to school most of the time and do reasonably well. He had a few runs in with the Police because they found him and his mates drinking when they were underage.

Gradually, Steve's family and eventually his guidance teacher noticed the difference in him because of his Dad's behaviour. The school referred him to YMCA Glasgow Calm and he was allocated a befriender.

Steve has been with the project for a year and a half now and has established a good relationship with his befriender: "I tell her stuff and it was alright when I was doing it...I tell her everything, I can trust her..."

Like most young people Steve likes to be taken out bowling and to see a film but YMCA Glasgow Calm has made him recognise the importance of just talking about problems. Sometimes he likes nothing more than getting taken out and sitting talking.

Steve has begun to address the two main issues in his life, bereavement and aggression. The bereavement counselling has helped him understand and normalise his feelings even if it has not made them go away. The anger management training has been successful in helping him think why he gets frustrated and has helped him YMCA Glasgow Calm down. "...they suggested I count to ten...to walk away..."

Steve's aggression extended to him in the form of self-harm. YMCA Glasgow Calm has helped him address this by attending a specialist course. "...they taught him how to draw pictures instead of rip up paper...now I don't even think about it...I am just much YMCA Glasgow Calmer..." The self-harming has stopped completely.

YMCA Glasgow Calm have not been able to change Steve's home situation; his Dad still drinks and is aggressive but has been getting some support through the addiction team and through the YMCA Glasgow Calm counselling service. When I met Steve he was staying with his cousin because things have broken down between him and his Dad. Steve doesn't want to go back just now but does want to keep in touch with his Dad. YMCA Glasgow Calm has given Steve the confidence and level of understanding to know why his Dad drinks but can't make him live with the consequences. "...I understand it...its not that I don't. Its that I just can't stand it..."

Kenny

Kenny came to YMCA Glasgow Calm two years ago, referred by his Mother's social worker. For the first seven years of his life Kenny lived with his mother but from ages seven to twelve he lived with his maternal grandfather. Most weekends he would visit his Mum, his little sisters and his Step Father.

Kenny describes life with his grandfather as good; he had plenty of friends and the two of them enjoyed going to the cinema together. That life came to an end in 2003 when Kenny's grandfather died. The night his Grandfather died was the night he moved back to his Mum's house for good.

Kenny has some good memories of the early days and of his Step Father taking him and his little sisters out for the day and for treats. However, it soon became clear that the Step Father was a violent binge drinker. Kenny tried to help his Mum but he could not stop the violence. One morning in 2005 Kenny's Step Father died suddenly in the family home.

By the time Kenny was 14 he had experienced two major bereavements and dramatic changes in terms of where he lived and with whom.

Although Kenny was initially nervous about meeting someone from YMCA Glasgow Calm, his concerns were short lived when a worker came out to explain what was involved. Kenny's memory is that she told him that the "...befriender can take you anywhere..."

Kenny quickly bonded with his befriender, helped by a shared interest in wrestling! Soon he found someone he could talk to and someone who offered the opportunity to get out of the stresses and strains of his home situation. His only complaint is that the befriending had to end, "...he was a good guy...a real laugh..." YMCA Glasgow Calm has helped him significantly by developing his sense of confidence and self esteem. Asked where would he be without YMCA Glasgow Calm, Kenny replies "...in a lot of trouble..."

Kenny takes part in the boys group and had developed good relationships with some of the other participants and the staff who take the group. YMCA Glasgow Calm believes that, in the future, Kenny has the potential to be involved in Peer Support within the Project.

Elizabeth

In 2005 Elizabeth was a 13 year old who lived with her mother, stepfather and her 8 year old little sister.

She had an extremely difficult relationship with her family, most especially her stepfather, she didn't attend school, she regularly ran away from home and spent time on the streets, she was misusing drugs and alcohol and was often in trouble with the police. She had spent some time in a secure unit to keep her from absconding.

Elizabeth was a very disaffected young woman who came across as hostile, she couldn't engage with her family, her school or her social worker. She said of herself at this time:

"I was heading for drug addiction and a life on the streets aged 13. I had no aims or goals, I felt unstable emotionally and had blocked out all thoughts of the future".

