



investing hope, shaping futures

Impact Report - 2017

Prepared by the FSI

the **FSI** 

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Executive Summary

The Baca Charity work with Unaccompanied Asylum Seeking Children (UASC); a group of vulnerable young people with multiple and complex needs. Their journeys over to the UK have often been harrowing and then it is hard to adjust to life in a new country. Theresa May, speaking as Home Secretary in 2014 as part of the Centre for Social Justice Awards

“This charity is an inspiration to us all. They work hard to develop and maintain a strong partnership with police and local authorities to ensure that vulnerable children are given a safe place to live. But more than that they work on turning child victims into survivors through education, care and attention.”

Baca is a Midlands based charity which supports UASC and works to move them towards independence and economic stability to create their vision of a world where forced migrants are welcomed, safe, and have hope to rebuild their lives for a better future. Their 2016 Strategic Plan sets out the objectives of the organisation:

- To meet the basic needs of more young forced migrants
- To enable more young forced migrants especially those who have been trafficked to feel safe and secure
- To enable more young forced migrants to rebuild their emotional well-being and develop basic skills for independent life
- To enable more young forced migrants to develop the skills, knowledge and confidence needed to contribute to society.

There is a clear need for the work they undertake and in the period 1st April 2016 and 30th September 2016 they worked with 25 beneficiaries and delivered 6,215 hours of support to them. They deliver clear outcomes as well as a high quality service with 80% of their beneficiaries saying they feel helped by Baca.

As is demonstrated in their Theory of Change, there are five major outcomes which Baca’s strives to achieve for its beneficiaries. These are:

- **Increased Personal Safety**

79% of young people accessing Baca services stated they felt safe. Qualitative responses from beneficiaries included *“because when I need something Baca will help me”*, *“because Baca always take care of me, help me, listen to me when I need it”*, and *“because I have everything that I want, that's why I'm safe”*.

- **Improved Physical Wellbeing**

A nurse who works closely with Baca told us she *“sees a change in health throughout the assessments they have. [The young people] start off very low and scared. Physically their presentation is much improved. They don’t look as drawn. Their eyes light up, they have got a lot more hope”*.



- **Increased Social Engagement**

88% of the young people accessed social trips and community facilities with another 9 involved in the National Citizens Service Award in the period 1st April and 30th September 2016. 50% of young people see friends regularly and a local authority team manager stated that “[Baca] make them feel valued and part of a family. They make them feel welcome, wanted and settled”.

- **Increased Engagement with Education, Training and Employment**

11 young people were studying at College and of these, 82% passed exams. Rakesh Nair, from Regents College, where the young people attend, told us that he has been working with Baca for three years and thought they were the “closest to a corporate parent you can get. The support from Baca is very strong especially compared to other agencies”. The biggest changes he sees within the young people are their “levels of confidence and levels of English”.

- **Improved Emotional Wellbeing**

One young man told us he had been taken by Baca to see councillors to support him for anxiety and stress issues. Baca have also helped him increase his confidence. He stated now that he “copes better with his anxiety. Overall, I really like Baca. I can’t imagine what I would do without them.” Both staff at Baca and external stakeholders noted the difference you could see in the young people from when they arrive to when they leave. They saw that previously the young people looked scared, dishevelled, and blank behind the eyes. “Then brightness at the end. Starting to open up in terms of personality and confidence”.

Ultimately, by providing basic needs, through the support given and the outcomes achieved, Baca are aiming to help the young people they work with to be positive and empowered young people, able to live independently as net contributors to society. Baca allows them to be themselves and “get some control back in their lives... [They] start to feel safe, confident and happy...”. We were told by a social worker “The young people who move on from Baca into their own flats are so much more able to live independently than many of the young people I support. They save me so much time here”.

Alongside the outcomes achieved by Baca, it is clear that a variety of stakeholders believe they offer a high quality service. Recently a social worker said “The level of service and care Baca provides for its young people is second to none”. Others added that Baca “Do it in a really quietly confident and professional way” and “Baca have amazing and passionate staff which help them get successful outcomes for the young people”.

Introduction

The Foundation for Social Improvement (FSI) worked with Baca as part of the Cabinet Office's Local Sustainability Fund project. Part of this work was to undertake an Impact Assessment and write an Impact Report reflecting these results in order for the organisation to greater understand the impact of its services.

Methodology

The FSI used a range of methods to undertake the impact assessment in order to write this Report. We undertook background research into Baca and paired this with our best practice knowledge from the charity sector and in impact measurement. We undertook a series of interviews either one to one or in small groups with six of Baca's beneficiaries and also facilitated a focus group with three members of staff. We also undertook eight stakeholder interviews with key partners. A survey was undertaken with all current beneficiaries and we collated data already collected by Baca and external sources. The questions used in these focus groups, interviews and surveys can be seen in Appendix 1.

About Baca

Baca is a Midlands based charity which supports unaccompanied asylum seeking children (UASC) to be positive and empowered young people, able to live independently as net contributors to society: 'Investing Hope, Shaping Futures'.

Their Vision: A world where forced migrants are welcomed, safe, and have hope to rebuild their lives for a better future.

Their Mission: Baca supports young forced migrants who arrive as unaccompanied asylum seekers, including those that have been trafficked, to rebuild their lives, integrate into a community and use their experience positively.

Their Values: Respect, Holistic Approach, Empowerment, Innovation and Excellence, Hope, Partnership

The 2016 Baca **Strategic Plan** sets out the objectives of the organisation:

- To meet the basic needs of more young forced migrants
- To enable more young forced migrants especially those who have been trafficked to feel safe and secure
- To enable more young forced migrants to rebuild their emotional well-being and develop basic skills for independent life
- To enable more young forced migrants to develop the skills, knowledge and confidence needed to contribute to society.



