



EMPLOYABILITY AND SKILLS

ANNUAL REVIEW
2019/2020

catch
22



INTRODUCTION

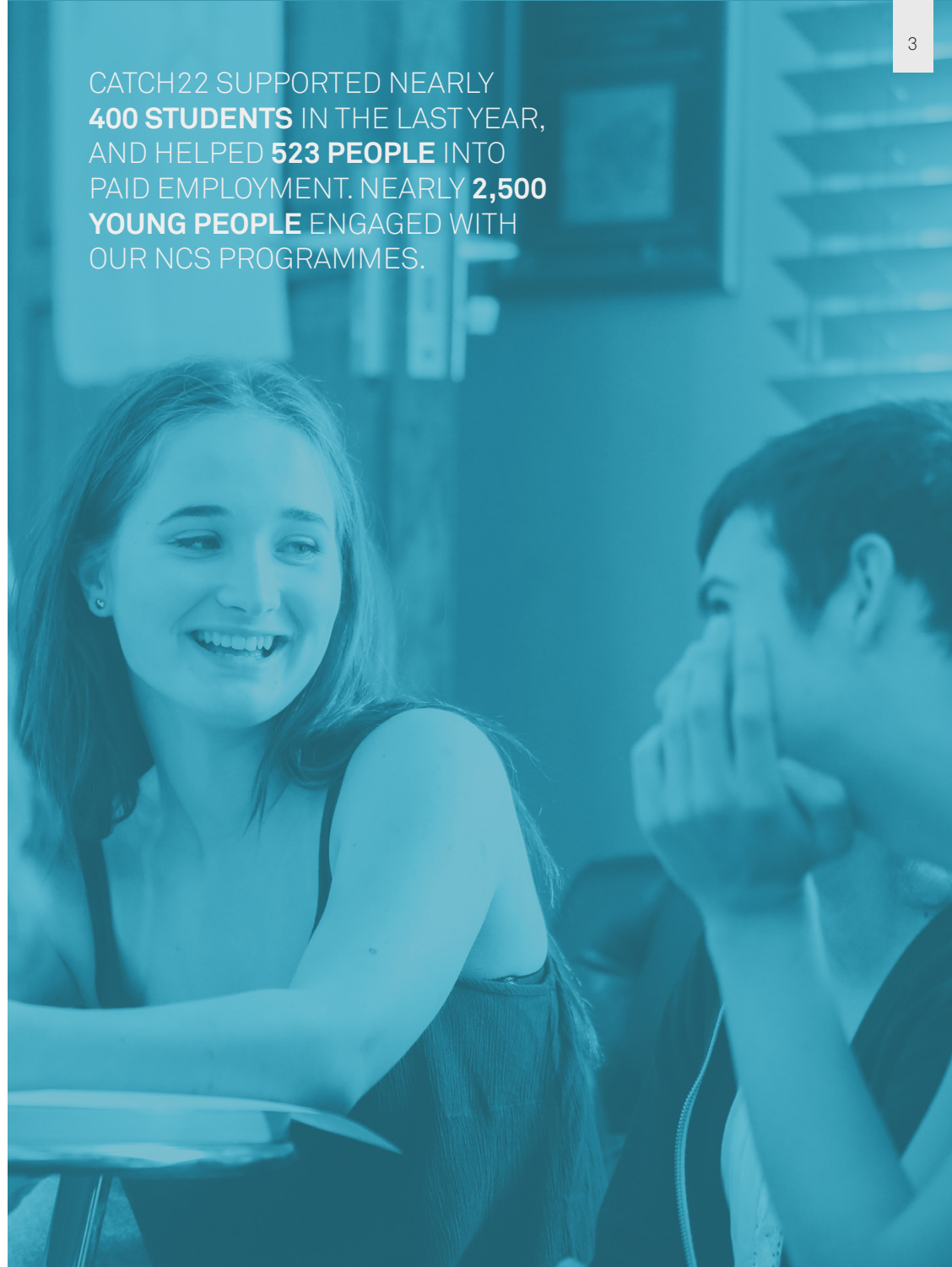


After what has been a very difficult year all round, I am very proud to be apart of such a dedicated hard-working organisation. We have had to adapt at pace, keep ourselves and everyone we work with safe and ensure our customers and service users are still given the best quality driven programmes we can offer. Building on the achievements of last year as set out in this review, as we enter a new year we've seen amazing collaborations and new ventures with Jobs22, Kickstart Community, JP Morgan Chase and also National Grid - while also having funding extended by Barclays. I'm optimistic about our ability to grow our offering and support more and more people to find their purpose and thrive.

With the commitment and drive from our teams, we can continue to make a difference to peoples' lives; whether that's helping them gain qualifications and vital life skills in our Colleges and through our NCS programmes or supporting them in their search for sustainable employment.

