

CAT ZERO[®]

2017

Programme Summary 2017

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CatZero

2B Humber Street, Hull, HU1 1TG

01482 333303

info@catzero.org

www.catzero.org

Contents

Introduction	page 2
2017 Programmes Summary	page 3
Sailing, Corporate Activity and Fundraising	page 5
Positive Feedback	page 6
Partners, Supporters, Volunteers and Fundraisers	page 7
2018 and beyond	page 9

Appendix One – Individual Programme Summaries

• Programme One – Lone Parents Hull	page 12
• Programme Two – Hull NEETs (Two Ridings – Hull)	page 16
• Programme Three – Beverley NEETs (Two Ridings – Beverley)	page 19
• Programme Four – Grimsby NEETs.....	page 23
• Programme Five – Hull NEETs	page 26
• Programme Six – Long-term unemployed (Greenport Hull - Hull)	page 29
• Programme Seven – Long-term unemployed (Greenport Hull - Beverley)	page 33
• Programme Eight – Long-term unemployed (Greenport Hull - Grimsby)	page 36
• Programme Nine – Long-term unemployed (Greenport Hull - Hull)	page 39
• Programme Ten – Long-term unemployed (Greenport Hull - Goole)	page 42
• Raleigh International / International Citizens Service	page 44

Introduction

Throughout 2017 CatZero has continued to receive funding through a range of grants and philanthropic support as well as corporate fundraising activity, individual fundraisers and supporters. This support has enabled us to run ten programmes this year for 144 participants.

We are pleased to report we still have a retention rate of 95% of the participants completing our programmes.

CatZero's primary aim has always been to offer provision of support to young people not in education, employment or training.

Developments by Government have had a significant impact on the way young people are categorised as NEET (Not in Education, Employment or Training). Changes include extending the age of young people that are required to stay in education or work based training up to the age of 18 which in turn has impacted on funding available to work with young people that are NEET.

CatZero is still fully committed to supporting NEET young people age 16 to 24 years and are also keen to prevent children and young people becoming NEET. To address this and take into account changes at Government level, CatZero has developed a new approach where we work with the extended family alongside the NEET and other programmes. By working with the full family, CatZero aims to have the maximum impact on the 11 to 24 age group.

Working with Full Families is also a development area that is being driven by a number of Government departments including DWP and DCLG. This new approach aims to have a holistic and cost effective impact on families in need and looks to address the full family needs as a family group.

The Government department and a number of leading charities have produced key research documents that clearly show the multi-needs within families of the long term unemployed parents called 'Workless Families'. These families are considered more likely to have children and young people with multiple needs. These needs include low or no school attendance, children excluded from school, becoming NEET, becoming unemployed, having social care involvement or entering the Looked After system, having poor health and becoming parents themselves with similar issues.

CatZero have already responded to this research and subsequent funding opportunities by developing new programmes to work with the long term unemployed. This aims to support parents to move into employment as well as engaging their children and young people into CatZero's NEET or pre NEET programmes.

The CatZero Full Families programme is also seen, as an early intervention programme that directly responds to the full family's needs by using key elements of all the CatZero programmes including recruitment, restorative practice, multi-needs assessment, personal action planning and one to one support.

2017 Summary

Ten full programmes have been delivered:

- A new programme specifically aimed at lone parents run during school hours and works around child care arrangements – which is funded through the Humber Learning Consortium Community Grants 4.
- Hull NEETs programme for people aged between 16-24 – funded through the **Two Ridings Charitable Foundation** and the **Deflog VQ Stronger Futures**.
- Beverley NEETs programme for people aged between 16-24 - funded through the **Two Ridings Charitable Foundation** and the **Deflog VQ Stronger Futures** with the **Royal Air Force Benevolent Fund** funding one RAF veteran.
- Grimsby NEETs programme for people aged between 16-28 – funded through philanthropic support from the **Hawerby Trust**, **Francis Arthur Brookes Charitable Trust** and **Walwyn Chapman Trust**.
- Hull NEETs programme for people aged between 16-28 – funded through a personal donor and other philanthropic and partnership support.
- Hull Long term unemployed programme for people aged from 18 to retirement age – funded through **Greenport Hull** with match funding received from the **Garfield Weston Foundation** and the **Hull & East Riding Charitable Trust**.
- Beverley Long term unemployed programme for people aged from 18 to retirement age – funded through **Greenport Hull** with match funding received from the **Garfield Weston Foundation** and the **Hull & East Riding Charitable Trust**.
- Grimsby Long term unemployed programme for people aged from 18 to retirement age – funded through **Greenport Hull** with match funding from the **Garfield Weston Foundation**.
- Hull Long term unemployed programme for people aged from 18 to retirement age – funded through **Greenport Hull** with match funding received from the **Garfield Weston Foundation** with the **Royal Air Force Benevolent Fund** funding one RAF veteran.
- Goole Long term unemployed programme for people aged from 18 to retirement age – funded through **Greenport Hull** with match funding received from the **Garfield Weston Foundation** with **ABF Soldiers** funding one Army veteran participant

In addition, the first of our programmes working with the full families commenced in September 2017. This is being run in partnership with **Creating Positive Opportunities** (Grimsby), working with families from the East Marsh, West Marsh and Nunsthorpe estates in Grimsby with funding through Reaching Communities Big Lottery with match funding provided by the **Balcombe Trust** and support from **North East Lincolnshire Council**.

Additional match funding has been received for individual participants on each of our programmes through **Talent Match Humber**, supported by the Big Lottery who have also provided funding to allow CatZero to support young people to prepare for participation in Raleigh International or International Citizens Service.

Outcomes

At the end of the formal delivery period (which is usually 12 weeks), all participants continue to work closely with the Move-On team to further develop their interview skills and receive one to one support to move into education, employment or training. They also receive assistance from the team with any benefit issues or other underlying issues which are still preventing them from moving on. This support is intensive for four weeks, but continues formally for three months. It is during this period that most participants apply for positions and courses and from there move into their planned destination. This support continues indefinitely with participants returning at any time to advance their careers or resolve issues – ‘Once CatZero, Always CatZero’.

The following table show the number of participants on each programme and the number of these who are already in an Education, Employment or Training (EET) outcome.

The table also shows the Key Performance Indicator (KPI). This is how CatZero formally measures sustainable movement into EET against the contract target. Each EET outcome is initially noted and marked ‘to be confirmed’ (TBC) but is not officially counted on our KPIs until written confirmation from the employer / training provider is received and the participant is sustainable in that outcome for a minimum of eight weeks. This is to ensure the highest standard of outcomes are delivered.

Programme	No. of Starters v target	Total into EET	Target into EET	% into EET v Target	KPI (EET achieved, confirmed & sustained for 8 weeks against contract target)
Hull Lone Parents Programme Completed 8/6/17	14 of 14	3	3	100%	100% All 3 sustained for 8 weeks
Hull NEETs (Two Ridings) Programme Completed 17/5/17	15 of 14	9	9	100%	100% All 9 sustained for 8 weeks
Beverley NEETs (Two Ridings) Programme Completed 19/5/17	15 of 14	7	9	77.77%	66.66% 6 sustained for 8 weeks
Grimsby NEETs Programme Completed 1/8/17	12 of 12	5 + 1 not counted	5	100%	100% 5 sustained for 8 weeks
Hull NEETs Programme Completed 11/8/17	14 of 14	6	6	100%	83.33% 5 sustained for 8 weeks so far
Hull Long-term Unemployed (GPH1) Programme Completed 19/9/17	15 of 14	9 + 2 not counted	6	150% (to date)	100% (to date) 6 sustained for 8 weeks so far KPI to be achieved by 6/2/18
Beverley Long-term Unemployed (GPH2) Programme Completed 21/11/17	15 of 14	5 + 4 volunteer	6	83.33% (to date)	33.33% (to date) 2 sustained for 8 weeks so far KPI to be achieved by 10/4/18
Grimsby Long-term Unemployed (GPH3) Programme Completed 22/11/17	15 of 14	6 + 1 volunteer	6	100% (to date)	50% (to date) 3 sustained for 8 weeks so far KPI to be achieved by 11/4/18
Hull Long-term Unemployed (GPH4) Programme completed 22/12/17	14 of 14	4 + 3 volunteer	6	66.66% (to date)	16.66% (to date) 1 sustained for 8 weeks so far KPI to be achieved by 11/5/18
Goole Long-term Unemployed (GPH5) Programme completes 22/2/18	15 of 14	4	6	66.66% (to date)	0% (course not yet complete) KPI to be achieved by 12/7/18
TOTALS	144 of 138	58	62	93.54% (to date)	62.90% (to date) KPI to be achieved by 12/7/18

In addition to monitoring EET, working is taking place to monitor the softer outcomes and distance travelled. As CatZero starts to work with a wider range of cohorts and family members across the ages, the targets to move people into EET is reducing as this is not the focus for many family members. Outcomes such as improved school attendance, school attainment, reduced drug and alcohol use, improved community participation, healthy eating and healthy lifestyles, volunteering and other activities which lead to an improved family unit are becoming the key targets.

This information is captured in each of the programme summaries attached at appendix 1 starting on page 11.

Sailing, Corporate Activity and Fundraising

Sailing

Sailing continues to be a major part of all CatZero programmes with all participants being offered the opportunity to sail on board our 72-foot challenge yacht and namesake CATZERO – whether this is a taster sail on the Humber, a day sail to see the developments and renewables on the estuary, or a full residential experience.

CatZero uses sailing to take participants outside their comfort zone, putting them into a unique and challenging situation which supports them to change their lives and has a sustainable impact on their future.

In 2017, 104 of the 129 programme participants took part in a taster / day sail on the Humber with 53 then undertaking a longer residential sail of between five and eight days. The last programme of 2017 does not finish until March 2018; the 15 participants of this group will be offered both a short sail and longer sail in February / March 2018.

Corporate Activity and Fundraising

As well as working with the programme participants, staff are involved in a variety of other fundraising activities with the main focus being around maximising income through the use of the yacht when it is not being used for programmes. All money raised goes back into the charity to off-set the cost of programmes.

In 2017, CatZero organised a number of sailing challenges and tailored voyages which raised over £100,000 and included:

- The week long bi-annual Rolex Fastnet Race
- The annual Round the Island Race weekend
- Bespoke four-day Dutch Dash
- Ten-day school voyage for Hymers College
- Mixed public taster sails and day sails
- Bespoke hospitality taster sails and day sails
- Corporate team building day sails
- Partnership packages for local business which included a team building day sail



In total, 204 people took part in one of our corporate sailing events.

Our volunteers crewed the boat 115 times between them. Volunteers gave up 73 days of their time for the taster and day sails and gave up their time 42 times to act as volunteer crew for the longer residential sails, each lasting between five and eight days.

Events such as the CatZero Cycle Challenge are also organised each year by the staff and volunteers. 2017 saw twenty riders once again cycling from Albert Dock Liverpool to Albert Dock Hull in just over two days, between them raising over £22,000.

In total, nearly £128,000 was raised from these events, making a contribution of just over £92,000 to the charity.

Positive Feedback

We have also received a number of positive comments from the participants about their CatZero experiences, below are just some examples:

'CatZero have helped me get over the last hurdle of my mental health issues.'

'CatZero has built up my confidence, helped me deal with my anxiety and depression.'

'CatZero has helped me with facing my fears, helped me with my confidence. I've met new people and made friends.'

'I now look at life in a totally different way.'

'I have been helped with my confidence, a lot.'

'Come and join up and do it – it will help you gain confidence and help to get you a job.'

'CatZero is a good programme, it helps and supports you getting a job, builds up your confidence and helps you with achieving your goals'

'I am more positive, happy and have gained a whole new group of friends. I would love to come back and talk to a new group.'

'I absolutely have positive outcomes, I have built my confidence and improved my skills.'

'I have had more interviews due to a better CV and spec letters ... best thing I have ever done.'

'I feel more confident in myself, I have gained qualifications, met great people in the same situation as myself and have new goals in life. I would highly recommend people to do this course.'