Baca's Theory of Change

Baca's Theory of Change is a methodology for the planning, participation and evaluation of their work. It is intended to provide the most meaningful and effective solutions to the real problems and issues experienced by the young people Baca works with. Baca are recognised as experts in their field and the Baca template for interactions with UASC is used as part of the National Transfer protocol and has been nationally acknowledged as best practice.

The Theory of Change helps to identify the risks and realise the needs of unaccompanied asylum seeking children (UASC). These risks include:

- Lack of basic necessities
- Poor communication and language skills
- Victims of trafficking
- Lack of a community base
- Lack of understanding of people, places and law

Many of these risks are interlinked and consequential to further risk factors and problems, including:

- Lack of trust
- Difficulty forming close relationships
- Mental health problems
- Low self-esteem and lack of hope for the future
- Antisocial behaviour

Through the recognition and awareness of these risks, Baca is able to instigate processes which enable short term positive outcomes for UASC. These processes include:

- Provision of basic needs such as food, clothing and a secure home
 - *A 24/7/365 on call service for new arrivals so they can be met, welcomed and assessed without delay*
 - *Specialised accommodation so they can feel safe and belong*

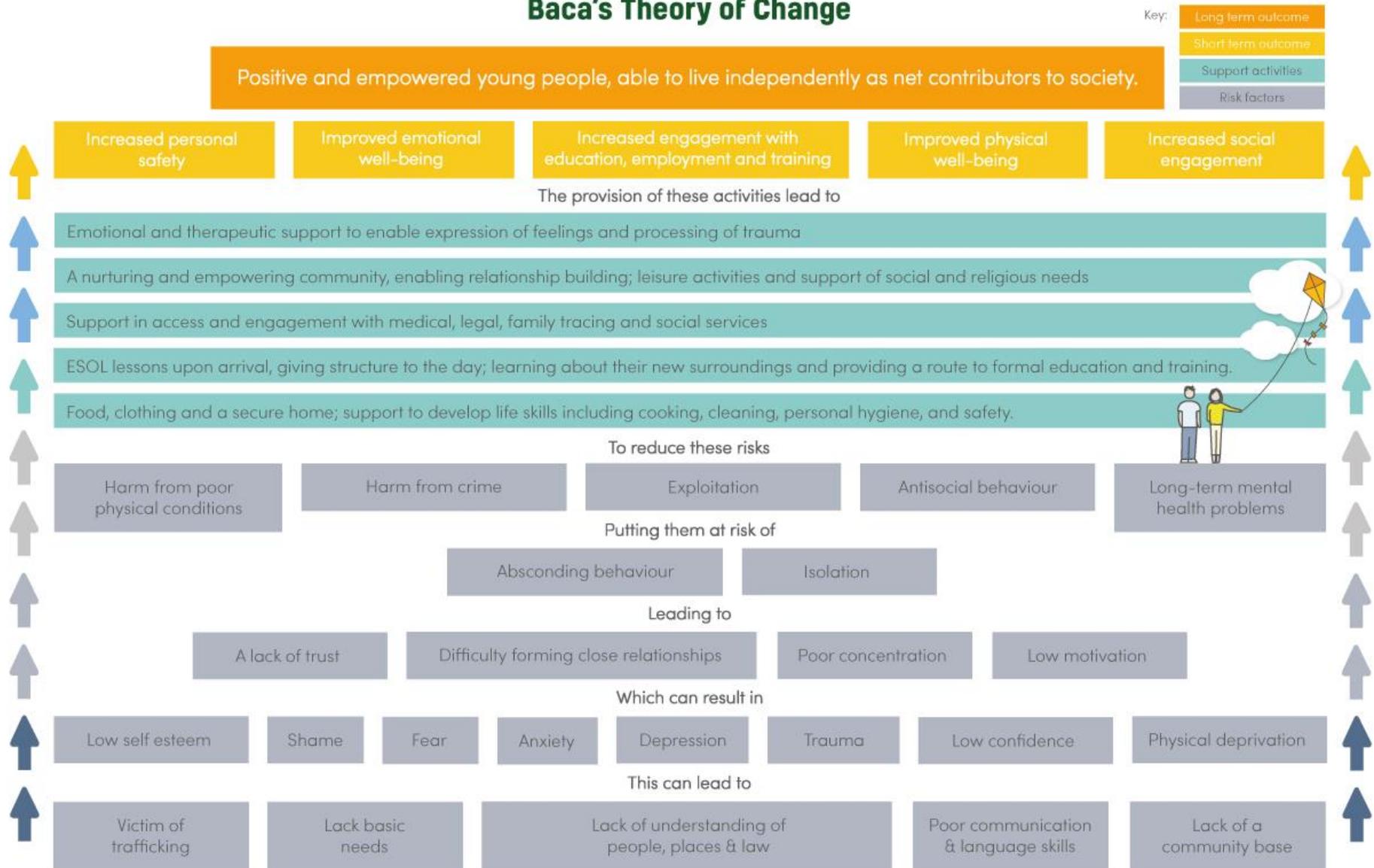
- *High-support accommodation for up to six months, and then semi-independent homes with continued support until the age of 18.*
- Further housing support, including semi-independent homes until UASC reach the age of 18
- Mediation and advice to help them to engage with services
 - *Advocating on behalf of individuals in cases of injustice and/or hardship so they receive a fair response*
- Access to medical, legal and social support they may need
- Emotional and therapeutic support
 - *Therapeutic interventions and social activities so they can rebuild self-esteem and confidence*
 - *Nurturing and facilitating community and relationship-building*
- Activities, events and trips
- The provision of education and skills training
 - *Comprehensive English classes, and links with nearby education facilities*
 - *Support to develop life skills to prepare them for independent living*
 - *Education to build skills and knowledge so they can gain independence, employment and make a contribution to society*

Each of these processes leads to the short term outcomes, which consist of:

- Increased personal safety
- Improved emotional wellbeing
- Increased engagement with education, employment and training
- Improved physical wellbeing and
- Increased social engagement.