Victoria Head, Director of Employability and Skills

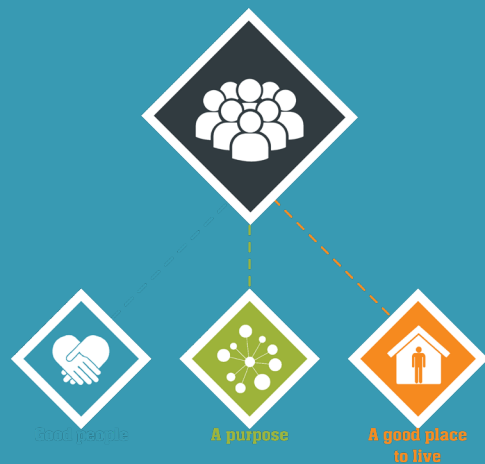
CATCH22 SUPPORTED NEARLY **400 STUDENTS** IN THE LAST YEAR, AND HELPED **523 PEOPLE** INTO PAID EMPLOYMENT. NEARLY **2,500 YOUNG PEOPLE** ENGAGED WITH OUR NCS PROGRAMMES.



CATCH22

For over 200 years Catch22 has designed and delivered services that build resilience and aspiration in people and communities.

Our approach is based on the 3Ps. We believe people can thrive when they have:



KEY STATS

378

learners in our colleges

1,324

people enrolled with our employability services

1,000

qualifications delivered

100%

commissioners satisfied with the service

88%

of clients felt that they received sound advice to support them towards their career goals

523

clients into paid employment

SERVICES

COLLEGES



Bishop Auckland
Great Yarmouth
Kent Maidstone
Nottingham
Peterlee
Southend
Thetford