A social worker suggested to Elizabeth that she tried the befriending service at YMCA Glasgow Calm and although Elizabeth thought it was "worth a try" she didn't hold out much hope.

Elizabeth said she approached the first meeting with a casual and rather surly attitude, she said " I wasn't really bothered about it". At first the meeting went badly, Elizabeth asked the befriender to take her to a fair ground but this was not possible in the time available and they went for a burger at MacDonald's. Elizabeth sulked through the first part of the meeting, however the befriender managed to tease her out of the sulk and the meeting was a moderate success, with Elizabeth admitting that the befriender made her laugh, a very rare occurrence.

Elizabeth saw something different in the YMCA Glasgow Calm service from other services that had tried to help her before, she said

" My befriender was the only person who ever treated me with respect".

She began to engage with her befriender on their second meeting and from then onwards looked forward to their time together. The service addressed a number of Elizabeth's needs, she said:

" I looked forward to getting out, relaxing, getting away from my worries and troubles"

After a few meetings Elizabeth found she could talk to her befriender, she said

" I told her things I would never tell another soul"

Impact Evaluation of YMCA Glasgow Calm Project

Things did not instantly go smoothly from then onwards, Elizabeth still did not attend school and started to run away again. She was once again placed in a secure unit. This was a long distance away from her home and the YMCA Glasgow Calm Befriending service. The YMCA Glasgow Calm Project was sure that although Elizabeth was still not coping with her life that they were making a breakthrough and despite the distance and difficulty attending a secure unit, the befriender continued to visit Elizabeth.

Elizabeth said of this time

“ she was the only visitor from a service provider I had, none of the other service providers came to see me. My befriender never gave up on me, she stuck with me and always believed in me and respected me”

This is when things began to change, Elizabeth began to take responsibility for her actions, she says

“ My confidence had already started to improve but this is when I began to realise that my behaviour was not only hurting myself but also my family”

When Elizabeth was released from the secure unit she turned over a new leaf. She realised that she could not get on with her stepfather and that this was making life very difficult for her mother and young sister. She was placed in foster care so that she no longer causes these difficulties. She visits her family regularly and has an excellent relationship with her mother.

Elizabeth is attending college currently and has plans for the future, she said

“ I’m going to do a social care course full time starting after the summer, if I do well I hope to get into university. I would like to work with young people like myself who have difficulties in their lives”

I hope soon to get my own house or flat, at first I think I’ll go for supported accommodation so that they can help me learn how to look after myself. I would love to learn to drive.

Elizabeth said if it hadn’t of been for YMCA Glasgow Calm she would have been a drug addict living on the streets by the time she was 14 years old and probably dead a few years later.

Lauren

In 2003 Lauren was a fifteen-year-old living in extreme domestic circumstances. She was shy, withdrawn lacked confidence and had a sense that she was powerless to help herself. She said of this time:

“I didn’t feel I had a future, I was careless of my life, I often thought of suicide, I used to punch walls until my hands bled”

Lauren regularly self-harmed as a means for coping with her issues.

Her behaviour was giving cause for concern, with truancy, drinking on the streets, and cannabis use, she describes it as follows:

“ I had no friends just people to hang about with, we drank, smoked hash and were always getting pulled up by the police and booked”

By the time Lauren was 16 she found a sympathetic youth worker at a local drop in centre. She started to tell the worker about the issues she had experienced, the worker immediately suggested YMCA Glasgow Calm and made a referral to the Project on Lauren’s behalf so that she didn’t have to tell her parents.

She took to the YMCA Glasgow Calm workers right away, she says

“I didn’t really know what the project was about but when I met them I thought they were dead nice, they seemed a good laugh”

Lauren got into a very easy relationship with her befriender almost immediately, she said

“ my befriender was one of those people who were really easy to get along with, she was quite funny, we would have a laugh, it wasn’t dead serious, it made me feel better”

Lauren was into skateboarding so her befriender took her to skate parks, and arranged snowboarding lessons for her.