All the processes in this Theory of Change are contributing towards the long term outcome of positive and empowered young people, able to live independently as net contributors to society. A constant method of evaluation keeps the risks, processes and outcomes relevant and reflective to those accessing Baca's services. One of the staff at Baca suggested they were supporting as "Someone who is there for the different areas in their life." The full Theory of Change can be seen below.

Baca's Theory of Change



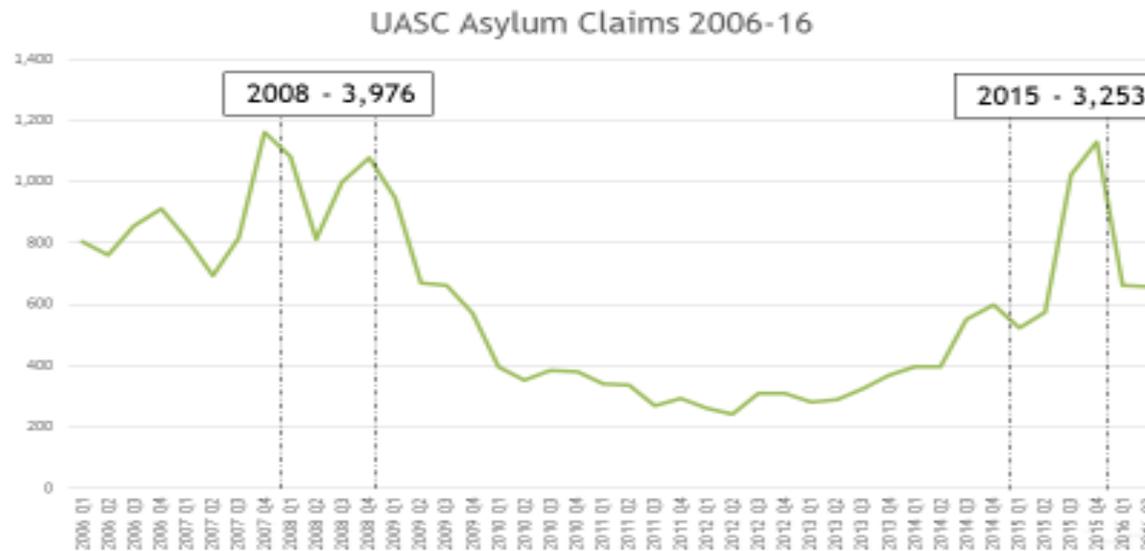
Separated young people arriving in the UK are often traumatised from their journey, from the experiences that initially made them flee and from exploitation that may have occurred through trafficking or other violence.

The Need for Baca

Forced migration and asylum

The number of those undertaking forced migration and identifying as refugees/asylum seekers continues to increase globally. The most recent UNHCR Global Trends Report indicates that 65.3 million people were displaced from their homes by conflict and persecution during the year 2015. This is the highest ever recorded, and more than during the Second World War.

Statistics released by the Home Office show asylum applications in the UK have increased by 54% in the past five years. As for UASC, there were 3,175 recorded in 2016, which accounted for 10% of all asylum applications in the UK. Of the children who arrived in Britain alone last year, just 31% were granted asylum. Most were granted short term leave lasting 2 and a half years, which leaves them in a position of severe instability. Before this, in 2008, these figures were even higher with 3,976 UASC asylum claims showing that this is not an entirely recent issue and figures can have a cyclical nature even over years as well as seasons as can be seen in the diagram below:



These general statistics highlight a genuine need for the support of asylum seekers in the UK, with particular focus on UASC especially on temporary leave to remain. Baca offers short term support and long term stability for these unaccompanied minors arriving in the UK.



Suspected Victims of Trafficking

The National Crime Agency has a National Referral Mechanism to record those suspected to have been victims of trafficking though they state the figures are not a measure of trafficking in the UK but rather an indication of the numbers referred as potential victims of trafficking. Statistics show that exploitation and trafficking referrals of minors increased in 2016 by 30% on the number of referrals in 2015. These statistics are shocking, and even more so as trafficking is an extremely hidden and hideous crime and it is thought that the actual incidence of child trafficking in the UK is at least 3X higher than the recorded statistics suggest.

The ECPAT report “Heading Back to Harm” which shows “from September 2014 to September 2015, 28% of trafficked children (167 children) in care and 13% of unaccompanied children (593 children) in care went missing at least once. Of these, 207 missing trafficked or unaccompanied children had not been found”. This information only serves to reinforce the need for specialist services such as Baca which are better qualified to deal with these complex and sensitive situations. There is a clear increase in the number of UASC, including those that have been trafficked, needing support; whatever the political decisions on immigration, increased specialised support services will be needed if the UK is to play its part in supporting this extremely vulnerable group.

Statutory Provision for UASC

An unaccompanied asylum seeking child becomes the responsibility of the Local Authority in which they are first identified. Generally the Police are the first responder, young people are held at a police station and referred to social services who will complete an age assessment. Those below 16 are generally placed in foster homes and those between 16 and 17 placed with a main stream social housing providers who often do not have the specialist experience and skills to secure the best possible outcome. Organisations such as Baca can offer much more tailored and effective services to UASC as this is their specific purpose.