'At the start I thought I didn't like people, now I like socialising and I am now getting interviews which I wasn't before.'

'Great work from the team – a tailored CV and covering letter.'

'The staff lead the programme without being judgemental or condescending. They helped the group to help each other at their own pace – this is the reason why we bonded.'

'I have never had a family before. Now I have a family.'

And from a parent:

'The guys at CatZero are amazing people, and I can honestly say they all played a part in saving my sons life, you guys took him from a very dark place where I tried for years and now he is turning into a very positive young man - anyone thinking about a CatZero programme think no more just do it. I can say from experience a worthwhile learning programme.'

Partners, Supporters, Volunteers and Fundraisers

In addition to the programme funders named on page three, all of our programmes have been made possible because of the help and support of our partners, some of whom offer pro-bono support which reduces our costs, and others who award grants or make donations to the organisation in order to provide match funding for programmes:

- ABP (Associated British Ports) – provision of berthing and other support to the sailing programme
- Ambiente Tapas – raising funds for CatZero as their charity of the month in September 2017
- Andrew Jackson Solicitors – provision of pro-bono legal advice and support
- Andrew Marr International – provision of a cash donation to help underpin CatZero programmes
- ARCO – provision of a cash donation to help underpin CatZero programmes and a trade account
- ASTO (Association of Sail Training Organisations) – provision of financial support for participants under the age of 24 undertaking sail training and other in-kind support
- B Cooke & Sons – provision of a maritime chart correction and update service
- Barclays Bank – provision of interview rooms and facilities
- Bartlett Foundation – provision of a cash donation to help underpin CatZero programmes
- Beal Homes – provision of a cash donation to support individuals on a CatZero programme
- Beerhouse Self-Drive – provision of discounted hire vehicles and an enhanced service
- BWML – in kind support and advice
- De La Pole Masonic Lodge – fundraising to purchase essential health and safety equipment
- Eon Media – provision of promotional DVDs and additional film footage
- Freeman Creative (Business and Digital Hub) – provision of reduced cost premises for programmes in North East Lincolnshire
- FRED Marketing Ltd – provision of a pro-bono design service for publicity & marketing materials
- George Moore Foundation – provision of a grant to help underpin CatZero programmes
- Harris Lacey and Swain – provision of a full accountancy service pro-bono
- Hesselwood Children's Trust – provision of a grant to help underpin CatZero programmes
- HEY Smile Foundation – provision of pro-bono advice and support for new website, social media and marketing strategy
- Hutton & Co Medical – provision of a maritime medical kit and annual checks, serving and replacement programme
- Hull & East Riding Community Trust – provision of a grant to help underpin CatZero programmes
- IT@Spectrum – provision of a printing and photocopying service pro-bono
- James Reckitt Trust – provision of a grant to help underpin CatZero programmes
- JELF Insurance Partnership – provision of a cash donation to help underpin CatZero programmes as well as pro-bono insurance advice and support
- Job Centre Plus – referral service and joint working to provide support to participants
- Jupiter IT – provision of IT back up and pro-bono remote support
- KCOM – provision of a cash donation to help underpin CatZero programmes, other communications advice & support and facilities for programme activities

- Kildale Marine – provision of in-kind advice and support
- Liz & Terry Bramall Foundation – provision of a grant to help underpin CatZero programmes
- Lord Hanson Foundation – provision of a grant to help underpin CatZero programmes
- Paragon Data Services – support for electrical and IT wiring
- Pipers Crisps – provision of cash donation to help underpin CatZero programmes
- Point Engineering – support for the boat and maintenance
- Shoreline Housing – raising funds for CatZero programmes in 2017 as one of their named charities of the year 2016
- Souter Charitable Trust – provision of a grant to help underpin CatZero programmes
- Spencer Group – provision of interview rooms and facilities
- Stuart Ward Solicitors – provision of legal advice
- Tribune Trust – provision of a cash donation to support individuals on a CatZero programme
- The Worshipful the Mayor of the Borough of North East Lincolnshire – raising funds for CatZero as one of her named charities of the year May 2016 – May 2017
- Woodroffe Benton Foundation – provision of a grant to support programmes
- William Jackson Food Group / Aunt Bessie – provisions of a cash donation to help underpin CatZero programmes
- Wykeland – in kind support and advice
- Wynne Griffiths and associates – donation following the sale of their boat ‘Hephzibah’

CatZero also continues to be successful due to the continued support of all our personal supporters, donors, partner providers, individual fundraisers and of course our volunteers.

The efforts of our fundraisers are amazing, some joining in CatZero events such as our annual CatZero Cycle Challenge from Albert to Albert or one of our sailing challenges, and others setting themselves a personal challenge while raising much needed funds. These fundraising challenges seem to get bigger and better every year!

We are continually overwhelmed by the personal generosity of individuals, both those who give money directly to the charity to support those most in need and those who sponsor individuals mentioned above as they complete their challenge.

We also continue to grow our pool of volunteers who give up more and more of their time to support our introduction events, offer support to participants during the programmes including during our ‘finding work’ days and mock interview.

It is also our volunteers that make sailing possible - each of our programmes offers a short sail experience followed by the opportunity for a longer residential sail for those participants who would most benefit and who want the additional experience. Each of our sails has a minimum of four volunteers on board to help crew the boat and support the participants. Our volunteers sailed 115 days between them. Many of these volunteers also provide additional support with boat maintenance throughout the year and during the annual services and refits. CatZero’s sailing programme would not be possible if it were not for this valuable volunteer resource.

On behalf of the Participants, Staff and Trustees, a big thank you to all of our partners, supporters, donors, fundraisers and volunteers, past, present and future, we could not do it without you.

2018 and Beyond

2018 is already looking very positive with a number of contracts in place for programmes along with local companies and individuals confirming their continued support. This has been very reassuring for the sustainability of the charity and has allowed structured planning to take place.

Programmes

The Grimsby Full Families programme continues with staff working with a further thirty families during 2018 in partnership with CPO. This programme continues to run until September 2020. Following the receipt of a report on the impact of the full families programme so far, the Balcombe Trust may continue to provide some match funding for this programme with further match funding still being sought.

The fifth Greenport Hull programme based in Goole continues the first week in January and a further two Greenport Hull programmes also commence in Hull and Grimsby in January 2018. The eighth and final Greenport Hull programme starts mid-February. Additional match funding from the Garfield Weston Foundation for these programmes has already been received for 2018.

A programme for NEET young people aged between 16-24 has also been confirmed to run in Hull, supported by J Marr (Seafoods) and Andrew Marr International with the match funding being provided by a private donor.

CatZero continues to develop programmes with a view to extending the full families programme across the Humber Region by the end of 2018. Representatives from CatZero recently met with the Secretary of State for Work and Pensions and subsequently representatives from the DWP paid a visit to the charity and meet some of the participants at the end of programme graduation event.

Talent Match Humber continue to fund individuals aged between 18-24 who are long term unemployed and funding remains in place from the Royal Air Force Benevolent Fund and ABF Soldiers Charity to support veterans of those organisations through CatZero.

Fundraising at Sea

The Round the Island Race for 2018 has already sold out and the full boat has been commissioned for a bespoke Dutch Dash event in July.

There is still opportunity to book places on a mixed passenger Dutch Dash event in September. For a minimum donation of £500 per person people can experience four days of sailing across to IJmuiden with the opportunity for a visit to Amsterdam before sailing back to Hull.

A taster sail has been organised for 15th May 2018 followed by a full 12-hour day sail experience on 16th May. Places are available for a donation of £75 and £150 per person respectively.

School events are available at £125 per person per day. Hymers have booked in for the sixth year in a row following trips to Amsterdam, France, Norway and the Channel Islands in previous years and New Beacon return for a third time, both planning nine-day voyages to explore the continent at the start of the summer break. A third school is looking to book an event at the end of the summer holidays.

Local businesses are repeating their bespoke day sail team building experience for 12 people and booking again for next year. Corporate sailing team building packages commence from £3000 plus VAT and include all clothing, safety equipment and meals.

Fundraising on Land

Planning has already started for our 2018 CatZero Cycle Challenge which takes place from 8th – 10th June 2018, cycling from Albert Dock in Liverpool to Albert Dock in Hull over three days. The cost to participate to cover accommodation and food pit stops is £150 per person but we do ask that people endeavour to raise £500 in sponsorship for the charity on top of this.

Land team building events can also be arranged at any time for up to 36 people per day. Costs include all transport, venues, equipment and food and start at £150 plus VAT for the first 12 participants and £100 plus VAT per person thereafter per day with events ranging from six hours to 36 hours.

A number of companies have already committed to continuing their £5,000 partnership package for 2018, each receiving branding opportunities including a logo on the side of the yacht and being offered a corporate team building event for up to 12 people at sea or up to 36 people on land.

Further details of all our programmes and events can be found at www.catzero.org. The website is currently being redeveloped with support from the HEY Smile Foundation but the new site should be up and running early in the New Year.

Appendix One

Individual Programme Summaries 2017

Over the next few pages, we give a brief outline of each of the programmes which have run during 2017:

- Hull Lone Parents Programme
- Hull NEETs Two Ridings Programme
- Beverley NEETs Two Ridings Programme
- Grimsby NEETs Privately Funded Programme
- Hull NEETs Privately Funded Programme
- Hull Long-term Unemployed Greenport Hull One Programme
- Beverley Long-term Unemployed Greenport Hull Two Programme
- Grimsby Long-term Unemployed Greenport Hull Three Programme
- Hull Long-term Unemployed Greenport Hull Four Programme
- Goole Long-term Unemployed Greenport Hull Five Programme
- Full Families Reaching Communities Programme
- Raleigh International / International Citizens Service

A more detailed report including more in-depth attendance statistics and case studies on each participant are sent to the respective funders and can be made available to anyone else upon request.

Please call Clare on 01482 333308 or email clare@catzero.org if you would like a more detailed report of would like any other details about any of the programmes.

Hull Lone Parents Programme

The first programme of 2017 was a tailored version of our core programme designed for lone parents, funded through the Humber Learning Consortium Community Grants 4. The programme was designed to run just one day a week plus one to one reviews with all activities held during school hours. This started early January and was extended to have the land based activities run for 16 weeks until mid-May with additional days and activities arranged during the school holiday to include the children. The participants also had the opportunity to participate on a taster sail and work intensively with the Move-on team.

Group Summary

Of the 14 parents commencing on the programme:

- Eight were reliant on benefits and had experienced sanctions and debt
- Seven had extremely low confidence
- Five stated they had experienced full family breakdown
- Five felt socially isolated and lonely
- Five were smokers
- Four had been the victim of abuse with this still ongoing for some
- Four experienced social anxiety
- Three had involvement of social care
- Three had housing issues for them and their children
- Three had some difficulty with reading / writing or numeracy
- Three had experienced a bereavement and were coping with grief, including two having the coped with the death of their child
- Three had found themselves the victim of crime
- Two were diagnosed as suffering from depression
- Two felt they had no motivation and didn't want to leave the house
- Two felt they were very overweight
- One had caring responsibilities (other than their own children)
- One was reliant on regular food parcels
- One had their own child in the care system
- One was experiencing custody issues which was being resolved through the courts
- One suffered from PTSD
- One had severe back problems
- One admitted to an extremely poor diet
- One had epilepsy
- One had pleurisy
- One suffered with asthma
- One did not have English as their first language but was working very hard on this

Programme Overview

Despite most participants feeling isolated at the start of the programme, attendance was very high, although three participants were prevented from completing the full programme:

One participant left the programme early on as they were successful in gaining employment right near the start.

One participant started to experience difficulties towards the end of the programme with a former partner. Staff picked up on this and raised concerns about the mother's safety and the safety of the children. The family were subsequently relocated which unfortunately prevented the mother from completing the last few weeks but she remained in touch with staff who continued to offer support. She is currently living with friends, the children are enrolled at school and she is working 24 hours per week at ASDA hoping to save for a deposit for her own place for her and her children.