Key to Lauren’s acceptance of her befriender in her life was the befriender’s attitude, she said:

“ My befriender said we could do what ever I liked, and I could talk about stuff if I wanted to or not if I didn’t want to. This meant I could go out with her and forget about my troubles or I could burst into tears or talk to her about things, whatever I needed, there was no other relationship like this in my life”

Lauren found that she could talk to her befriender and told her about her circumstances, she said:

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“I told her what had happened to me and she helped me, she was an adult and had authority, before I had felt powerless, but this gave me strength.

It took a while for Lauren’s life to improve, she said:

“ I changed after about a year I could see the difference, I was cheerier, I started being able to talk and express myself, I wasn’t so withdrawn and nervous, I felt better about myself”

Lauren had regular meetings with her befriender for about two years in total and then always felt she could phone up for help and advice after she had finished with the service. She said:

“I sometimes still felt low, but I could just phone them up and chat and I would feel better”

Lauren is working as a security guard and now has friends that she can really talk to; she no longer takes drugs and limits her drinking to an occasional one. She has plans to join the police service or to become a youth worker.

APPENDIX 5

Evaluation of YMCA Glasgow Calm

Project users Interview Schedule – Parents/Carers Instructions to Researcher

Explain research

Assure confidentiality

Give participant stop card and explain use

Ask if they mind us taping the group

What you know about the project?

- How did you find out that the project existed?
- Do you know who referred your son/daughter?
- Do you know which services they have used?
- Have you taken part in the parents support group?
- Do you have any contact with the project/project workers?

What works well ?

- What does your son/daughter like about the project? What do they talk most about?
- What you like best about the project?
- What does your son/daughter like least about the project?
- What do you like least about the project?

What impact has the project had?

- What changes have you noticed in your son/daughter since they started the project? Have these been positive or negative changes?
- Ask specifics about arguing with parents, getting on with siblings, going to school.
- What have been the benefits for you of them coming along?
- What have been the benefits for the rest of the family?

What do you need?

- What challenges do you face in caring for your son/daughter?

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- Do you feel the project or another agency could do something to support and help you?
- Would you, for example, like to attend a support group or have one to one support?
- Would you like to work with your child in family sessions/family mediation?

Finally....

- How did you feel about your sons/daughters future before they came along to the project?
- How do you feel about their future now?

APPENDIX 6

Key Stakeholder Interviews

Cathy Arbuckle – YMCA Glasgow Calm Advisory Group

Christine Biggar – Youth Health Service

Kirsty Collins - Regeneration Manager, Community Planning Partnership South West Area

Caroline Coulter –Young Person’s Befriending Service

George Daly – Pollok Community Forum

Margaret Daly – Partnership Manager Greater Pollok SIP (Now Community Planning Manger North Area)

Mary Agnes Doyle - Principal Teacher Pastoral Care, St Paul’s High School

Sandra Fletcher – Senior Addiction Worker Greater Pollok

Patricia Healy - Principal Teacher Pastoral Care, St Paul’s High School

Janice Hegney - Principal Teacher Pastoral Care, St Paul’s High School

Lesley-Anne Gemmell – YMCA Glasgow

Ann Gibb – YMCA Glasgow Calm Co-ordinator

Lee Knifton – NHS Greater Glasgow and Clyde

Trevor Lakey – NHS Greater Glasgow and Clyde

Amanda Napier – Project Worker, Opt-In

Maxine Morrison – Project Assistant, Opt In

Colin Simpson – Project Manager, Opt-In

Helen Moir – Pollok Community Forum

Rachael Smillie – Manager, The Village

Janet Morton – Administrator, BBC Children in Need

Margaret Ralph - Greater Pollok Young Carers

Donna Foote – Parentstop

Lorraine Ward – Pollok Social Work

APPENDIX 7

Evaluation of YMCA Glasgow Calm

Key Informants Interview Schedule

Instructions to Researcher

Explain research

Assure confidentiality

Ask if they mind us taping the group

ABOUT YOUR ROLE:

- Can you explain the aims and objectives of your organisation? How do these relate specifically to children and young people who have experienced violence and/or bereavement?
- What is your specific role? Job title?