Within Baca’s care model, there are specific systems to help identify risk indicators of trafficking and provide holistic and tailored care for all unaccompanied children seeking asylum. Their services include:

- Pick up from police station or airport at any time of day or night
- Assessment of trafficking risk indicators
- Trained and experience staff
- High level safeguarding of all young people
- Immediate care in a family like environment
- 24/7 short term supervision for those who are identified as high risk

- Fast liaison with police and social services as first responders

UASC

Liz Moore, a specialist nurse who works closely, with Baca described that there are many concerns with UASC, especially if they don't get the right support. She said that there were a range of issues often leading on from their journey or the lack of support networks and family around them including trafficking, female genital mutilation, child sexual exploitation, radicalisation, youth offending, domestic violence, forced marriages, and neglect. She has also described some of the physical health issues they present with which include poor or no immunisation history, tuberculosis, blood born viruses, poor dental health and poor diet.

Recent Changes

The current migration situation in Europe and the UK has been described as a refugee crisis; statistics demonstrate an alarmingly high number of displaced people living in Europe and attempting to access the UK from countries in conflict such as Iran, Iraq, Afghanistan, Eritrea and Syria. This increase was echoed by staff who felt the organisation was much busier recently than in previous years.

The number of asylum applications is increasing rapidly with Government statistics showing a 50% increase year on year (Sept 2014 to Sept 2015) for UASC. An even higher year on year increase is recorded in the reports of suspected trafficking of 16 to 17 year old to the National Crime Agency. These vulnerable young people are - after long and potentially harrowing journeys - arriving in the UK to a lack of specialist provision, with UASC often placed in unsuitable placements that do not meet their particularly needs for safety and support. Baca is offering these basic provisions, and an extensive service to support victims of trafficking, and unaccompanied children with the complex needs their situations have burdened them with. The work of Baca to support young migrants and asylum seekers in the UK is more crucial now than ever before.

With the recent rejection of the Dubs Amendment to the Immigration bill in March 2017, it is clear that the government is not prioritising the safe passage and protection of UASC. Unfortunately, this is unlikely to mean a reduction in UASC entering the UK from France and the rest of Europe, but could increase the risks of child trafficking. This duality of increased UASC arrivals, and decreased government support indicates there will be further gaps in services and an increased need for the effective and long-term support offered by Baca.

Impact Findings

Theresa May, speaking as Home Secretary in 2014 as part of the Centre for Social Justice Awards “*This charity is an inspiration to us all. They work hard to develop and maintain a strong partnership with police and local authorities to ensure that vulnerable children are given a safe place to live. But more than that they work on turning child victims into survivors through education, care and attention.*”

Outputs

The majority of this report will focus on the outcomes achieved for the beneficiaries but in order to put this in context, some of the headline outputs achieved by Baca in the period 1st April 2016 and 30th September 2016 are listed below.

Number of beneficiaries - 25

Number of new arrivals - 15 (60% of total)

Number of leavers - 6

Number of support hours delivered - 6,215 hours

Of these 6:

- 4 left to post 18 accommodation
- 1 was age assessed out of Baca care
- 1 was moved to 24/7 secure accommodation by social services.

Of these 25, 1 or just 4% ran away (though he returned to Baca soon after this incident). This compares very favourable to the national average of 60% of those placed in care going missing within 48 hours.

Outcomes

As is demonstrated in the Theory of Change above, there are five major outcomes which Baca's strives to achieve for its beneficiaries. These are:

- Increased Personal Safety
- Improved Physical Wellbeing
- Increased Social Engagement
- Increased Engagement with Education, Training and Employment
- Improved Emotional Wellbeing

One young man told us about his time with Baca and how he was being supported in different ways. He said "*Baca is helping a lot*". They helped him to learn English, going to College (studying English, Maths and ICT which is going well), and provided him with accommodation. They support him in lots of practical ways "*If I feel sick I can call them and they support me, get me medicine*". He has enjoyed his time with Baca and undertaken a number of activities including sports.

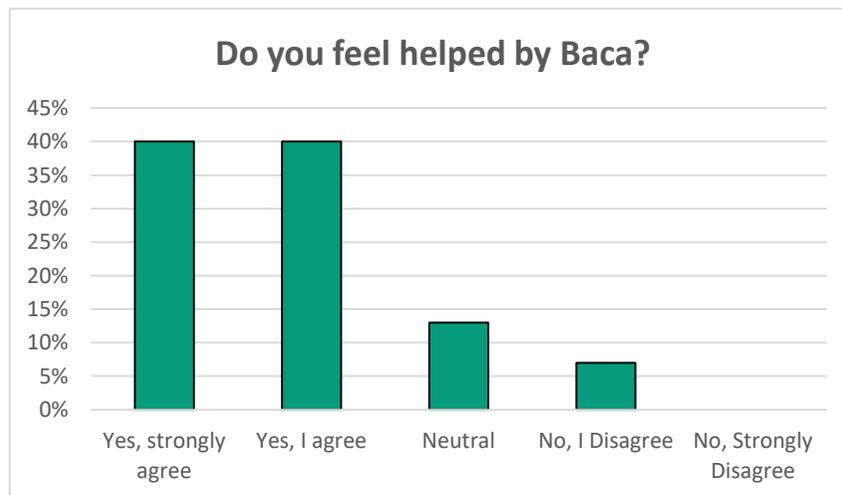
He said he "*Didn't have family here, Baca are like them for me. When I came in, had a bad time, very difficult time. I was completely separated from my family and they [Baca] are helping me with this*". She mentioned they can't change her problems but "*they can provide hope to me*".