One young mother started the programme towards the end of the formal 16 weeks so was subsequently included with another group so she could benefit from all the activities she had missed out on earlier on in the programme.

Programme Delivery

Activities included an introduction event, initial information day and team building event, drugs awareness session, high challenge activities to take them outside their comfort zone such as rock climbing and HOTA sea survival, fun events including team building and museum quiz trails with their children. As with all our programmes, this was underpinned by the multi-needs assessment and personal action planning process backed up by one to one support.

CV planning sessions also took place as a group and on a one to one basis, with three additional group 'finding work' day sessions including one specially using IT to job search and one where participants researched a position and were given a mock interview for that role. A business visit to ARCO was well received by the group.

Throughout, all participants were introduced to healthy eating options which many said had helped them with their own diet and family meal planning. All activities also helped increase their physical activity levels with a notable difference between the first Box Fit session and the second. One participant lost weight while on the programme.

In addition, regular one to one sessions took place where each participant worked alongside staff to put together an action plan and monitor their own progress.

Qualifications

Six qualifications were offered to the group with the following attendance levels and results:

Qualification	Passes versus Attendees	% Pass rate v attendance	% attendance	% Pass rate v 14 starters
Food Safety	10 passes of 11 attendees	90.91%	78.57%	71.43%
First Aid	11 passes of 11 attendees	100%	78.57%	78.57%
Fire Safety	11 passes of 11 attendees	100%	78.57%	78.57%
Health & Safety	6 passes of 9 attendees	66.67%	64.29%	42.86%
Confined Spaces	10 passes of 11 attendees	90.91%	78.57%	71.43%
COSHH	12 passes of 12 attendees	100%	85.71%	85.71%

Sailing

Seven of the parents took part in a four-hour taster sail event on 9th May 2017. Two could not attend due to work, one had relocated and another decided at last minute that she still did not have the confidence to sail. The remaining three could not arrange child care as the timing of the sail had to fit with the tide and boat availability.

Outcomes Overview

The contract required that three participants move into employment after completing CatZero and we are pleased to say that three became employed and remain in their positions at the end of the year.

In addition, one participant expressed a wish to complete her Maths and English as she felt she did not get the grades she wanted at school. She enrolled with Adult Education and passed her Level 2 Functional skills in Maths and is currently taking her Level 2 English. She also felt that by passing her driving test it could open up more opportunities. She booked lessons, passed her theory and has just passed her practical test.

Work continues with other participants indefinitely.

Case Study

When A started the CatZero programme, staff found her very quiet and withdrawn from the rest of the group. At her first one to one, staff identified the signs that A had been in an abusive relationship.

A had three children, two older ones from her first partner who was verbally abusive towards her and used to make the children say nasty things to her. She had also found out that her sister was having an affair with him so had eventually found courage to leave him. Unfortunately, she had no choice but to leave the children with him while looking for a place to live. Once she was settled, she hoped that the children would then move in with her, but this never happened.

A met someone else and seemed happy but then her new partners admitted to having been in prison, saying this was for GBH. A dealt with this and they went on to have a little boy together.

A was a lot happier but when she told her partner that she was going to try and get custody of her other two children, he admitted to her that the reason he had been to prison was for sex with a minor and that this would affect her custody and could also put her eldest daughter at risk. Things started to spiral into the same pattern and A again discovered that her sister was sleeping with her partner. After challenging him, he became both verbally and physically abusive towards A.

A moved away from her partner with their son who had to also move school. Her son started to become disruptive while in class and A was getting constant phone calls from the school which was unusual as he had received glowing reports from his previous school.

Social services were called as A had threatened her son saying that if he didn't stop being naughty the dog could have his bed and he would have to sleep in the shed. After her son told a member of staff, a referral was made. A was asked to attend a meeting at the school – it was only upon arrival that she found out about the referral as social services and the police were present.

She was questioned about what had been said. She was taken to the police station for questioning but was released without charge, confident that A had said this simply as a scare tactic. Her son also backed this up by confirming that he had never had to sleep in the shed.

This led to positive support for A as Social Services became aware of the abuse from her ex-partner and they insisted that she move into a safe house and her son be moved into temporary foster care. Her ex-partner was not allowed to see or to have contact with A and was only allowed supervised access with their son once a week.

As a result of all this, A had lost her trust in other people and had very low self-esteem. Both her partners had let her down and her sister had betrayed her trust, twice. She was very wary of confiding in people.

Naturally quiet anyway, A's main barrier during the programme was her ability to communicate with other members of the group and join in. She was worried about them finding out what was going on in her private life and thinking bad of her. While the rest of the group talked about her children, A put on a brave face and acted like her life was rosy.

Throughout the programme A took part in all activities and as the weeks progressed, she started to get more involved with the group and came out of her shell. Additional one to one sessions were put in place to give A the support she needed and contact was maintained by phone.

While on the programme, A's benefits were changed so staff worked alongside her to manage her budget. Staff worked with her to break everything down into realistic achievements and identify what was important and needed attention straight away. As everything started to unravel and realistic plans were made, she became much less stressed.

After the referral to social services and their subsequent support, A was able to move into a safe house and distance herself from her partner. After a short period in foster care, her son moved back with A and he is now much more settled and is settling down at school. Her two older children also stay with her.

Arrangements have now been made for A to move to a new home which is just round the corner from her mums. A is very happy about this and she is hoping that her two older children will decide to stay with her more often.

It is apparent that she is much happier as her facial expressions have changed for the better and she is obviously a lot less stressed and much more motivated to change her life. She has started to have more respect for herself and she is dressing smartly and taking care of her appearance.

Staff saw a big difference in A over the 16 weeks while on the programme. She is now looking for work and would like to go back to college. She is looking for suitable positions and available courses with the support of the Move on team who regularly send details of potential job opportunities to her. Support is available as and when any suitable positions come up to complete the application process and prepare for any interviews.

Hull NEETs Two Ridings Programme

The Two Ridings Community foundation teamed up with the Deflog VQ Stronger Futures to provide funding for two programmes in 2017. The first of these was for young people aged between 18-24 living in Hull which commenced on 24th January and ran until mid-April, with additional focussed move-on time being offered through April and May and support continuing indefinitely thereafter.

Group Summary

Fifteen young people started the programme, of these:

- Eight young people were smokers
- Four were experiencing housing issues
- Three admitted to regular social drug use (smoking weed) and another admitting to regular use of Cocaine
- Three had involvement with Social Services, with one having been in the looked after system and another having their own child placed in local authority care
- Two were having difficulties with benefits and debt
- One young person had ADHD
- One was transgender
- One person had a history of offending

Many had mental health / emotional well-being issues, including:

- Grief / bereavement
- Self-hatred
- Low self-esteem
- Anger management issues
- Selective mutism (a complex anxiety disorder characterized by an inability to speak and communicate effectively in social settings)
- Social Anxiety
- Diagnosed mental health issues requiring support
- Depression

Physical Health issues included:

- One young person having no fingers on one hand
- One having issues with the kidney function
- Psoriasis
- Weight issues
- Poor diet

Programme Overview

The group bonded well from the start and were a lively bunch. Some found it difficult to get to sessions on time but they set up a group chat and began to use this to help each other and to improve people's punctuality. They were very good at listening during qualification days and asking relevant questions.

They liked the physical activities on the programme in particular and liked swimming and the water based activities such as dinghy sailing. They were very supportive when climbing as many of the group were terrified of heights but they encouraged each other to go higher than they expected.

As with all our groups, many of the participants were having difficulties in their life outside CatZero but they did not bring their troubles to the group sessions; each were happy to discuss the details and accept help and advice from staff during their one to ones. Housing was a big problem for this group, but most issues were successfully resolved by the end of the programme.

Two participants decided to sign up for the International Citizen Service programme. They attended the Introduction for this and selection day but both independently decided that they could not commit to this at that point in their lives due to ongoing issues. Both are looking to consider this for next year if their circumstances allow and should the funding from government remain available.

Qualifications

Six qualifications were offered to the group with the following attendance levels and results:

Qualification	Passes versus Attendees	% Pass rate v attendance	% attendance	% Pass rate v 15 starters
Food Safety	12 passes of 13 attendees	92.31%	86.67%	80%
First Aid	9 passes of 12 attendees	75%	80%	60%
Fire Safety	10 passes of 11 attendees	90.91%	73.33%	66.67%
Health & Safety	10 passes of 15 attendees	66.67%	100%	66.67%
Confined Spaces	11 passes of 12 attendees	91.67%	80%	73.33%
COSHH	10 passes of 12 attendees	83.33%	80%	66.67%

Sailing

Nine participants took part in a one-day sail on 20th March 2017. This was followed by a longer sail jointly with the second Two Ridings programme which departed Hull on 28th March and returned on 5th April 2017, with participants on board along with five from the other group. Five of the six hull participants passed their competent crew qualification.

Outcomes Overview

The contract required that nine participants move on into education, employment or training. Of the 15 starters, nine outcomes have been achieved and also sustained for at least eight weeks:

	Location	Type	Comments
1	Appleby Abrasives	Employment	Sustained
2	The Bowery Bar	Employment	Sustained
3	YEI Training / Hull City Council	Training / Apprenticeship	Sustained - moved on to apprenticeship with KuHCC on 03.01.18
4	Greenwood Library	Employment Apprenticeship	Sustained
5	Burger King	Employment	Sustained
6	Cranswick Foods	Employment	Sustained
7	Europa Caravans	Employment	Sustained
8	ICS	Training	Sustained
9	Greenport Pathway to Employment / Maximus	Employment / Training	Sustained - left GPH in Sept - Moved on to training with Maximus to gain CSCS card

Contact is being maintained with all participants.

Case Study

When J started at CatZero he was living with his girlfriend and was expecting a baby. J came to the introduction event and was well spoken and mixed with the group really well, he gave ideas for the tasks but wasn't enforcing, he listened to others and tried to get ideas from the quieter members of the group. He was a real team player and staff had no hesitation in selecting him to continue onto the full programme.

J had previously done his Armed Forces 12 week's basic training at Pirbright but unfortunately, got a medical discharge because of his Psoriasis which set him back.

During J's first one to one he was very honest about himself. He admitted to being addicted to cannabis and wanted help to quit. J also talked about doing what he needed to do to keep the JobCentre happy but not really applying for jobs that he was excited about or jobs that he actually wanted so he didn't put as much effort into applications as he should.

One morning, J arrived for a session visibly upset and wanted to speak to a staff member in private. J stated that over the weekend he had a big disagreement with his girlfriend and he had been thrown out of the house that he was living in. The Police had been called and J claimed that his girlfriend had been lying to the police about him and now he wasn't allowed to go round at all to see her or to pick up any of his things. All he had were the clothes he was wearing and he didn't know what to do.

J participated in the day with the rest of the group and once the sessions were finished, he stayed behind with staff to talk things through and make arrangements for a friend to pick up a bag of clothes and his belongings from his now ex-girlfriend's house. J made arrangements to stay with this same friend and felt happier about this and the fact that he was getting some of his clothes back. He left the session feeling a little better.

Following the incident, J was scheduled to attend a bail hearing which he was understandably very nervous about. Staff offered to accompany him for moral support. Staff reassured J that the Police just needed a fuller picture about what had occurred so they may ask questions about his relationship or about the incident. Staff advised J to just remain calm and answer honestly and openly.

The charges were subsequently dropped and no further action was taken. This was a steep learning curve for J as he realised that keeping his temper was the better option. This really focussed J and he worked closely with the Move-on team and followed up on a vacancy which led to him gaining full time employment at Hodge Clemco Limited as a Labourer/General assistant.

His girlfriend gave birth to a baby daughter. J is still trying to get regular access to her but has set up a bank account in her name and pays some of his salary into this each month. He has cut down on his cannabis use, helped by the number of hours he is working and his determination to save money for his daughter. He remains living with his friend and is able to pay rent to him so this arrangement is working well for both of them.

He has since met with the delivery team on several occasions and stated that he couldn't believe how things have turned around for him – he now has full-time employment, savings from carrying out overtime and a new circle of friends which do not revolve around drug use.