NCS



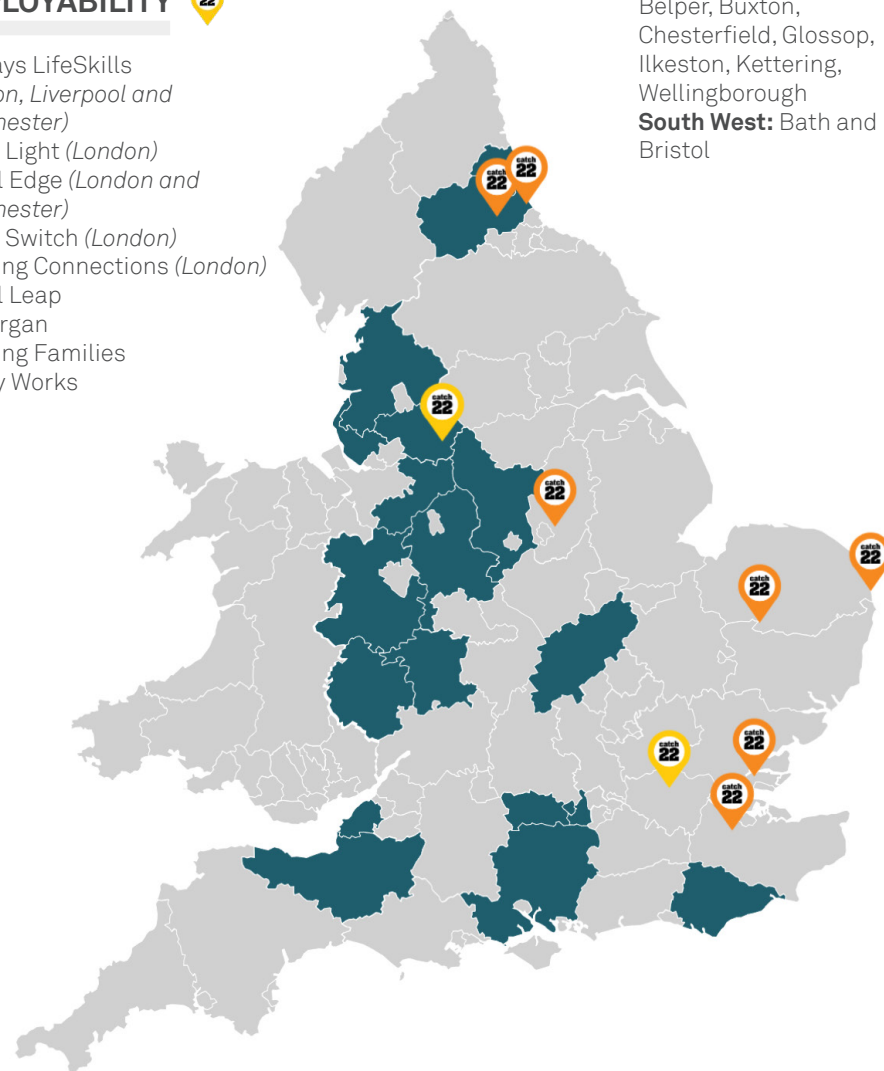
North East: Durham
County, Newcastle, North
Tyneside
West
Midlands: Herefordshire,
Shropshire, Telford and
Wrekin, Wolverhampton,
Worcestershire

North West: Cheshire East
(Macclesfield), Liverpool,
Manchester, Oldham,
Sefton, Stockport,
Tameside, Wirral
South East: Bracknell
Forest, East Sussex,
Hampshire, West
Berkshire, Windsor and
Maidenhead, Wokingham
East Midlands: Bakewell,
Belper, Buxton,
Chesterfield, Glossop,
Ilkeston, Kettering,
Wellingborough
South West: Bath and
Bristol

EMPLOYABILITY



Barclays LifeSkills
(London, Liverpool and
Manchester)
Bright Light (London)
Digital Edge (London and
Manchester)
Social Switch (London)
Inspiring Connections (London)
Digital Leap
JP Morgan
Inspiring Families
Family Works
JETs



EMPLOYABILITY OUR APPROACH

We work across the UK with individuals and employers to get the right people into the right jobs in the right places. Through our extensive network of local and national partners, we go out into communities to support individuals who face barriers to work, such as those who have:

- Criminal convictions to declare
- Low confidence
- Mental health issues
- Long term unemployment
- Learning and physical disabilities
- Substance misuse
- Housing issues
- Lone parents

We help individuals who are struggling to find employment, many of whom have been particularly hard hit by the Covid-19 pandemic. Our aim is to ensure everyone is given the opportunity to find a career that suits their individuality. They receive guidance on future career pathways and the benefits of being back in the workplace.

EXAMPLES OF OUR PROGRAMMES



BARCLAYS LIFESKILLS

Catch22 is a delivery partner for Barclays LifeSkills, helping to support individuals who are facing barriers to work, into a job or apprenticeship.

Working on both sides of the recruitment process, it provides tailored skills training for individuals (over 16 years) and connects them with employers who are recruiting but struggling to find candidates specifically trained, skilled and motivated for their workforce.