The outcomes achieved by Baca can be linked to Maslow's Hierarchy of Needs and we will lay out the outcomes listed above against the levels highlighted below throughout this report.



Physiological Needs -

In order to achieve the full range of outcomes, it is important that basic needs are provided. All of the young people who attend Baca are provided with food, clothing and a safe and secure home immediately on arrival. - Baca ensures that the young person is registered with the local GP, Dentists and Opticians within 48 hours of arrival. Baca supports the young person to receive treatments for any emergency health conditions. Based on the risk to safety faced by the young people arriving, Baca ensures that the young person is supervised, the difference in the roles between Social Service, Home Office and Baca are explained. They are reassured that they are safe with us and do not need to follow any instructions from the people who facilitated (smuggled) their journey across Europe. They are given a Contact Card with essential details to get help if needed. The vast majority of the young people seen stated they felt they had been helped by Baca (80%).



Safety Needs

Increased Personal Safety

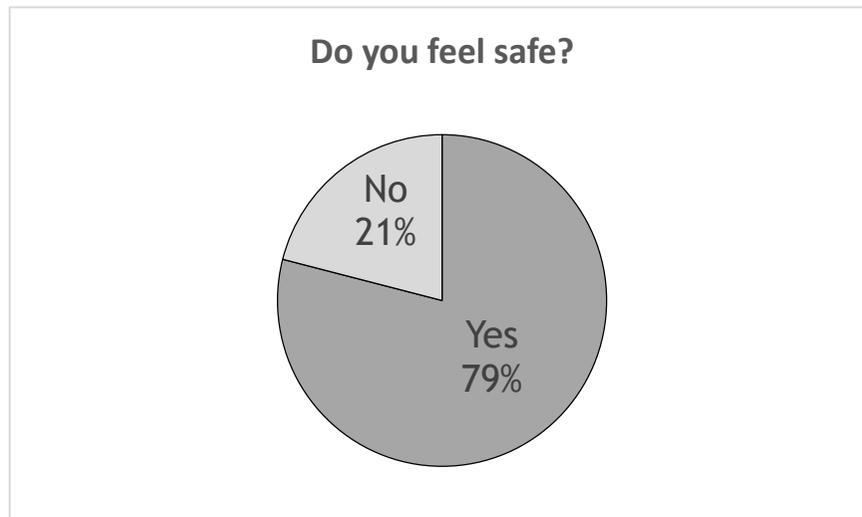
Due to the risks identified in the Theory of Change and the often harrowing journeys the young people have faced, increasing their safety and their sense of safety is an important task. Following on from the comparison with Maslow's Hierarchy of Needs, this is the second stage after the physiological needs which Baca is also meeting and an important step to be able to move onto some subsequent areas of improvement and achievement.

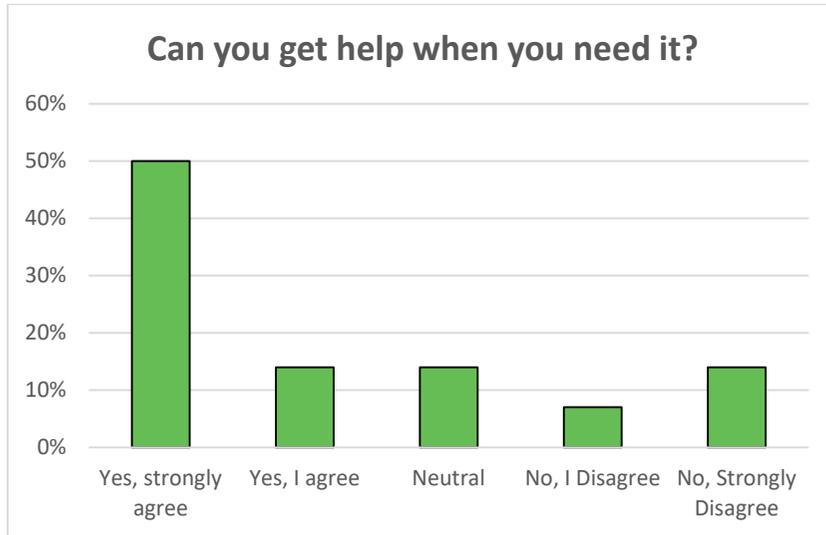
Luke Sebit-Berridge, a social worker, highlighted that the advocacy work undertaken by Baca can support them “*feeling safe*”. He went on to note that because they had been separated from their families, it was important to form new attachments to adults they can rely on such as Baca staff: “*this gives them a greater sense of safety and security*”. Staff at Baca added that the “*security to know someone is there they can contact day to day who cares about their life... gives a foundation for them*”.

79% of young people accessing Baca services stated they felt safe. Qualitative responses included “*because when I need something Baca will help me*”, “*because Baca always take care of me, help me, listen to me when I need it*”, and “*because I have everything that I want, that's why I'm safe*”.

There were also comments from young people who stated they didn't feel safe and these were “*because I think about my life and my family*” and “*I'm not happy*” showing safety is a complex issue in the circumstances that these young people find themselves in. One young person told us of a specific instance where he had a problem which had led him to feel unsafe. He spoke to Baca about this and it was quickly sorted for him.

Baca also provide contact cards and keyrings to all new arrivals with the Baca emergency on call number to minimise the risks facing them, particularly when they have arrived to a new environment which they are unfamiliar with and orientating themselves to with the support of Baca staff.