J stated that he would never have felt able to address his housing, relationship and drug dependency issues without the ongoing holistic support of the CatZero Team and others in his group as he found strength through sharing his experiences and acknowledges that being an expectant father had 'cleared his head' really quickly. J stated that he felt 'less alone and more able to cope'.

Beverley NEETs Two Ridings Programme

The second Two Ridings Community / Deflog VQ Stronger Futures programme took place in Beverley, again for young people aged between 18-24. Some additional funding was obtained through the Royal Air Force Benevolent Fund to support an RAF veteran through the programme. The formal 12 weeks commenced on 30th January and ran until the end of April, with additional focussed move-on time being offered throughout May and support continuing indefinitely thereafter.

Group Summary

Fifteen young people commenced on the programme, although one decided early on that the programme wasn't for them. The other 14 participants travelled from various parts of the East Riding of Yorkshire to Beverley each day, including Sancton, Bridlington, Hornsea, Kelk, Driffild, Cottingham, demonstrating their commitment to the programme.

Of these 14:

- Six were smokers
- Two had caring responsibilities (over and above their own children)
- One had ADHD with another being autistic
- One had a history of offending
- One had an issue with gambling
- One admitted to regular social drug use
- One had been excluded from school
- One had been through the local authority looked after system
- One was experiencing issues with benefit sanctions and debt
- One had housing issues

In addition, most of this group had some form of mental health / emotional well-being issues, including:

- One having regular suicidal thoughts
- Three had anger management issues
- One had been the victim of both physical and emotional abuse with another being the victim of neglect
- Two were experiencing grief following bereavement
- Many were lacking in confidence with two having extremely low self-confidence
- One was struggling with their sexuality
- Three were the victims of bullying with another being the victim of racist bullying

Many also had some form of physical health issue:

- Two had issues with their weight
- Another had a very poor diet
- Two had undergone surgery on their knees
- One suffered from severe headaches and migraines
- One had Irritable Bowel Syndrome

Programme Overview

There was a very mixed ability across this group with some being very high achievers and others having little or no qualifications. Attendance was generally good with a couple of people struggling with timekeeping. They were a quiet group, with a couple of very creative members and quite a few computer gamers.

One young woman's mother was extremely ill which affected her attendance as she was caring for her mum. Unfortunately, her mother passed away at the end of the programme and therefore she was unable to attend her celebration event.

Despite the differences, the group worked very well together and staff reported that they proved a pleasure to work with, engaging well with all the activities, particularly the finding work days which they approached with enthusiasm.

Programme Delivery

This group commenced with a two-day outdoor introductory event where the participants were selected to form a group that would move forward on to the main programme.

A range of activity sessions designed to push a participant to the edge of their comfort zone then took place over 12 weeks, including rock climbing, dinghy sailing, sea survival, fitness testing as well as the more obscure challenges such as Café day which saw the group opening up a pop up café for a day to family and supporters of Catzero.

Seven employability sessions were also provided which looked at pathways to employment, CV development and interview techniques.

Qualifications

Six qualifications were offered to the group with the following attendance levels and results:

Qualification	Passes versus Attendees	% Pass rate v attendance	% attendance	% Pass rate v 15 starters
Food Safety	10 passes of 12 attendees	83.33%	80%	66.67%
First Aid	10 passes of 11 attendees	90.91%	73.33%	66.67%
Fire Safety	11 passes of 12 attendees	91.67%	80%	73.33%
Health & Safety	11 passes of 12 attendees	91.67%	80%	73.33%
Confined Spaces	7 passes of 7 attendees	100%	46.67%	46.67%
COSHH	9 passes of 10 attendees	90%	66.67%	60%

Sailing

A day sail took place on 17th May with eight of the group taking place. This was followed up with five of the group participating in a longer eight-day sail, jointly with six members of the Hull group. A sixth participant had been due to sail but became ill the day before which prevented this. All five of the Beverley participants passed their competent crew qualification.

Outcomes Overview

Seven of the group gained employment or went into training, with six of these being classed as sustainable. The seventh is working for an agency and at present is not getting sufficient work for us to count this.

	Location	Type	Comments
1	Principle Res	Employment	Agency so not yet counting as sustainable in KPIs
2	Weatherspoons / HETA	Employment	Sustained
3	Seimans	Employment	Sustained
4	Kinestic Resources	Employment	Sustained
5	Beverley Adult Ed	Training	Sustained
6	Caremark Care	Employment	Sustained
7	Bourne Leisure	Employment	Sustained

Case Studies

History

A has one brother and one sister. Her mother and father split when she was eleven, and she moved from Oxfordshire to York with her mother. A moved out from her mother's part-time and was living between Leeds and York but became homeless as family issues meant mum was moving round a lot resulting in A having to move to Grimsby to live in the only available hostel (YMCA).

A managed to complete school and started a B-tech course in media and sound engineering. She completed her first year but not complete the second, due to her anxiety.

A's mother was diagnosed with terminal cancer and was given one year to live at Christmas 2015. At the time A was living with her partner, who she had known for 11 years. Her partner worked nights and A would stay home along for long periods, never going out.

At the time of starting CatZero, A was struggling with anxiety on a daily basis. She had received some primary counselling and was waiting for secondary counselling. She also suffered with IBS which increased her anxiety. She struggled to sleep more than 3-4 hours per night.

A was on ESA for some time before she started CatZero but moved to JSA. Following a mix up with universal credit, A did not receive any money for a month just before starting with us which gave her additional worries and contributed to her anxiety.

On the Catzero programme

A was not available to attend the introduction event but joined the group on the first official day of the programme. She was exceptionally quiet and struggled speaking out during sessions. It was later identified that this was due to social isolation and anxiety.

Staff also noticed that A would not eat at lunchtime and she admitted that she couldn't eat in front of other people and said that she felt really uncomfortable at lunch times. Anxiety around eating with others was just one of the things that she was going to address at her secondary counselling and this formed part of her CatZero action plan. A was very keen on participating on the sail and knew that she would have to overcome her eating problem in order to qualify for the sail.

Throughout the programme A had to deal with her mother being terminally ill with cancer. This put A under a lot of stress and she spent a lot of time at hospital. This along with her own anxiety and IBS caused her sleeping patterns to be all over the place. As a result of all this A often miss CatZero sessions and other important appointments due to a mix of oversleeping and being with her mother.

Staff offered additional support and talked through ways of dealing with this. A's attendance and time keeping did improve, and gradually so did her confidence to mix, talk and work with the rest of the group. She also felt comfortable with staff encouraging her to eat at lunch times which she did on occasions.

Although A only managed to attend around 50% of the course, additional support outside the programmes was given by CatZero staff and her confidence and ability to mix with others increased dramatically. A enjoyed getting out, trying new experiences such as rock climbing and orienteering, gained three qualifications and attended several employability and team building sessions.

Despite being sanctioned and left with no money, she was still managing to get by with support from her partner and eventually with the help of CatZero her benefits were sorted which helped enormously.

A's mother passed away just before the end of the programme and A stopped attending completely. Despite this, Catzero stayed in contact with her and her delivery team caught up with A on a regular basis, meeting with her on several occasions to see how she was coping and to support her with moving on.

The support continued and A was successful in gaining employment. She started work as a home carer after her mother's funeral and has held this job down since, including having to transfer three times due to relocating. She has now moved to Hull and is planning her wedding for June 2018.

Case Study 2

Catzero first met E in Beverley Jobcentre. He was suffering from a lack of motivation after leaving the RAF, he was using food as a method of comfort, his life was becoming more and more reclusive as he was spending a lot of time gaming online as his main pastime.

E Lived at home with his mother in a rented property. His mother was working but E was having to contribute the majority of his benefits to the rent to allow them both to live there. Although E had a good relationship with his mother, he was finding himself more and more isolated due to his financial circumstances.

Through the intervention of the Catzero programme, E found himself taking part in new activities and meeting new people. As all the activities were free and transport was provided, barriers to his social engagement were removed.

E excelled at the two-day introductory event and took a natural leadership role. He took part in most of the activities taking himself well outside of his comfort zone. His mother attended the Café day event and commented "I've seen a new lease of life within E, a spark that's been missing for a while ... It's great to see him out of the house and doing well". During the day E found that he had a flair for customer service.

While with CatZero, E passed all eight of the qualifications on offer to him: HABC Level 1 Fire safety, HABC Level 2 CoSHH, HABC Level 2 Health and Safety, HABC Level 2 Emergency First Aid, HABC Level 2 Fire Safety, Confined Space Awareness and his RYA Competant Crew.

To support E's move towards being ready for work, he completed all the seven employability sessions. As part of these sessions he expressed the wish to continue his engineering career. Through our partnership contacts we arranged for him to undertake two days of work experience with The Spencer Group.

E regularly attended his one to one sessions. These sessions enabled him to take an inward look at his life and identify various issues. To help him work through his issues, staff set him various challenges and with the support staff provided, this offered him the direction and motivation to achieve his potential.

E participated in the day sail in the river Humber aboard Catzero to see if he could rise to the challenge of sailing a 72 foot Challenge yacht; and he did. All the reports from the sea-staff were extremely favorable and he was subsequently offered a place on the round trip from Hull to the Isle of Wight which lasted eight days. E had earned this place through hard work, good behaviour and excellent attendance. He commented that "It was a fun experience, I had never done anything like that before ... hard work but really good".

With the ongoing support of the CatZero team E is now undertaking an engineering apprenticeship at HETA (Humberside Engineering Training Assosiation) as well as working weekends and some evenings in a Weatherspoons pub to supplement his income. His social isolation has taken a full turn and he is now enjoying a full an active life.

Grimsby NEETs Privately Funded Programme

The first programme on the south bank commenced in April 2017 with the formal 12 weeks running through until July 2017, followed by intensive Move-on and ongoing support for all participants. The programme was funded through philanthropic support, given by a number of family trusts to maintain CatZero's presence in the North East Lincolnshire area following the impact of our work in previous years. The programme was centred in Grimsby but was open to anyone from the North East Lincolnshire area.

Group Summary

The main age range was between 16 and 24 but there was one participant in their thirties who travelled on public transport from Stallingborough each day to attend. Fourteen people commenced the programme but two stopped attending straight away and would not maintain contact with staff, leaving 12 to continue.

This group of 12 were a very mixed group of people with many complex issues, including:

- Eleven were smokers.
- Three having a history of offending
- One admitting to reliance on energy drinks, drinking excessively each day, with others regularly drinking these
- Three admitted to regularly smoking weed with another admitting to regular use of MCat, E's and Cocaine.
- One had been a looked after child
- Two had been excluded from school
- Four were experiencing difficulties with their benefits and had debt issues
- Seven had housing issues
- One had learning difficulties and issues with their reading and writing

In addition

- One had a history of violent behaviour and another had anger management issues
- One had previously been sectioned under the Mental Health Act and four others were seeking support for mental health issues
- One had a history of self-harming
- One had exceptionally low self-esteem
- One was the victim of bullying
- One had social anxiety

Physically health also affected a few of the participants with issues including:

- Psoriasis
- Problems with their heart
- Pins in left hip
- Poor diet – affecting many

Programme Overview

This programme was aimed at the hardest to reach young people aged between 18 and 24 within the Grimsby community. Thirty-five young people were recruited with 12 then selected for the full programme at an introduction event which set them various challenges.

The participants selected all had troubled backgrounds and / or complex needs with most classed as homeless. This impacted heavily on their commitment and attitude which often affected their attendance on the course. Despite this, most kept going to the end, even though attendance was a bit sporadic along the way, and they all felt they had committed to this more than to most things.

We ran a range of activities during the 12-weeks including boxercise and gym sessions designed to increase fitness and promote a healthy lifestyle. We also introduced the group to other activities such as rock climbing, sea survival and dinghy sailing which pushed the participants outside of their comfort zone and allowed them to build their confidence and help us build trust within the group which in turn created a support network for these young people.