ABOUT SERVICES FOR CHILDREN AND YOUNG PEOPLE:

- What other agencies in the area and/or city wide are responsible for the welfare of children and young people who have experienced violence and/or bereavement?
- Are there any overlaps or gaps in terms of service provision? (for children and their parents)
- Are services able to meet the needs of specific equalities groups?

ABOUT YMCA Glasgow Calm:

- What is your relationship to the project?
- How would you describe the range of services provided by YMCA Glasgow Calm?
- Do you refer service users to YMCA Glasgow Calm and/or do you accept referrals from them?
- Why do you make referrals from YMCA Glasgow Calm/why do you accept referrals from YMCA Glasgow Calm?
- How are referrals dealt with? Is there, for example, a formal referral system?
- Who is your main contact?
- Overall, how would you rate the service provided by YMCA Glasgow Calm?

ABOUT PARTNERSHIP WORKING:

- Which agencies do you work in partnership with? Is YMCA Glasgow Calm one of those?
- Can you describe an example of when you have worked successfully with YMCA Glasgow Calm?
- What value does YMCA Glasgow Calm add to the work you do?
- Does YMCA Glasgow Calm have adequate representation on local steering groups and/or partnership bodies? Do you sit with them on any of these?

THE FUTURE:

- How would you like to see YMCA Glasgow Calm services develop in the future?
- Are there additional services that could be provided or gaps that need to be met?
- Is there anything else we need to know about the YMCA Glasgow Calm and your relationship with it?

Focus Group agenda for paid staff at YMCA Glasgow Calm

Points to remember:

- Confidentiality
- Ask permission to record

ABOUT YOU:

- Can you tell me about your roles and responsibilities within the team?
- What would say are your key strengths as individuals and as a team?
- What did you do prior to working in this project?
- What specialist training or relevant work experience have you had to help you in this role?

ABOUT THE SERVICE USERS:

- Can you describe the main characteristics of the people who use the service?
- Can you describe the range of services provided?
- Which are the services that are the most requested/popular?
- Are there any examples of good or innovative practice?
- Are there any gaps in the services provided or any services you would like to provide that you currently don't provide?
- Which agencies do you refer people on to?
- Which agencies are people referred from?
- What is the most common type of referral and which is the most unusual?
- Which referrals are people most likely to take up? Which referrals are they least likely to take up?
- How do you go about targeting/delivering services to equalities groups?

ABOUT YOUR AGENCY PARTNERS

- Which are the key agencies in Greater Pollok who work with your service users?
- How many of these agencies do you work with?
- Where does YMCA Glasgow Calm fit into this range of services?
- Are there any significant gaps or overlaps in service provision?
- Are there any examples of good or innovative practice in terms of partnership working?

THE FUTURE

- How would you like to see your roles and responsibilities develop in the future?
- How would you like to see the project develop in the future?

APPENDIX 8

In this questionnaire to ask the participants how they felt about being asked about their sexual orientation. The results are set out in the following table.

The YMCA Glasgow Calm Project - Feelings about Sexual Orientation Question (Base 26)		
How do you feel about being asked about your sexual orientation?	Number	Percentage
I don't mind at all	17	65%
I mind a little bit	5	19%
It's only Ok because it's confidential	1	4%
I answered to help the research but I don't like being asked	1	4%
I don't think you should ask, it's none of your business	1	4%
I don't like being asked, it's private	1	4%
Total	26	100%

Table 11 shows that the majority of young people (65%) had no objections to being asked about their sexuality, the remaining 35% had a varying degree of objection from 5 (19%) saying 'I mind a little bit' to one saying 'I don't think you should ask it's none of your business'. It should be noted however that all the young people did answer the question on sexual orientation.

We collected qualitative comments from the young people on how they felt about being asked a question on sexual orientation, answers varied.