This year, we placed **390 clients in to employment, 320 clients that have sustained 26 weeks in work**, at a sustainment rate of 60% .



“I WOULD JUST LIKE TO SAY A BIG THANK YOU TO MY ADVISORS. **THEY HAVE HELPED ME ENORMOUSLY.** BACK IN JUNE I WAS MADE REDUNDANT DUE TO COVID-19...I FELT REALLY DOWN AND THOUGHT WHAT AM I GOING TO DO? **MY ADVISORS HAVE BEEN SUCH AN INSPIRATION TO ME AND I CAN'T THANK THEM ENOUGH.**”

[LIFESKILLS PARTICIPANT, LIVERPOOL]

“THIS JOURNEY HAS BEEN **FILLED WITH CHALLENGES, KNOWLEDGE, WISDOM AND OPPORTUNITY** RESULTING IN A NEW FOUND DIRECTION”.

[LIFESKILLS PARTICIPANT, LONDON]

DIGITAL EDGE

DIGITAL EDGE

Delivered by
Microsoft and Catch22

Digital Edge is a programme delivered by Catch22 in partnership with Microsoft, which helps people facing barriers to work embark on digital apprenticeships. The project sees Catch22 find and recruit candidates with a range of challenges – from gender and ethnicity barriers, homelessness, mental health issues, school exclusion and disability – and support them to access a digital apprenticeship with a local employer within Microsoft's network of customers and partners.

The pilot project launched in January 2020, reaching out to people aged 18 to 25 in London and Manchester through job centres. The initial pilot phase of 23 trainees undertook a four-week training programme, building both the technical and employability skills required to gain a digital apprenticeship with a local employer within Microsoft's network of customers and partners. The majority were from disadvantaged backgrounds, 13 were of minority ethnic origin, two had learning difficulties and one was disabled. Four were women.

The trainees learnt to present themselves positively (including through social media), write a good CV and cover letter, prepare for interviews, problem-solve and work in a team, while developing digital skills and commercial awareness. The course was initially delivered in person, and later remotely using Microsoft Teams in light of the Covid-19 pandemic, ensuring that everyone was able to participate and graduate, despite social distancing and travel restrictions.

Overall, from the Digital Edge pilot project, **three people have gone on to gain an apprenticeship**, including two with Microsoft or their partners, and one is planning to undertake further qualifications.

Given the success of the pilot, the programme has now been extended to cover Birmingham and Bristol – and now supports people not only into apprenticeships but also into other job roles.



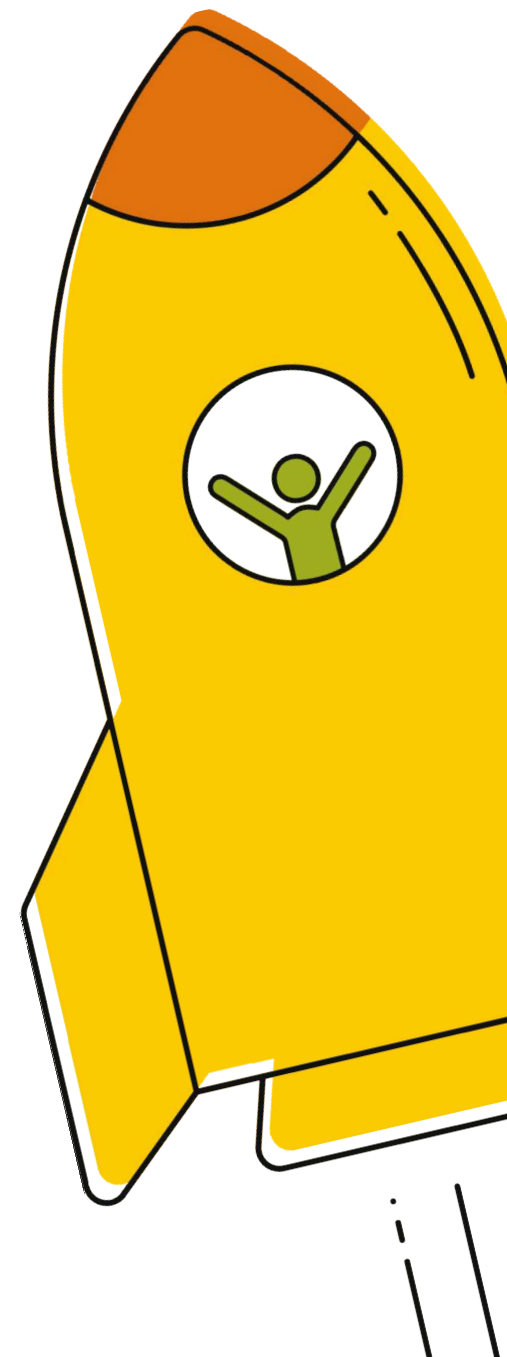
“THE DIGITAL EDGE PROGRAMME HAS BEEN REALLY SUPPORTIVE AND CREATIVE IN THE WAY THAT THEY WORK. IT PROVIDES A STIMULATING ENVIRONMENT WITH BIG OPPORTUNITIES TO MAKE A HUGE IMPACT. THE TEAM SUPPORTED ME TO COMPLETE ONLINE IT COURSES AND GAIN VIRTUAL WORK EXPERIENCE.”