The group also took part in the employability sessions where they worked on CVs and interview techniques which ultimately lead to them doing mock interviews at a nearby professional business.

Staff offered support throughout the programme through one to ones and personal action planning, supporting each individual to set themselves targets and measure their own success along the way.

Attendance was affected in a positive way with one participant leaving the programme early after gaining employment and another starting college just before the programme finished.

Staff involved in delivering the programme said that one of the best things to come out of the course was slowly changing the attitude of one of the young participants who had a very negative outlook on life. She would always come into the sessions and say how bad her life was and how there was no point in doing anything. Staff worked with her on this throughout the programme and helped her to overcome her barriers, mainly her own self-worth and subsequent motivation. At the end of the programme she wrote a speech saying how she now had a much more positive outlook on life and she thanked Catzero for helping her.

One of the participants was much older than the rest but was accepted onto the course after being so positive at the introduction event. She has a severe learning difficulty but is determined to find employment and puts so much effort into this, volunteering, undertaking work placements and submitted numerous applications both in writing and through face to face contact. She had recently successfully completed an eight-week work placement and hopes that something positive will come from this.

Qualifications

Six qualifications were offered to the group with the following attendance levels and results:

Qualification	Passes versus Attendees	% Pass rate v attendance	% attendance	% Pass rate v 12 starters
Food Safety	8 passes of 9 attendees	88.89%	75%	66.67%
First Aid	6 passes of 6 attendees	100%	50%	50%
Fire Safety	5 passes of 7 attendees	71.43%	58.33%	41.67%
Health & Safety	5 passes of 5 attendees	100%	41.67%	41.67%
Confined Spaces	8 passes of 8 attendees	100%	66.67%	66.67%
COSHH	6 passes of 7 attendees	85.71%	58.33%	50%

Sailing

Eight of the participants took part in a day sail on 16th May 2017. This was followed up by a longer residential sail between 20th and 23rd June which saw five participants sail the boat up to Newcastle.

Outcomes Overview

The outcome target was slightly lower due to the cohort being worked with, but all five outcomes have still been achieved, albeit one has yet to be confirmed. Four have been sustained for 8 weeks. In addition, one participant attends Foresight Training on an ad hoc basis for training and support.

	Location	Type	Comments
1	ICS	Training	Sustained
2	Costa	Training	Sustained
3	GIFHE	Education	Waiting for confirmation
4	Boost Your Prospects	Training	Sustained
5	JHS Fish	Employment	Sustained
	Foresight	Training	Not counted as periodical / ad hoc

Case Study

B is 19 years old and has lived in Grimsby his whole life. He previously lived at home with his mum and his sisters but they wanted to move out of Grimsby and relocated to Shropshire. B chose to remain in Grimsby and made arrangements to stay at a friend's house with his friend's family. Since then he has had very sporadic contact with his Mum. He has never met his biological father.

B did very well on the initial introduction event, participating in all the activities and contributing well to each of them. It was an easy choice for staff to select him to go forward for the main programme.

When first speaking with staff about his issues, B stated that it was his motivation which was the biggest thing holding him back, particularly as this changed from day to day. He found it easy to motivate himself to come to CatZero each day as he was enjoying the programme, but he regularly found it very hard to get out of bed for other things. This had led to him being sanctioned by the Job Centre as he regularly missed his appointments and failed to undertake the necessary job searches. This did cause issues at his friend's home as he was not contributing to the household when he should.

Very early on in the programme B identified that he was interested in travelling abroad and seeing more of the world. CatZero are very fortunate to have some funding through Talent Match to provide support to participants interested in Raleigh International or International Citizen's Service so B was put in touch with CatZero's specialist staff member to look at the possibility of gaining some experience abroad through one of these initiatives.

B travelled to Hull to attend a presentation at CatZero on ICS, an overseas volunteering programme for young people aged between 18 and 25. He was very enthusiastic after this and submitted an application. B was then invited to attend a pre-assessment in York which he felt was a very positive experience. This was followed by a full assessment day in Doncaster where he learnt more about what he would be doing, the fundraising that he would need to undertake to buy all his equipment and fund his place along with all the other pre-requisites to going on expedition, including a range of team building activities and a two-minute presentation.

None of this put him off and B made a very good impression on the day. He was successful in his application and was offered a place to work in Ghana for 12 weeks, leaving the UK on 9th October 2017. As soon as B found he had a place, staff set him to work to prepare himself for departure day. B had to ensure he organised such things as:

- Applying for a passport - a process that turned out to be very tricky with B having to complete six forms before his application was deemed perfect by the post office checking service.
- Applying for funding – letters were sent off to a range of organisations for funding, including the Sir James Reckitt Trust, the Grimsby and Cleethorpes Lions Club and the Grimsby Rotary Club which all provided financial support to allow B to purchase his kit.
- Applying for a Disclosure and Barring Service check.
- Sorting medical clearance including arranging for all the relevant vaccinations to be issued at the right times.

These tasks were challenging for B, made more difficult by the fact he lived in Grimsby and had no family support. The only support he had was through CatZero's specialist Hull based staff member and other members of the CatZero team. However, B did an amazing job and coped very well with the deadlines set and the pressure to organise everything in a short space of time. He made sure he regularly attended his support sessions in Hull, managing to get up and get the bus from Grimsby each time.

Before flying out to Ghana, B contacted his mum and told her of his plans. She was really impressed with his commitment to complete this. B is due back in the UK in December and will be spending Christmas in Shropshire with his family and working with the CatZero team in the New year as part of his Action at Home plan.

Hull NEETs Privately Funded Programme

CatZero are very fortunate to have a private donor who supports one programme each year with CatZero submitting grant applications for the remaining match. This year our private NEETs programme started towards the end of April with the formal 12 weeks running until mid-July 2017. As with all other programmes, this was followed with a period of intensive move-on support and indefinite support thereafter as part of our 'Once Catzero, Always CatZero' philosophy.

Group Summary

The programme was run for NEET young people living in Hull and the surrounding area who were aged between 16 and 24. Thirteen young people commenced in April but one decided that they did not wish to continue, reducing the core group to 12 participants. As with all our programmes, the participants disclosed a number of issues to staff which they began to work on together from the start. These included:

Issues with debt and benefit sanctions – five of the participants were struggling with this

- Five were also experiencing issues with accommodation / housing
- Five had been in the looked after system and one had involvement with Social Services
- Three had been excluded from school
- One had specific additional learning needs and another had autism
- One had a history of offending
- One had never attended school
- One admitted to regularly using drugs for social purposes and another admitted to serious drug use – using Heroin
- One was unable to travel independently
- Seven were smokers

In addition, participants were faced with other mental health / emotional well-being issues including:

- Loneliness / social isolation
- Struggling with their sexuality
- Social anxiety
- Depression
- Low confidence
- Suicidal thoughts
- General mental health issues – with no support
- Grief / bereavement
- Bullying

There were also a few physical health issues, including:

- Eye spasms
- Dental issues and dental hygiene
- Asthma
- Poor diet

Programme Overview

This group has a whole range of issues to be dealt with, including offending behaviour, homelessness and lone parenting, some of which were as a result of drug misuse.

The group started with an overnight introduction event which many found extremely challenging.

A great rapport was very quickly evident and resulted in regular parties at one of the participants, parent's home and three of them moving into the house as lodgers which was extremely positive for all involved and fully supported by the parents who owned the house.

The group became its own support network and the friendships have carried on long after the programme which has drastically improved the lives of some participants who were experiencing loneliness.

They were very supportive during sessions such as rock climbing and others where there was any fear element, ie HOTA and dingy sailing. They all enjoyed trying new activities – particularly sports based ones. The group also turned up early as they enjoyed playing chess, Othello and doing puzzles before the session started.

They also wanted to do something for a local Charity and chose HERIB and made chocolates for them that were gratefully received.

One of the participants arranged music nights in local venues and many of the group attended to support him and themselves became interested in the local music scene.

Qualifications

Six qualifications were offered to the group with the following attendance levels and results:

Qualification	Passes versus Attendees	% Pass rate v attendance	% attendance	% Pass rate v 14 starters
Food Safety	11 passes of 11 attendees	100%	78.57%	78.57%
First Aid	9 passes of 11 attendees	81.82%	78.57%	64.29%
Fire Safety	9 passes of 9 attendees	100%	64.29%	64.29%
Health & Safety	10 passes of 10 attendees	100%	71.43%	71.43%
Manual Handling	8 passes of 10 attendees	80%	71.43%	57.14%
COSHH	6 passes of 9 attendees	88.89%	64.29%	42.86%

Sailing

On 17th May, 12 participants took part in a day sail. Eight then embarked on a long residential sail, taking the boat from Newcastle down to the south coast in readiness for the Round the Island race. All eight were successful in gaining their competent crew qualification.

Outcomes Overview

Five participants moved into employment and one started a level 2 diploma in animal care. Five of these outcomes have been sustained for at least eight weeks.

	Location	Type	Comments
1	Greencore	Employment	Not sustained for 8 weeks
2	Bishop Burton College	Education	Sustained
3	Maximus	Employment	Sustained
4	Heron / Clear Answer	Employment	Sustained
5	Home Bargains	Employment	Sustained
6	Heron	Employment	Sustained

Contact is maintained and work continues with all participants.

Case Study

J had a troubled childhood. His father was abusive from him being three years old resulting in him being taken into care. Throughout childhood J was in and out of different schools. He was often excluded for disruptive behaviour, sometimes only at a school for weeks or months before being asked to leave.

It was eventually decided that mainstream school appropriate for J so he was moved to William Henry Smith (a secure boarding school) when he was 12 years old. As he approached 18 he started to get in with the wrong crowd in Hull when he came home at weekends.

Family offered support and after leaving school he was given a job within the family business but J wanted to party, causing him to be tired during the day and he was falling asleep at work. Eventually he was relieved from his position for a short time before being given another chance. Unfortunately, his lifestyle did not improve and he was unable to balance work and his social life.

His social life became his focus and he began to experiment with drugs, leading to an addiction. J's life spiralled and he moved in with his dealer. His drug habit led to him getting into trouble and having violent tendencies. He was eventually arrested and charged with GBH resulting in a custodial sentence of eight and a half years. J served four years and three months in prison, released on probation to live at his mum's address. During his time in prison he felt that the limited rehabilitation and training given had not really been useful to him and he still felt trapped.

On release, J suffered with extreme anxiety and found it impossible to leave the house. He made a decision that it was time to change his life and that he was the one who needed to do something about it. His mum recommended the CatZero programme to him and he came along to the presentation event and decided to attend the two-day introduction event.

During the event participants have to build their own overnight shelter, are not allowed to smoke and can only eat and drink what CatZero provide. J admitted that this was one of the most difficult things he had done but also stated it was one of the most rewarding. He had no confidence at the start that he could survive the full 36 hours and there were many times during the event that he believed he would not be able to stay until the end, but he managed this and was rewarded at the end with a place on the full programme.

J was really nervous about being part of a group and worried about how they would react to his past and criminal record. These worries proved to be unfounded as he quickly became a popular member of the group. He began to relax and make friends and as a result he stopped taking his anxiety medication.

Whilst on programme J had a haircut and a shave and, in his own words 'smartened himself up inside and out'. He made some great friends and one of the other participants is now lodging at his house. He now believes his family members are starting to appreciate that he has made a new start and that they trust him again.

After finishing the programme J has gained employment at Greencore. He saw this as a stop gap which gave him enough money to contribute to the family home and fix his motorbike. With the help of the CatZero team, he continued to look for alternative full time work and eventually left Greencore to start a full time position at Heron Frozen Foods in the Warehouse.

Hull Long-term Unemployed Greenport Hull One Programme

Following a lengthy application, CatZero were awarded funding through the Greenport Hull Greenshoots Opportunity for eight programmes, commencing June 2017. These programmes gave CatZero a lot of flexibility as funding could be used for participants across the Humber Sub Region aged 18 up to retirement.

Five of these programmes would start in 2017 with the latter running through until February 2018. The remaining three would commence early in 2018 for completion by June 2018.