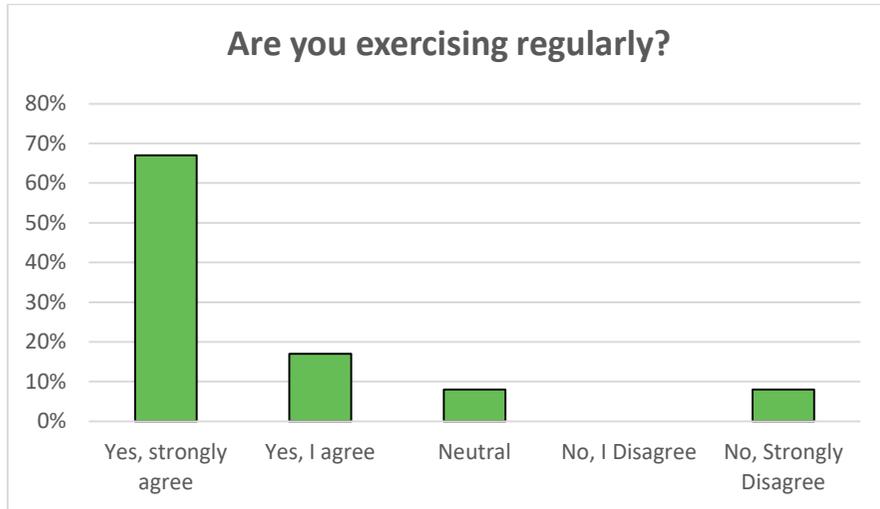


As a result of some of the positive responses to the safety question we have also included the following chart showing that the young people agreed that they could get help when they need it – seemingly a key factor in feeling safe.

Improved Physical Wellbeing

Liz Moore, a specialist nurse, identified a number of health needs impacting on UASC referred to Baca, including poor or no immunisation history, tuberculosis, blood born viruses, poor dental health and poor diet. As many young people present with physical health issues 100% of new arrivals see both a doctor and dentist within 2 weeks of arrival.

Liz regularly sees the young people, undertaking health assessments at the beginning of Baca’s involvement with them and then when they leave the service. She said she *“sees a change in health throughout the assessments they have. [The young people] start off very low and scared. **Physically their presentation is much improved.**”* Baca takes photos of the young people when they arrive and when they leave and Liz said their appearance changes dramatically during this time *“They don’t look as drawn. Their eyes light up, they have got a lot more hope”*.



Beyond this initial help Baca also actively promotes sports and activities for young people and we were given numerous examples of support workers at Baca actively seeking specific clubs for young people to attend, including local running; cricket and football clubs to name a few. The numbers in this area are high with 22 young people of 88% attending Baca sports sessions.

Social Needs

Increased Social Engagement

It is essential for young people coming to this country to be able to navigate a different system, for example healthcare system, legal system, education system. Baca support young people at all levels through this process.

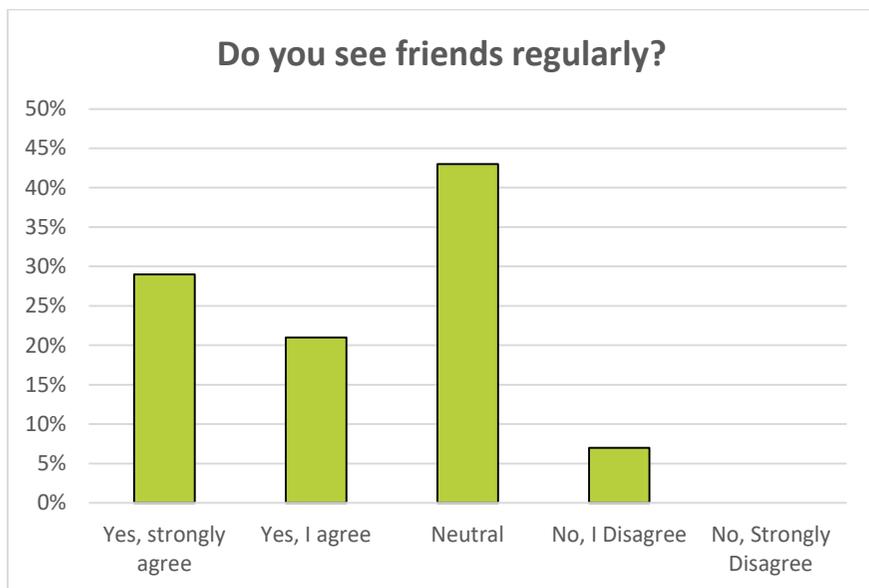
In order to increase their social engagement (as well as achieve some of the other outcomes) Baca works with all of their young people to teach them English. One member of staff stated that the young people *“learn English fairly quickly, often within two to three months they are able to have a conversation”*.

Another stakeholder, Sarah Wilson, a team manager in the Children and Family Services team at Leicestershire County Council, described how the young people *“...are alone, majority don’t have a family network here. They make them feel valued and part of a family. They get them settled and give them the right opportunities such as teaching English and getting them into college. They make them feel welcome, wanted and settled”*. Throughout the course of our data collection a number of stakeholders, staff and young people described Baca as a family and emphasised the importance of this.



Indeed, it is not just about college and teaching English, Baca take the young people on trips such as ice-skating or rock climbing and they take them away for four days in the summer. Staff have seen how this can help the mood and confidence of the young people and reinforces the idea of them acting like a family.

A Leaving Care Worker who works closely with Baca told us that she didn't "*experience anti-social behaviour with [Baca young people]. They know what is right and wrong*".