[DIGITAL EDGE PARTICIPANT]



“I FOUND THE DIGITAL EDGE PROGRAMME GOOD BECAUSE I MET NEW PEOPLE WHILE I WAS THERE. IT GOT ME WORKING WITH NEW PEOPLE AND IN ACTIVITIES AND WATCHING VIDEOS ON HELPFUL TIPS AND WORKSHOPS ABOUT DIGITAL AND TECHNOLOGY”.

[DIGITAL EDGE PARTICIPANT]



BRIGHT LIGHT

Bright Light

Bright Light is a pilot programme focussed on getting care leavers into apprenticeships. It is a partnership project delivered by Catch22 and The Children's Society, funded by The Clothworkers' Foundation. It explores what more is needed to support care leavers into independence and includes career opportunities, apprenticeships, employment, education and training – and the systemic barriers that impact on this.

The programme delivers intensive support to care leavers, including workshops on CV writing and interview techniques, 1:1 support with applications and

This year we've worked with more than 130 care leavers on the programme and placed into employment, apprenticeships and education.

We've taken part in All Party Parliamentary Group evidence sessions on the impact of Covid-19 on care leavers, supported Catch22's 'Keep Care Leavers Connected' campaign which successfully secured an extension of the Government's scheme to provide digital devices and data to vulnerable groups (including care leavers) and held an online policy event bringing together care leavers, employers and policy makers.

"I'VE NO DOUBT THAT JOEL WILL FLOURISH IN HIS NEW ROLE – NOT ONLY BECAUSE HE'S A REALLY CAPABLE LAD, BUT BECAUSE HE KNOWS WHAT OPPORTUNITIES ARCUS FM HAS OPENED UP FOR HIM AND THAT HE CAN HAVE A LIFELONG CAREER WHEN HIS APPRENTICESHIP HAS FINISHED."

[CAREER COACH, BRIGHT LIGHT]



"THANK YOU FOR THE OPPORTUNITY; COURSES WITH THIS SUPPORT MAKE YOUNG ADULTS FEEL LIKE THE INDUSTRY HAS OUR BACK IN SOME WAYS - AND THAT HOPEFULLY WAS PROJECTED IN MY FINAL PROJECT"

[YOUNG PARTICIPANT ON THE SOCIAL SWITCH PROJECT]

"I REALLY ENJOYED DOING THIS TRAINING AND MEETING NEW PEOPLE. ALSO LEARNING AND CONTRIBUTING TO GROUP PROJECTS. THE TUTORS WERE EXCELLENT, TAUGHT WELL, MADE THE EXPERIENCE FUN AND WERE VERY ENCOURAGING"

[YOUNG PARTICIPANT ON THE SOCIAL SWITCH PROJECT]

THE SOCIAL SWITCH PROJECT

THE

SOCIAL SWITCH

PROJECT

Our innovative programme switches the narrative on how social media's relationship to youth violence is understood, tackled and solved. Initially funded by Google.org, it is co-delivered by ourselves and youth violence charity Redthread.