Group Summary

The first Greenport Hull programme started in Hull on 1st July with formal activities running until 18th August followed by a formal move-on period until 15th September 2017 with added support continuing indefinitely. Most of the participants live in the Hull area with a few travelling in from the surrounding villages.

Fifteen people took part, ages ranging from 18 up to 56, each with a number of issues to overcome, including:

- Two admitting to being heavy drinkers and a third being a recovering alcoholic
- Two recovering from a serious drug habit
- Two struggling to cope and find work after having been made redundant
- One being a former 'looked after' child
- Four having difficulties with benefit sanctions and resulting debt
- Five having a past history of offending
- Five finding it difficult to cope after severe family breakdown
- Four having their own child(ren) in the local authority looked after system
- Six experiencing housing issues
- One having the added responsibility of caring for someone (in addition to their own children)
- Three having been the victims of crime
- Eight smokers

The group also had many mental health / emotional well-being issues to address, such as:

- Social Anxiety
- Personality disorder
- Loneliness / social isolation
- Suicidal thoughts
- Coping with grief
- Low self-esteem and low confidence
- Post-traumatic stress disorder
- Diagnosed mental health issues with five receiving support for this

Physical health issues also played a part in preventing some of the group moving forward with issues such as:

- Irritable Bowel Syndrome
- Pre-cancerous cells
- Type 2 diabetes – two participants were coping with this
- Poor diet
- Weight issues for three of the group

Programme Overview

GPH1 were a very supportive and close knit group. They clapped and cheered anytime someone achieved anything no matter how big or small it was. Overall attendance and timekeeping were very good.

They enjoyed the team building and challenging activities which included HOTA, rock climbing, Welton Waters Activity Centre, boxing, orienteering and a beach outing which gave them all experiences they never thought they would get or share with friends. This group had a very successful café day.

We introduced a pre-qualification session for this group to allow some of the less confident people to become familiar with topics, language and key words ahead of the qualifications. This really helped a couple of people engage and feel more confident on the subsequent qualification sessions.

We also put in a mid-way team building review day which really helped the group stay focused and fully engaged in the programme. It helped them to understand and appreciate their similarities and differences as individuals.

All this was underpinned by the usual personal action planning with staff working alongside each participant on a one to one basis to set achievable targets and put steps in place to measure progress towards reaching these.

Qualifications

Six qualifications were offered to the group with the following attendance levels and results:

Qualification	Passes versus Attendees	% Pass rate v attendance	% attendance	% Pass rate v 15 starters
Food Safety	13 passes of 14 attendees	92.86%	93.33%	86.67%
First Aid	15 passes of 15 attendees	100%	100%	100%
Fire Safety	11 passes of 12 attendees	91.67%	80%	73.33%
Health & Safety	8 passes of 11 attendees	72.73%	73.33%	53.33%
Manual Handling	8 passes of 12 attendees	66.67%	80%	53.33%
COSHH	14 passes of 14 attendees	100%	93.33%	93.33%

Sailing

The day sail for the first Greenport Hull group took place on 27th July with nine of the participants enjoying an experience on the Humber. Five participants then took part in a longer residential sail on 12th August, returning the boat to Hull from the south coast after the Fastnet race, all gaining their competent crew qualification. Other participants could not participate due to medical reasons and family commitments.

Outcomes Overview

The monitoring period for this group does not end until 6th February 2018. Despite this, nine participants have already moved into a positive outcome with a further two undertaking GCSE qualifications at Hull Training which are not being officially counted as this is only one day a week. Two of the nine outcomes have yet to be officially confirmed, with six of the nine outcomes being sustained for 8 weeks so far. Informal move on continues with this group indefinitely.

	Location	Type	Comments
1	Greenport Pathway to Employment	Employment	Sustained
2	Mobile Phones Giant	Employment	Sustained
3	Karro Foods	Employment	Sustained
4	Welton Waters	Apprenticeship	Sustained
5	24/7 Security	Employment	Yet to be confirmed
6	Greenport Pathway to Employment	Employment	Sustainability to be achieved
7	ARGOS	Employment	Sustained
8	Agency	Employment	Yet to be confirmed Also training with the Samaritans as a volunteer
9	Hull College of FE	Education	Sustained
	Hull Training	Education	GCSE one day a week so not counted
	Hull Training	Education	GCSE one day a week so not counted

Case Study

Family History

'K' had 6 (six) children aged from 18 months to 23 years old, having her first child at the age of 16. The father of her first 3 children was an alcoholic. K had a history of drug and alcohol abuse from the age of 18, using cannabis, heroin, crack and amphetamines.

In mid-April of this year, she attempted to take her own life, mainly because of issues with her ex-partner who had been sentenced and had 9 previous convictions for domestic violence, including four charges of assault against 'K' but was now out on bail.

By the time 'K' started with CatZero, she had been clean around 10 weeks. 'K' would very much like to be a full time mother again.

On the CatZero Programme

'K' was thrilled to be offered a place on the first GPH programme. She really impressed the staff at her intro event at Melton Scout Camp with her cheerfulness, enthusiasm and determination. Once accepted onto the programme 'K' disclosed that she had 'Cognitive Function Disorder'. When she was 21, she had been hit over the head and left in a coma. After recovering physically, she was found to have lost her memory which took over 7 months to get back.

'K' completely embraced all that CatZero had to offer from day one and fully participated in all the sessions and activities she was able to attend.

The CatZero team made special provision for 'K' for her personal safety following a restraining order being granted against her ex-partner. Staff liaised with her Domestic Violence Worker who gave advice on how best to support 'K' and ensure she was as safe as possible. Staff ensured that no photographs were taken and all activities and transportation were well planned in advance. 'K' also had her own safety measures in place – personal alarm, varying her routes and checking she is properly locked up at night.

At times 'K's' attendance was a little sporadic, mainly because she was so involved with a range of other support agencies including her workers from Mind, Dover Street, Renew and Together Women. 'K' was very open with us and we gained her trust early in the programme. This meant we could have meaningful conversations with her and her support network, leading to an effective partnership with 'K' at the heart of it. This also enabled 'K' to be fully involved with every aspect of her own action plan.

Slowly 'K' accepted that she had positive choices to make for her future including completing the CatZero programme, returning to study and eventually moving on from her current secure hostel to a women only secure flat.

There were some setbacks for 'K' along the way including a diagnosis of deep vein thrombosis plus a 'fit' (potentially epilepsy). 'K' saw her GP and a referral was made to a neurologist. Unfortunately, this meant that she was not able to take part in the CatZero Sailing Challenge which was a huge disappointment to her. She did accept that she has come a long way already and making mistakes was part of her recovery.

The CatZero Delivery Team asked where she felt there were gaps in her support and 'K' responded she felt it was time to 'talk it all out'. An appointment was made for her at 'Let's Talk' (counselling service) and CatZero staff accompanied her to her first appointment... and continue to support her in keeping her appointments by reminding her of the times and dates and making sure she has her bus fares...and making themselves available to her when she has wanted to tell us about how her sessions are going.

Moving On from CatZero

'K's plans for the future include changing her name and getting a new birth certificate which would enable her to apply for a passport and have some 'proper' photo ID.

'K' successfully achieved 4 nationally recognised qualifications whilst she was with us (the first ones she has ever achieved) and made strong lasting friendships with others in the group.

The CatZero Move On Team arranged for her to have an assessment of her Literacy and Numeracy skills at Endeavour Learning and Skills Centre, helped her to apply for further education courses at Hull College and supported her in the completion of application forms for funding etc.

At the Celebration Event, one of her sons attended along with his grandmother ('K's mum) and a worker from her hostel. 'K' made an emotional and heartfelt speech to a full room of participants, their families and friends, CatZero staff, Trustees and VIP's. She started college studying Level 1 Travel and Tourism along with Spanish while undertaking her functional Maths and English.

Her career plans include working as a steward or room attendant / host on cruise liners. 'K' has also now made the transition from hostel accommodation to her own secure flat in a safe area of Hull. CatZero staff surprised her with a gift of some soft furnishings and lighting for her new flat which she was very pleased to receive.

Her health remains a concern and she is still in the care of the neurological department at her local hospital though her attendance at college is excellent and she continues to enjoy lots of activities such as cycling and going to the gym.

She keeps in regular contact with the staff at CatZero and is still in touch with most of the participants from her group. They meet up regularly to go to the gym and have arranged to go back to Welton Waters for a day of water sport activities which they had all enjoyed so much when they did it on the main programme at CatZero.

Beverley Long-term Unemployed Greenport Hull Two Programme

The second Greenport Hull programme commenced on 24th July with 12 formal weeks of intensive delivery activities until 27th October, followed up by personal one to one move-on support until 24th November 2017. All participants continue to receive support with those not yet in an outcome regularly contacted.

Group Summary

Fifteen people took part in the Beverley programme with ages ranging from 19 up to 60. Participants travelled from around the East Riding, including three from Hornsea and four from Bridlington with others coming into Beverley each day from Hessle and Driffield.

Issues faced by the group included:

- Involvement with social services
- One having been in the looked after system
- Three facing benefit sanctions and experiencing debt
- One having a history of offending
- Two having additional learning needs
- Poor personal hygiene issues
- One suffering from significant short-term memory loss
- Housing issues
- Undiagnosed autistic tendencies and resulting inappropriate behaviour including unwelcome sexual advances
- Five smokers

Additionally, mental health / emotional well-being issues to be addressed included:

- Three participants being prescribed anti-depressants
- Five suffering from social anxiety
- Two having diagnosed mental health issues and receiving support for this
- One having suicidal thoughts
- One suffering from a bereavement
- One with an extreme negative body image
- One with OCD

Physical health issues included:

- Two people having dyspraxia
- One person suffering from muscle loss
- One participant needing to address dental issues
- One having debilitating eczema
- One participant suffering from asthma
- One lady having an extremely debilitating menstrual cycle preventing any activity for a week each month
- Poor diet

Programme Overview

There was a very mixed age range and academic ability across this group but there was still a plethora of issues and health conditions to be addressed. Despite this most participants attended sessions regularly and were actively involved on all sessions.

The group liked team challenges and worked really well together. The opportunity to practice talking in front of a group proved to be useful as all felt more confident after this activity. Swimming was popular in all of its forms – at HOTA for the Sea Survival, at Welton Waters falling in off dinghies and swimming in the great venue of Bridlington Leisure Centre. The young man with severe body issues got in the pool, swam and went on the slides. His parents could not believe this (mum cried) as he hadn't been in a pool for seven years.

There was an amazing café day, food from three countries was the theme, which was very well practiced and then delivered with everyone stepping up to the mark. It particularly impressed the staff from JobCentre Plus.

One of the participants moved closer to living in Supported Accommodation during his time with us which will be life changing for him and his family. He is due to move in early January 2018.

EVERY participant spoke at the Celebration Event even though during the planning stages only two said they would be able to do it, demonstrating how well they support each other.

Only one of the group proved difficult to engage with, he has major issues around gender, horrific family life and was very reluctant to address a lot of this, but support continues to be offered.

Qualifications

Six qualifications were offered to the group with the following attendance levels and results:

Qualification	Passes versus Attendees	% Pass rate v attendance	% attendance	% Pass rate v 15 starters
Food Safety	9 passes of 10 attendees	90%	66.67%	60%
First Aid	12 passes of 14 attendees	85.71%	93.33%	80%
Fire Safety	13 passes of 15 attendees	86.67%	100%	86.67%
Health & Safety	10 passes of 14 attendees (2 didn't take test as achieved the qualification recently)	71.43%	93.33%	66.67%
Manual Handling	8 passes of 13 attendees	61.54%	86.67%	53.33%
COSHH	10 passes of 13 attendees	76.92%	86.67%	66.67%

Sailing

Fourteen members of the group took part in the day sail on the Humber on 6th September. This was an eventful sail and an enormous challenge for them due to weather conditions. The longer residential experience took place on 16th October with eight on board. The participants who did not participate in the longer day sail made the decision following the day sail and discussions with the whole group. Those who remained behind put together a programme of alternative activities with the staff. All eight who undertook the longer sail were successful in gaining their competent crew qualification.