The results in the graph show that whilst the highest proportion of young people have chosen a neutral answer when asked if they see their friends regularly, there are many more positive responses than negative. Alongside this, 22 or 88% of the young people accessed social trips and community facilities with another 9 involved in the National Citizens Service Award in the period 1st April and 30th September 2016.

Increased Engagement with Education, Employment and Training

Another key tenet of the support Baca provides, and an important step on the route to independence and economic stability, is the support to engage with education employment and training. As UASC arrive into the UK, they are not allowed access to employment (paid or unpaid) until they have received a decision regarding their asylum claim. This takes at least 6 months but can often be much longer so the emphasis for UASC is generally their access to education.



From September 2015 to July 2016:

Gateway:

Baca runs an ESOL programme called Gateway for newly arrived UASC to help prepare them to access mainstream education in the near future. Local colleges delivering ESOL programmes start their qualifications at Entry Level 1 ESOL. However, many of the young people at the point of arrival are not ready to start this qualification and their English language knowledge often is at a pre-entry level. Therefore Baca's Gateway programme delivers Pre-Entry ESOL crossing over to Entry 1 ESOL before the young people start at college. This programme provides the young people with the ability to strengthen the foundations of literacy; enables them to understand expectations of a classroom and self-study skills. The lessons are tailored to individual levels as much as possible taking into account their emotional and mental wellbeing. The programme aims to enable young people to have better transitions to college and to prepare young people to remain in education or training in the long term.

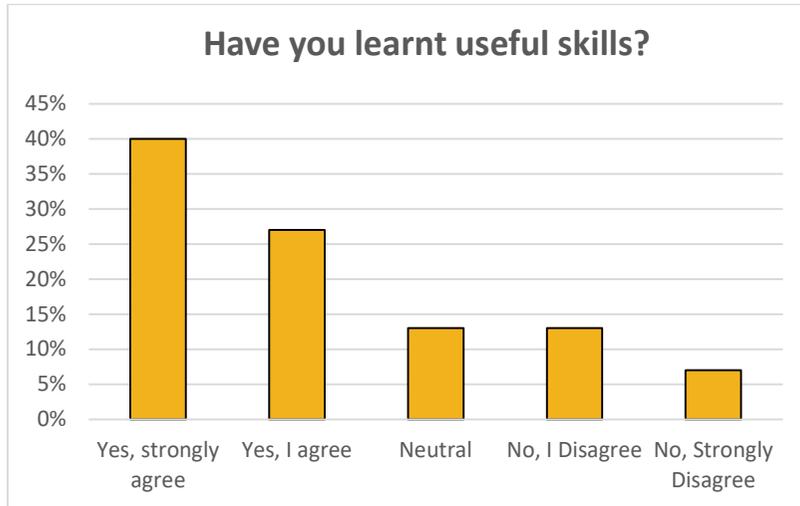
12 young people accessed Gateway, spending an average of 3.8 months before either moving into college or leaving Baca's care. During this time, they typically progressed one level either from pre-entry to level 1 (the minimum entry level for college) or progressed through to a higher level.

- 8 new young people were supported into college which was 100% of those who were still with Baca following arrival in the UK

College:

The young people supported by Baca typically enrol on the Skills for Life curriculum at college, focusing on literacy and numeracy. This has five graded levels from entry level 1-3 and level 1-2, with level 2 being the equivalent of a GCSE at A* - C. During the 2015/2016 academic year:

- 11 young people were studying at College
- 9 or 82% passed exams at College (these exams are for progress from entry level 1 up to and including level 2 of the Skills for Life curriculum)
- 2 or 18% passed more than one level at College



All of the young people we spoke to as part of this impact assessment discussed what they were studying in College, and also the activities and trips they have been on. Indeed, one stakeholder spoke of how important the in-house education and ESOL classes were in preparing the young people to attend College. They went on to say Baca were different from accommodation providers by providing other services and fun days out for the young people.

One young person illustrates the importance of Baca’s work. He had been with Baca for one year and was studying Maths, English and ICT at Regents College. He told us that Baca had helped him with his English. He spoke no English when he arrived in the UK, but Baca taught him and his “teachers helped a lot”. One teacher at Baca even spoke his own language. He now enjoys College and other activities including swimming, badminton, ice-skating and rock climbing. He felt all of this had helped him with his confidence.

Rakesh Nair, from Regents College which the young people attend, told us that he has been working with Baca for three years and thought they were the “*closest to a corporate parent you can get. The support from Baca is very strong especially compared to other agencies*”. The biggest changes he sees within the young people are their “*levels of confidence and levels of English*”. He believe the extra support they get with their English helps them to integrate and thus increase their social engagement. He said he is “*Very happy with their partnership with Baca*”

Esteem Needs

Improved Emotional Wellbeing

Liz Moore told us that the main concern she had with the young people she saw was their mental health - she knew a lot were struggling with sleep and believed many may be suffering from Post-Traumatic Stress Disorder (PTSD).

During the period September 2015 to July 2016, 15 young people accessed therapeutic arts with 7 accessing in a 1:1 setting and there was a positive link between these and improved mental wellbeing. Alongside these the encouragement to undertake physical activity can make a positive impact on mental health, showing how the outcomes Baca achieve work together to support the young people towards independence.

One example which shows the difference that Baca can make comes from an interview with one young person. He has been with Baca since October 2015 and is currently studying GCSE English and Higher Maths at Regents College. He is supported through College by Baca who provide him with extra reading if he needs it and come to his parents evening. Outside of College, Baca have also found him a football team to play within and have taken him on various trips and excursions. Baca also support him by accompanying him to appointments with his solicitor and the home office.