Recognising our impact, last year the Mayor of London's Violence Reduction Unit is now supporting our next phase, backing our work to divert at-risk young people towards fulfilling digital careers. The programme has three elements – a digital skills pre-employability training designed to channel the creativity of London's youth, an interactive training for professionals working with young people in London to help them apply best practice offline to the digital world and a grants for individuals or organisations that have creative ideas to support young people at risk of being affected by violence

In the last year **750 frontline professionals and 65 young people** were trained by the programme. **40 grants, totalling £99,500** were awarded to organisations – directly helping 1,672 at risk young people.

CATCH22 COLLEGES

We run 7 colleges for learners aged 16-19 year olds which are focussed on the education and employment goals of our individual learners.

Last year worked with 378 learners, delivering more than 1,000 qualifications. 74% of our learners professed to a positive destination

OUR APPROACH

We work with students to develop a tailored learning programme which is matched to their interests and goals for the future. Students can pick from a range of learning options covering five key areas:

1. Functional skills
2. Vocational qualification
3. Life skills
4. Work experience
5. Progression

Our learners have enjoyed courses on life skills and wellbeing, employability skills, IT skills, construction, land-based studies, hair and beauty, hospitality and catering – as well as English and Math functional skills.

With the Covid-19 pandemic

affecting studies for the latter part of the College year, we provided a mix of in-school teaching for our most vulnerable children, homework packs and online learning.

DEVICES AND DATA – RASPBERRY PI

Having a device to use for home schooling was a major barrier for many of our pupils. Through our partnership with Raspberry Pi, we were able to secure 250 devices for our college students to help them continue their learning effectively.



“THE STAFF ARE ABLE TO **GET THE VERY BEST FROM STUDENTS**. AS A PARENT IT IS **STRESS FREE KNOWING YOUR CHILD AT CATCH22**”

[PARENT OF A LEARNER AT CATCH22 COLLEGE MAIDSTONE]



“I THINK THAT **CATCH22 IS A GREAT PLACE TO LEARN**. I GOT ON A LOT BETTER HERE THAN I DID IN MAINSTREAM SCHOOL. I ALSO THINK **THEY PROVIDE A LOT MORE SUPPORT FOR AFTER YOU LEAVE SCHOOL** AND FOR YOUR FUTURE

[LEARNER AT CATCH22'S MAIDSTONE COLLEGE]

“I REALLY ENJOY GOING TO CATCH22. I **HAVE DONE SOME BRILLIANT WORK EXPERIENCE** AT THE HOSPITAL WHICH HAS REALLY HELPED MY CONFIDENCE.”

[LEARNER AT CATCH22'S GREAT YARMOUTH COLLEGE]

“I DIDN'T GO TO SCHOOL FOR OVER 4 YEARS BEFORE I CAME HERE. **CATCH22 HAS GOT ME BACK INTO EDUCATION**. I CAN'T THANK THEM ENOUGH.”

[LEARNER AT CATCH22'S GREAT YARMOUTH COLLEGE]

NATIONAL CITIZEN SERVICE

We revised our programme to emphasise volunteering and community needs, and young people rose to the challenge. While not being able to be on site for NCS, hundreds of young people made the most of their NCS time with Catch22.



"I'M SO GLAD I GOT INVOLVED... IT'S AN AMAZING WAY TO SPEND THE SUMMER, HELPING THE LOCAL COMMUNITY AND GAINING LIFE EXPERIENCE."