Outcomes Overview

The monitoring period for this groups does not end until 10th April 2018 but five have already moved into their destination with two sustained for at least eight weeks. Four more volunteering in a variety of ways. Another participant who has severe anxiety issues has managed to undertake a week's work experience with KCOM in their IT support section and is now applying for an apprenticeship.

	Location	Type	Comments
1	Orridge	Employment	To be confirmed
2	Port Hull & McDonalds	Training & Employment	Sustained
3	ER College	Education	Sustainability to be achieved
4	NISA	Employment	Sustained
5	Enviromail	Training	Also doing Duke of Edinburgh Sustainability to be achieved
	KCOM	Work Experience	Not counted as short-term but now applied for apprenticeship Also doing Duke of Edinburgh
	HERIB	Volunteer	Also doing Duke of Edinburgh
	Christ Church	Volunteer	
	St Charles Church	Volunteer	
	British Heart F	Volunteer	

Formal move on work continues with this group.

Case Study

J lived at home with his mum and brother who is 19 years old. He also had a sister who is a primary school teacher.

J went to Beverly Grammar school but felt that he had not had a great experience due to anxiety that he said dated right back into his childhood. This had got much worse during sixth form and it led to panic attacks and him just avoiding everything. As a result of this, his attendance was very low.

J would avoid any activity that may make him the centre of attention. He was very academically able, gaining 12 GCSE's and gained some A levels despite his poor attendance, although he didn't get the grades that he wanted or was capable of achieving.

After leaving school J decided he could not cope with going to university so undertook a B-Tec qualification and had some work experience at IT@Spectrum.

When J goes to new surroundings he struggles to take everything in and it can be overwhelming. He does try to push himself and on the outside he appears to be really confident, but is literally quaking inside. He did receive some counselling and managed to cope by undertaking breathing exercises.

J did very well to attend all the CatZero sessions. He managed to deal with his anxiety and not have any panic attacks so managed to remain throughout all the activities and other sessions. He has managed to lead a review of the day but struggled to talk in front of the group when leading activities. This is something that he wants to keep working on and is looking at the possibility of volunteering in a special school in Hull. J really enjoyed the business visits and made a great impression on the staff at Hodgsons Sealants. He believes it is a job that he could do and is working with the Move on team to look at similar possibilities.

J was extremely nervous about doing the sailing, so spoke with the Skipper and took the decision to try the longer residential sail. This was an enormous personal challenge to him. Unfortunately, while sailing J was taken ill and the boat had to pull into Whitby on the tide for him to be checked out at hospital when he was deemed to be de-hydrated following a heavy bout of sea-sickness. Unable to wait due to the receding tide, the boat departed for Hull and J travelled back in a taxi accompanied by a volunteer crew member but met the boat on its arrival in the marina to join his sea mates and complete the rest of the activities in order to gain his competent crew.

Overall his confidence continued to improve and he began to feel comfortable on the programme. He was nervous about what will happen when it ends and wanted to plan as much as possible to keep him going until he finds employment or training.

J is very sporty. He runs a lot and is intending to run a half marathon. He also takes part in Kung Fu and this really helps to focus his mind. He believes that having something to do every week gives him something to aim for and is now busy setting himself goals and is challenging himself to be more confident in front of other people.

J has now signed up to complete the Gold Duke of Edinburgh Award. He is well on with his planning and knows what he is going to do for two of his sessions. He is really looking forward to facing up to his fears and achieving his goals through activities that he enjoys.

J is also now volunteering at Matthews Hub and helps with rock climbing activities which he loved doing and has recently completed a five-day work experience at KCOM. He continues to liaise with the Move-on team to find permanent work.

Grimsby Long-term Unemployed Greenport Hull Three Programme

The third Greenport Hull programme was delivered in Grimsby for people from the whole North East Lincolnshire area. This commenced on 31st July with the 12-week activity programme running until 27th October with intensive move-on support through until 24th November followed by indefinite support thereafter.

Group Summary

Fifteen people commenced the programme in July, aged between 18 and 54 years with seven travelling into Grimsby each day from Immingham and one from Cleethorpes. The following issues were disclosed to staff:

- Heavy drinking – three participants admitted to this being an issue and another being a recovering alcoholic
- Regular social drug use
- Coping with dyslexia
- One participant having Asperger's and another having ADHD
- Benefit / debt problems for two participants
- History of offending
- Additional leaning needs
- Excessive use of energy drinks for two participants with others regularly drinking energy drinks
- Having the responsibility of caring for someone – putting pressure on two participants
- Seven of the group were smokers

In addition, a number of mental health / emotional well-being issues were disclosed including:

- OCD
- Depression for four people
- Social Anxiety for four people
- Loneliness / social isolation for two others
- Grief / bereavement issues for two participants
- Six of the group dealing with low confidence
- Self-harm
- Four suffering from mental health issues with one seeking support but three not receiving anything
- Two being the victim of crime
- Post-traumatic stress disorder

Physical health problems being faced by the participants included:

- Two participants having type 2 diabetes
- Three people suffering with Asthma
- One person suffering with Tinnitus and a further two with hearing loss / deafness
- One participant had a pacemaker fitted
- Two had a poor diet and a further two had significant weight issues

Programme Overview

We recruited 56 people of various ages for a presentation. Of these 30 attended the presentation where staff talked about the course and what we could do to help them change their life. We then ran a one-day introduction event and selected 15 participants to come onto the main programme.

Those selected were a very diverse group of people who all had very different beliefs and ideology. It was a very mixed age range with the youngest being 18 and the oldest 64. Although they were all very different people at the beginning by the end of the course everyone was incredibly supportive of each other. We had very good attendance throughout the programme the odd day being missed due to interviews with employers or training company's.

During the programme CatZero focussed on promoting a healthy lifestyle and integrating the participants into the local community. The group were introduced to various local sustainable activities like boxercise and gym/ fitness sessions which they could continue to do outside of the CatZero programme. We also provided a healthy meal each day and built confidence, conquered fears and built trust by taking the group to challenging activities like rock climbing, sea survival and dinghy sailing.

The group also took part in employability session where we looked at everyone's CVs, we also looked at interview techniques which led up to them having a mock interview at a local professional business.

Attendance was affected by one of the participants leaving part-way through to start work. Two others also gained employment but continued to attend as much as possible in between their shifts. Staff say that the best things about this group was the massive increase to their social confidence: at the beginning of the 16 weeks the majority of the group were very quiet and withdrawn. None of them liked to speak in a one to one setting and would never speak during group work. Staff slowly built trust and one by one they started opening up to staff and then to each other, supporting other members of the group to engage as well.

Qualifications

Six qualifications were offered to the group with the following attendance levels and results:

Qualification	Passes versus Attendees	% Pass rate v attendance	% attendance	% Pass rate v 15 starters
Food Safety	15 passes of 15 attendees	100%	100%	100%
First Aid	12 passes of 12 attendees	100%	80%	80%
Fire Safety	12 passes of 13 attendees	92.31%	86.67%	80%
Health & Safety	15 passes of 15 attendees	100%	100%	100%
Manual Handling	7 passes of 14 attendees	50%	93.33%	46.67%
COSHH	10 passes of 12 attendees	83.33%	80%	66.67%

Sailing

Thirteen members of the group enjoyed a day sailing experience on 3rd October with a longer sail taking place from 12th – 16th October 2017 with seven on board, all gaining their competent crew qualification.

Outcomes Overview

The outcome monitoring period for this group does not end until 11th April 2018. Already six participants have move into a positive outcome; one has yet to start but has a start date and one has yet to be confirmed. Three have already been sustained for 8 weeks but a fourth left after six weeks as it had only been a fixed training period. Two have yet to be sustained.

	Location	Type	Comments
1	Discount Homes	Training	Not sustained
2	St James Hotel	Employment	Sustained
3	Kingswood Activity Centre	Apprentice	Starts February 2018
4	Vodafone	Employment	Sustained
5	Total Jobs Agency	Employment	To be officially confirmed
6	ASDA	Employment	Sustained
	CPO Media	Volunteer	

Formal move on work continues with this group.

Case Study

J is 20 years old he lives at home with his Mum and Dad and his younger brother. Unlike many of our participants, J has a good home life and gets on well with his family who are very supportive. However, J is very shy and was finding it very difficult to move on with his life. This has been exacerbated by hearing issues and the need to wear hearing aids.

J attended the introduction event and got on very well with the staff but remained very shy with the rest of the group. He found it hard to listen to everyone's ideas and could only cope and contribute if the rest of the group spoke one at a time. This was very difficult at an introduction event but J tried every activity and came up with some good ideas on how to solve tasks throughout the day. The rest of the group started to realise J's difficulties and were very supportive, making an effort to talk louder, clearly and one at a time.

J's reasons for applying for CatZero were to gain confidence, increase his health and get some new qualifications to make him more employable. J also confessed to staff that he drank a lot of energy drinks which he was concerned about. He wanted to be able to stop having to rely on these. He also admitted to struggling a little with his reading and writing and needing additional support with this. Additionally, J said that he wanted help managing his budget as he always seemed to run out of money without understanding what he had done with it all.

Each October J ran a 10 kilometre race in memory of his Auntie who had lost her battle with cancer. He wanted to get fitter and improve his running so staff introduced him to a local gym where he could attend to better prepare for the run and improve his general fitness, regardless of the weather conditions. J managed to significantly cut down on his energy drinks and started to drink regular juice which made him feel much better and also helped to save him some money.

J took part in the taster day sail so he could gain some idea of what would be involved in the longer residential sail as he was very nervous about committing to this. Unfortunately, although the sail was confined to the Humber, J got very sea sick and did not seem to enjoy the experience. Staff fully expected J to say he didn't want to participate in the longer sail which was planned for five days taking the boat up the East coast to Hartlepool. To everyone's surprise, J said that he had loved the day and very much wanted to take part in the longer sail. J went on to complete the full five days and gained his Competent Crew certificate.

As part of his job search, J had been submitting applications for various retail vacancies around the town. When meeting with the Move-on team and asked about passions, he said that ultimately he would love to work outdoors. The applications he was submitting were the simple ones that he was required to do. Staff gave advice to J about various outdoor centres and tasked him the researching the Kingswood Activity Centre near Doncaster. They were advertising for an Apprentice Activity Instructor so J decided to submit an application, feeling that it would be a great opportunity and a positive move to leave Grimsby for a year.

After submitting his application J was invited to participate in a telephone interview and was subsequently invited to attend an assessment day at Dearne Valley which he passed.

J is now waiting for a date for his Induction day which should be in early February ahead of the new seasons commencing. J is obviously very excited about this fantastic opportunity and change to his life.

Hull Long-term Unemployed Greenport Hull Four Programme

The fourth Greenport Hull programme started on 4th September with the formal 12 weeks' delivery of activities running until 24th November followed by four weeks of intensive move-on trough until the Christmas break on 22nd December 2017. Work will continue with this group in the New Year with ongoing support offered indefinitely.

Group Summary

Programme four was delivered in Hull with fourteen people participating, mostly from within the Hull boundary but with one travelling in from Withernsea each day. Another had no fixed abode. Ages ranged from 19 through to 61 years.

Of the fourteen participants:

- Eight were smokers
- Two were heaving drinkers and a further two were recovering alcoholics
- One had dyslexia
- One had Asperger's and another had autism with one having a statement of special needs
- Three had been through the looked after system with the local authority
- One was having issues with benefits and debt
- One had an offending history
- Two had issues with money and had food parcels issues
- Three experience difficulties with housing with two being of no fixed abode
- One admitted to regular social drug use

In addition, the group had a number of mental health / emotional well-being issues including:

- Social anxiety for two members
- Grief / bereavement issues for another two
- One having Bi-polar
- Loneliness / Social isolation for another
- One being on anti-psychotic medication
- Two dealing with being the victims of crime

A few physical health issues also arose:

- One participant had pre-cancerous cells
- Two had issues with their weight
- Three had a poor diet

Programme Overview

This group bonded very quickly and were very supportive of each other. There were issues at the start with staff struggling to instil the idea of team with a few people prioritising looking after themselves above others. This was inherent from past experiences and staff found people taking food and putting this into their pockets before others had eaten. They did however quickly develop and realise they didn't have to do this. Nearly a month after the formal 12 weeks have ended, many of the group still meet up weekly.

