



THE LORD FORTE FOUNDATION

KickStart 2018 – Programme Evaluation – Year Two of Two

April 2019

The Springboard Charity greatly appreciates support from The Lord Forte Foundation with our most recent two year grant of £7,000 per annum that started in 2017.

This multi-year grant is to help support the planning, development and delivery of KickStart, a career-focused support programme dedicated to supporting young people in education who, with no clear career projection or employment prospects, are at risk of becoming NEETs (Not in Education, Employment or Training).

Springboard's KickStart programme provides a proven transition into the world of work or further education through pre-placement training. This includes information, advice and guidance, work tasters and industry certified qualifications; interviews directly with business; two weeks work placement which follows the Springboard's quality standard INSPIRE; and mentoring support from the Springboard team throughout the programme.

This report showcases our achievements in 2018 and shares with you the lives you have helped change.

OVERVIEW OF THE KICKSTART PROGRAMME 2018

In 2018, the overall programme targets were:

- To increase our programme delivery from **six programmes to seven** in the following areas – London, Birmingham, Cardiff, Leeds, Manchester, Liverpool and York. **areas could be subject to change*
- For **155 young people to complete** a KickStart programme across the UK, with 60 young people in London and 15 young people per regional programme.
- At least **128 (85 percent)** to be offered employment, training (such as an apprenticeship), or continue in further or higher education.
- To provide external training to **up to 16 Springboard Programme Managers** to deliver the Thomas Personal Profile Analysis (PPA) to all young people on the programmes, improving our ability to support young people with developing their soft skills and help them transfer these into their next career path, whether that be education and / or employment.
- To offer **up to 155 people** on Springboard programmes (predominantly KickStart) the opportunity to benefit from taking part on the PPA analysis.

2018 ACHIEVEMENTS

KickStart successfully supported **160 individuals** across **seven cities**, improving their soft skills and enabling them to gain vital work experience with a view to pursue career opportunities in the hospitality, leisure and tourism industry and / or return to education.

KickStart was delivered across the UK from June to October, with each programme working with between 15 and 20 candidates. Through group sessions and one-to-one mentoring, KickStart has provided quality interventions and supported young people by:

- Developing their employability skills and personal capabilities;
- Facilitating careers talks, industry visits and work placements; and,
- Providing back to education support and / or into work opportunities

SOFT SKILLS, EMPLOYABILITY TRAINING, PLACEMENTS & AFTERCARE

Springboard engaged with over 160 young people with the majority completing the one week soft skills and employability training (see Annex A for a sample of the training plan). The training sessions included:

- Communication and team building;
- Confidence and assertiveness;
- Time management;
- Work attitude;
- Job search skills;
- CV workshops;
- Interview skills and preparation;
- Mock interviews; and,
- Qualifications in Health & Safety, and Food Hygiene/Safety.

During the course of the week, young people engaged with employers through industry visits, careers talks, and mock interview sessions. This is an integral element of the programme, with activities facilitated by Springboard and delivered by our volunteers from the Hospitality sector, who we call 'Ambassadors'. Our Ambassadors are people working in all levels of the industry that are trained by Springboard to engage with our beneficiaries, namely by promoting the industry and their business as a great place to work, as well as identifying potential talent, mentoring and recruiting into their current vacancies.

Through our Ambassadors, the young people were given the opportunity to gain career insights, and to go behind the scenes of multiple employers. These industry visits were interactive, practical and informative, and showcased the variety of opportunities available within the industry and the pathways for success. With multiple sites across the UK, Springboard has over 80 Business Partners from within the hospitality, leisure and tourism industry; many of whom were involved with our 2018 programme, including: Hilton; Red Carnation Hotels; Starbucks; Coople UK; Sodexo; IHG; Park Plaza; Marriott; Radisson Blu and CH&Co