MATTHEW, AGED 16

Catch22 is the largest delivery partner for NCS – covering 6 regions across England and engaging nearly 2,500 young people last year. Despite the immense challenges of 2020, our teams ensured that this year's NCS Keep Doing Good Programme allowed young people to meet new people, challenge themselves and try extraordinary things.

We revised our programme to emphasise volunteering and community needs, and young people rose to the challenge. While not being able to be on site for NCS, hundreds of young people made the most of their NCS time with Catch22.

89% said they've been able to take part in something that has a lasting impact

80% of participants said after NCS they are more likely to help their local community

92% of young people on our NCS programmes were able to develop skills relevant for their future

SOCIAL ACTION

Every young person on the NCS programme completes 30 hours of social action in the form of local community, volunteering or fundraising work.

TRANSFORMING OUTDOOR SPACE

In Liverpool, participants supported the upkeep of a local park in West Kirby. To highlight the importance of outside space for physical and mental wellbeing during Covid-19, the NCS team worked with Friends of Grange Community Park to weed, tidy, and plant daffodils and snowdrops to make areas of the park more appealing to the public. They promoted their great work on social media and shared how locals can support their efforts in the local community.

BUILDING PARTNERSHIPS

A SUMMER CASE STUDY IN THE WEST MIDLANDS

An exciting partnership between Catch22's Child Exploitation Service in Stoke, and an Alternative Provision school in Cannock enabled a bespoke NCS programme in the West Midlands. This was a huge success and was thoroughly enjoyed by the 17 young people who took part; a great example of Catch22 Inclusive practice.

The programme involved initial team building activities, including mountain biking and rock climbing, before young people had to complete 30 hours of social action in their communities.

SUPPORTING LOCAL COMMUNITIES

HELPING OUR CARE HOMES: A SUMMER PROJECT IN THE SOUTH WEST

Participants in Bath partnered with Ivy Bank care home to cheer up the residents during these lonely times. At a time when residents cannot see their family and friends, the NCS team wrote letters to each resident talking about shared interests and the challenges they have all felt during 2020.

The group also created a mural for the care home involving lots of different landmarks around the world, reminding residents of the outside world and of past experiences.

DIGITAL DELIVERY

NEWCASTLE SIXTH FORM COLLEGE GOES DIGITAL

The College wanted to offer the NCS experience to all its first-year students, and our teams delivered with a combination of face-to-face and virtual delivery.

As national restrictions changed, the Sixth Form class requested that the whole programme go digital. With over 700 young people to engage with, this was a new kind of challenge but the team went above and beyond; as part of their social action planning, participants had meetings with local entrepreneurs and their local authorities and covered a range of topics important to young people, including:

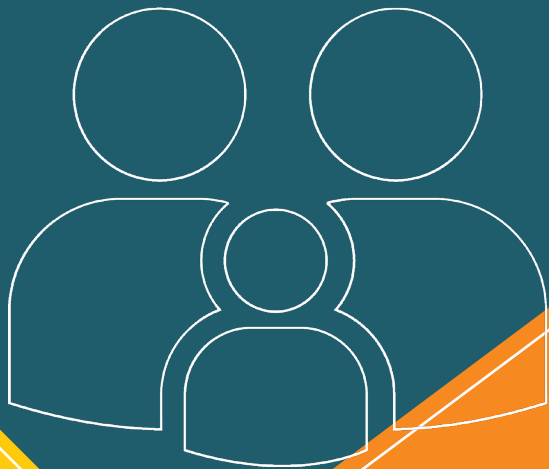
- Delivering education on online harms and keeping safe,
- Protecting mental and physical wellbeing,
- Calling for trees to be planted in local parts,
- Environmental protection for bats and hedgehogs.

Many of this year's NCS participants will be continuing their social action projects for the foreseeable future.

CONTACT US

If you're interested in working with us, or to find out more, please contact:

employability@catch-22.org.uk



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