Attendance was very good although this tailed off a little bit for a couple of the participants towards the end. Both of these participants were of no fixed abode and found it more difficult to engage with other people and prioritise their attendance. Staff continued to give support outside of the core programmes and provided additional one to one support and organised food parcels. One of these two was fortunate enough to gain a place at The Crossings but his timekeeping remained poor and he continued to struggle for food. Staff made sure he ate well while with us and was given any leftover food at the end of the day but he continued to struggle to engage with others and attendance continued to reduce.

The group enjoyed all the activities and were up for everything. They were quite a fearless group who challenged themselves.

As with the first Hull Greenport programme, we ran the pre-qualification sessions which helped a couple to build their confidence.

This group were very social outside of the course and regularly meet up independently. They are still meeting up weekly and plan to continue this.

Qualifications

Six qualifications were offered to the group with the following attendance levels and results:

Qualification	Passes versus Attendees	% Pass rate v attendance	% attendance	% Pass rate v 14 starters
Food Safety	10 passes of 11 attendees	90.91%	78.57%	71.43%
First Aid	9 passes of 9 attendees	100%	64.29%	64.29%
Fire Safety	10 passes of 11 attendees	90.91%	78.57%	71.43%
Health & Safety	12 passes of 12 attendees	100%	85.71%	85.71%
Confined Spaces	11 passes of 12 attendees	91.66%	85.71%	78.57%
COSHH	9 passes of 11 attendees	81.82%	78.57%	64.29%

Sailing

The day sail for the fourth Greenport Hull group took place on 4th October 2017. Unfortunately, two participants had to miss the day due to illness and another was away, but ten others enjoyed a great day on the Humber. From this, six participants were selected to take part in the longer residential sail which took place on 31st October 2017, sailing the boat up to Hartlepool, with each successfully gaining their competent crew certificate.

Outcomes Overview

The monitoring period for this group's outcomes does not come to an end until 11th May as the group did not finish until 22 December 2017, but things are already looking positive with four already moving into a positive destination. One had yet to be confirmed and another is waiting for an official start date following the completion of DBS checks. One of these outcomes has already been sustained for eight weeks.

Three other participants are volunteering in order to gain relevant experience. Intensive move on continues with this group for another three months.

	Location	Type	Comments
1	Durham House Care	Employment	Start date imminent
2	Hull & Goole College	Employment	Waiting for confirmation
3	Bishop Burton College	Education	Also volunteers with conservation volunteers Sustainability February 2018
4	B&M	Employment	Sustained Also working weekends as a DJ / Bartender
	British HF	Volunteer	
	Dove House	Volunteer	
	Spin Off	Volunteer	

Case Study

B was referred to CatZero from Matthews Hub, a support service for people with high-functioning autism and Asperger's Syndrome.

B had both Asperger's and Post Traumatic Stress Disorder as a result of her life while in care. B is in receipt of ESA and PIP (ESA is paid to people who can't work because of their condition or impairment. PIP is paid to people who have difficulty doing things in their daily lives because of their condition or impairment).

B was in the looked after system as a teenager and at the age of 16 she was sectioned under the Mental Health Act. B was moved around a lot between foster homes and children homes and hospitals. Her education was extremely effected by this and she only sat one GCSE. Although proud of this, she ripped up the certificate when she wasn't well.

B originally lived in Grimsby but at the time of starting the programme she was living with her boyfriend in Barton. Matthew Hub were working with Gircoscope to help B move into independent housing. About three weeks into the programme a house was identified and she moved in with two other young people from Matthews Hub. Unfortunately, due to a problem between her and one of the other residents she had to move again. She moved into a two bed house with one other young man and this is still going very well.

B was still registered with the health service in Grimsby where her medical records are held. Staff provided B support to register with a GP in Hull and worked really hard to gain medical information in order for B to participate in the sail. Although B takes anti-psychotic medication, her mental health was really good and she was in a very positive place. Staff finally managed to get approval from a GP for B to participate in the sail, but sadly B ended up missing this due to having the flu.

B did extremely well on the programme and participated in all activities, bringing her smile and enthusiasm each day. B's confidence flourished and she became a key member of the team. Her time keeping and attendance were all very good.

Staff have thoroughly enjoyed working with B. A lot of additional support has been provided. There were some issues with some of the boys from Matthews Hub around sexual harassment and inappropriate behaviour and B was supported by CatZero to speak with her support workers there to find a suitable solution. Attempts have been made to track down her education records and this remains ongoing. Staff continue to liaise with the local authority looked after children team around this.

Since finishing the formal 12 weeks of the programme, B has been volunteering at TCV (the conservation volunteers).

Staff recently accompanied B to attend an interview at Bishop Burton College and just been offered a place on their Level 1 Land based operations starting in January 2018. B was extremely excited about this and immediately asked staff to take her shopping to get the protective clothing she needed. While shopping B mentioned that the money she was using was the last of her money for Christmas, so staff made arrangements for the items to be purchased through CatZero's complimentary ARCO account, leaving B with some cash to spend over the Christmas holidays.

B looks great in her new clothing which arrived days before Christmas in time for her to start her course in the New year. She already has ambitions to go on to study the Level 2 Conservation and Land Management course.

Goole Long-term Unemployed Greenport Hull Five Programme

The final Greenport Hull programme to commence in 2017 did so on 20th October with 8 weeks of the formal activity programme being delivered up to Christmas. The programme continues at week nine in the New Year and runs through to the end of February 2018.

Group Summary

Fifteen participants from Goole started the programme, although one travelled in from Hull and another from Gilberdyke. Unfortunately, one participant left fairly early in the programme due to unforeseen circumstances at home reducing the numbers to 14. Ages ranged from 19 through to 64 years.

The group faced a number of issues including:

- Problems with benefits, sanctions and debt
- One having dyspraxia
- One having dyslexia
- One with ADHD
- Two having been through the looked after system
- One having a history of offending
- Seven drinking an excessive number of energy drinks
- One admitting to regular drug use
- One suffering from Post-Traumatic Stress Disorder
- One with OCD
- Four suffering from depression
- Three having a negative body image
- Three experiencing social anxiety
- Two suffering from low confidence and two from low self-esteem
- One feeling a sense of loneliness and social isolation
- Three being the victims of bullying
- One experiencing abuse
- Four being the victims of crime
- Seven were smokers

In addition, a number of participants faced physical health issues including:

- A number suffering with weight issues
- Heart palpitations
- Effects of frost bite
- Knee injury
- Psoriasis
- Arthritis
- Spondylosis
- Osteoarthritis
- Asthma
- Foot injury requiring pins
- COPD

Programme Overview

This programme is still in week eight of delivery at the time of writing the report. Although it is still very early in the programme, two of the group have undertaken additional sessions with the Move-on team have already moved into employment.

Attendance has been a little bit of an issue for some of the participants due to other commitments. Many have family commitments with other family members relying on them to cover family appointments and child care as they are normally available during the day.

The Café day event for this group was planned to take place just before Christmas so the participants asked if they could do a full Christmas dinner. We were very fortunate to be offered Saltmarsh Hall for this event. The group wanted to do this amazing venue justice and planned a formal three course dinner as opposed to the usual café style format. This was a great success and the group were very proud of themselves.

As with all our groups, all of the participants have many issues to overcome before they can move into a sustainable outcome. Staff continue to work with each of them on this on a one to one basis right up to Christmas. The group continue at week nine on 2nd January 2018.

Qualifications

Six qualifications will be offered to the group, four of which have already been undertaken with the following attendance levels. Results are still to be received.

Qualification	Passes versus Attendees	% attendance (of 14 who continued on the programme)
Food Safety	12 attendees – results to follow	85.71%
First Aid	11 attendees – results to follow	78.57%
Fire Safety	Not yet undertaken	N/A
Health & Safety	Not yet undertaken	N/A
Manual Handling	10 attendees – results to follow	71.43%
COSHH	13 attendees – results to follow	92.86%

Sailing

Unfortunately, the day sail scheduled for 30th October 2017 was cancelled due to the severe weather that descended that day. This has been rearranged for 27th February just after the group have concluded their formal 12 weeks of the programme and will be followed up by the longer residential sailing opportunity from 17th March 2018. Additional activities will be put on for this group to keep them engaged between the end of the formal 12 weeks and their sailing activities.

Outcomes Overview

The intensive move-on period has not yet started for this group as the formal 12 weeks have yet to conclude, but we do have four participants who have successfully gained employment, though the details have yet to be confirmed for three of them who start in the New Year.

	Location	Type	Comments
1	Croda	Employment	Started and confirmed
2	Boat Yard	Employment	Start date to be agreed
3	Warehouse	Employment	Start date to be agreed
4	Clipper	Employment	Started but yet to be confirmed

This group will host their celebration event at the end of January 2018 which will be followed by a four-week intensive move period. As with all other groups, this support continues formally for three months and then informally indefinitely.

International Citizens Service / Raleigh International

Following an approach by Raleigh International who were offering bursaries to our participants to go on expedition in 2016, additional funding was secured through talent match Humber to provide the necessary admin and pastoral support to past or current CatZero participants previously funded through talent match.

One young lady, L, applied to go on expedition in the Autumn of 2016 and was successful with this. Along with two other participants, L was supported by a specialist delivery team member to prepare for expedition and raise the necessary funds to purchase essential equipment. Unfortunately, just ten days before she was due to set off, with her passport and visa arranged, most of her kit bought and vaccinations completed, Raleigh found it necessary to put a hold on L's expedition due to medical reasons. CatZero and Beth's mental health worker were shocked by this as L had been very up front about everything and we had viewed her as fit and ready to go. L was understandably very upset about this last minute decision and it took her a while to come to terms with it.

At the start of 2017, L was accompanied by a staff member and her mother on a visit to London to meet with Raleigh and restore the relationship in order to help L decide if she wanted to continue her dream of going on expedition in 2017.

Despite fears of being let down again, she made the decision to go for it and completed all the relevant medical forms again. Raleigh referred L to Interhealth for clearance and once they declared her fit, she felt able to get excited and start planning again.

L had secured employment working for a warehousing agency to earn money while making her decision about reapplying for Raleigh. Once she was given the all clear to go she tried to work as much as possible so she could save money. She found this very difficult at times as she wasn't getting enough work to live and to save so she had to sign back up for benefits.

Raleigh were very supporting and covered the costs of B's second visa as all her own fundraising was needed to buy the final bits of kit.

Her very proud parents dropped her to the airport and she finally set off on her adventure, bringing tears to everyone's eyes as we never thought she would get this chance.

L completed a full blog about her adventures, including having to be air lifted to hospital after a fall. Raleigh have used B's blog and share this across all social media networks - [Raleigh Blog](#)

In addition to B undertaking her Raleigh International adventure, two other participants were given support to complete International Citizen's Service. All three young people going overseas this year received a tremendous amount of one to one support and group support to make sure they were ready and had everything they needed. A lot of time was spent planning their expeditions and preparing for this, including:

- Filling in passport forms and visa applications.
- Fundraising: writing letter, organising mini events ex. online gaming marathon and setting up their just giving pages.
- Sorting vaccinations and medications which was extremely challenging as there was a national shortage of Hepatitis A resulting on one participant having to travel to Sheffield to receive this just one day before he left – a little bit of a panic.
- Discussing and preparing for life in country and becoming an active global citizen.
- Attending training sessions.
- Sorting travel arrangements.
- Liaising with ICS/Raleigh to make sure they all had the necessary kit.

A case study of B2 is included earlier in this report as he was part of the Grimsby NEETs programme earlier in the year.

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