Some young people were keen to express their acceptance of different sexualities, one young person said;

"It doesn't matter to me because everyone is the same underneath the skin, sexuality is just a feeling"

Others expressed a view that the question might be considered offensive or personal, not by them but by others, two comments are;

"It's ok to ask me but other people might find it offensive"

"It could be personal to other people but I don't mind"

APPENDIX 9: FULL RESULTS OF COMMUNITY ENGAGEMENT QUESTIONNAIRE

Table 1a: I regularly spend time with my family

	Number	Percentage
No	4	20%
Yes	16	80%
Total	20	100%

Table 1b: The amount of time I spend with my family has increased since I started at YMCA Glasgow Calm

	Number	Percentage
No	2	10%
Yes	9	45%
Same	9	45%
Total	20	100%

Table 2a: I have a group of people close to me outside my family

	Number	Percentage
No	4	20%
Yes	16	80%
Total	20	100%

Table 2b: I have more people close to me since I started with YMCA Glasgow Calm

	Number	Percentage
No	2	10%
Yes	9	45%
Same	9	45%
Total	20	100%

Table 3a: I spend a lot of time alone

	Number	Percentage
No	7	35%
Yes	12	60%
No reply	1	5%
Total	20	100%

Table 3b: I spend less time alone since I started with YMCA Glasgow Calm

	Number	Percentage
No	5	25%
Yes	9	45%
Same	6	30%
Total	20	100%

Table 4a: I know most of my immediate neighbours to say hello to

	Number	Percentage
No	4	20%
Yes	16	80%
Total	20	100%

Table 4b: I talk to my neighbours more since I started with YMCA Glasgow Calm

	Number	Percentage
No	4	20%
Yes	7	35%
Same	9	45%
Total	20	100%

Table 5a: I go to school or work every day that I have to

	Number	Percentage
No	7	35%
Yes	13	65%
Total	20	100%

Table 5b: My attendance at school or work has improved since I started with YMCA Glasgow Calm

	Number	Percentage
No	4	20%
Yes	8	40%
No reply	1	5%
Same	7	35%
Total	20	100%

Table 6a: I do voluntary work or take part in after school activities

	Number	Percentage
No	11	55%
Yes	9	45%
Total	20	100%

Table 6b: I do some or more voluntary work or take part in after school activities since I started with YMCA Glasgow Calm

	Number	Percentage
No	8	40%
Yes	7	35%
Same	5	25%
Total	20	100%

Table 7a: I often go to Church/Mosque/Temple

	Number	Percentage
No	19	95%
Yes	1	5%
Total	20	100%

Table 7b: I go to Church/Mosque/Temple more often since I started at YMCA Glasgow Calm

	Number	Percentage
No	10	50%
Yes	1	5%
No reply	1	5%
Same	8	40%
Total	20	100%

Table 8a: I help friends out if they need it

	Number	Percentage
No	1	5%
Yes	18	90%
No reply	1	5%
Total	20	100%

Table 8b: I am more likely to help friends since I started with YMCA Glasgow Calm

	Number	Percentage
No	2	10%
Yes	10	50%
No reply	1	5%
Same	7	35%
Total	20	100%

Table 9a: I often drink alcohol or take drugs to the point where I feel sick or can't remember what happened

	Number	Percentage
No	16	80%
Yes	4	20%
Total	20	100%

Table 9b: I am less likely to drink alcohol or take drugs since I started with YMCA GLASGOW CALM

	Number	Percentage
No	5	25%
Yes	8	40%
No reply	1	5%
Same	6	30%
Total	20	100%

Table 10a: I have been in trouble with the police

	Number	Percentage
No	11	55%
Yes	9	45%
Total	20	100%

Table 10b: I am less often in trouble with the police since I started at YMCA Glasgow Calm

	Number	Percentage
No	4	20%
Yes	6	30%
No reply	2	10%
Same	8	40%
Total	20	100%

Table 11a: I get into fights with other people in the area

	Number	Percentage
No	12	60%
Yes	8	40%
Total	20	100%

Table 10b: I am less likely to get into fights since I started with YMCA Glasgow Calm

	Number	Percentage
No	7	35%
Yes	4	20%
No reply	1	5%
Same	8	40%
Total	20	100%