He also told us that Baca can “*help him with any of his problems*”. He said there have been personal changes for him in the last 1.5 years including “*coping with loneliness. Before I came I was alone. At Baca I have found some friends which help with loneliness*”. These are friends who he has found through college, football and the trips undertaken by Baca showing all aspects of the service can contribute to the improved emotional wellbeing of young people.

He has also been taken to see councillors by Baca to support him for anxiety and stress issues. These have been helped and Baca have also helped him increase his confidence. He stated now that he “*copers better with his anxiety. Overall, I really like Baca. I can’t imagine what I would do without them.*”

He is sitting his GCSEs soon and is planning to take ‘A’ levels in English and Maths if he gets the grades he is hoping for.

The improvements made in emotional wellbeing were also echoed in the stakeholder interviews which were undertaken.

Luke Sebit-Berridge, a social worker, said the support Baca provide can help to keep anxiety levels down and helps young people “*adapt to being in a different environment. [It means they are] more likely to be comfortable too in a new culture and go out and experience things*”. He continued that longer term it is essential to give them attachments as these may have been broken and the attachments they form at and with Baca are the “*blueprint for how they can trust people*”. New positive attachments will reinforce blueprints they have or challenge any negatives blueprints they might have. He described this as “*vital relationship based social work*” and “*in terms of their progression this is essential*”.

Praful Solanki, part of the Child and Adolescent Mental Health Team, agreed the support given raises their confidence both in terms of the “*practical support - help getting to appointments, functional skills, and daily living skills*” and the “*emotional support on top of all of that*”. It



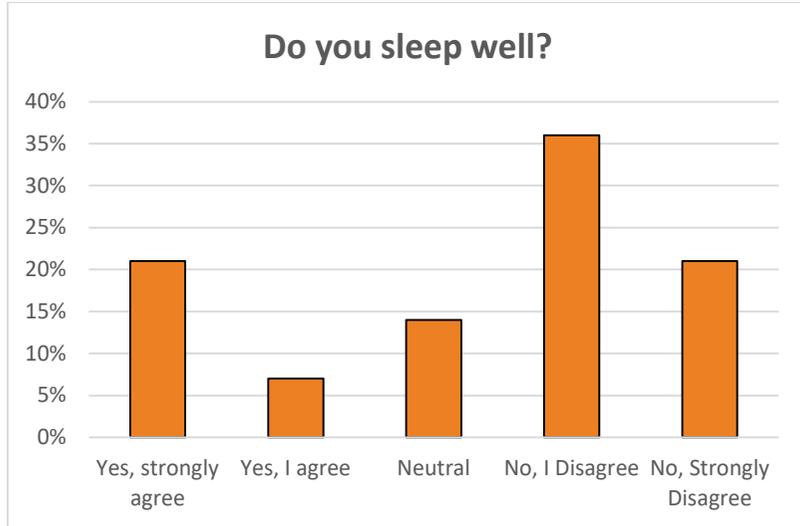
“Gives them a real point of strength” especially due to the emotive nature of the trauma, it is very useful to have an adult they can talk to in order to *“keep them in the here and now”* and not back in the trauma. This consistent relationship gives a level of containment which he saw as helping young people move away from their trauma.

Staff also agreed that they saw the young people they work with, gain in confidence, an important indicator for improved mental wellbeing. One said that the level of support they provide gives the young people *“a lot more confident... knowing there is someone there regularly and caring helps with this”*. Another member of staff went further to say that Baca provide *“Foundation and security to know someone is there they can contact day to day who cares about their life... gives a foundation for them”*.

All staff expressed the importance of the relational side of their work allowing young people to *“grow up more, grow in themselves and confidence”*. Baca foster a family atmosphere enabling young people to form relationships not only with staff but also with other young people at Baca, this *“helps confidence as they have a context where they feel safe and supported with friends”*. Baca favour smaller 4/5 bed houses that aim to recreate a home like environment rather than a larger residential unit and have a residential worker within the houses who lives alongside the young people.

Baca take photos of the young people when they arrive and when they leave and for obvious reasons these are not being shared in this report. However, both staff at Baca and external stakeholders noted the difference you could see in the young people from when they arrive to when they leave. They saw that previously the young people looked scared, dishevelled, and blank behind the eyes. *“Then brightness at the end. Starting to open up in terms of personality and confidence”*.

Baca allows them to be themselves and *“get some control back in their lives... [They] start to feel safe, confident and happy to say no which is pleasing to see.”*



Despite all the progress being made with their emotional wellbeing, the chart to the left shows the issues that the young people have in sleeping well - often a sign of sound mental health. This may be due to the nature of mental health issues and the trauma that they have experienced but also highlights the need for Baca to continue working in this area. Liz Moore pointed out that a lot of the young people “*don’t know where their parent or siblings are and are worried about them. Some are also going through their applications to stay*” both of which can cause stress. She saw that a lot of the “*mental health problems they have will be forever but they are functioning much better [as a result of their time with Baca]*”.

Some of the data collection around emotional wellbeing was hampered by the differing language abilities of the young people who Baca worked with and this will be discussed in more detail in the Learning and Development section below.

Impact / Self-Actualisation

Ultimately, by providing basic needs, through the support given and the outcomes achieved, Baca are aiming to help the young people they work with to achieve long-term economic independence and stability. As is shown by Maslow’s Hierarchy of Needs, it is necessary for them to go through all of these stages in order to be able to achieve this impact.

“I am grateful to everyone at Baca because they helped me to integrate and learn to live independently. Baca is my second home, Shukran Gracias (Thank you very much)” Young Person

“Baca staff worked with sensitivity and with understanding, alongside this young person supporting her to build her trust and confidence. They worked appropriately in co-operation with other agencies to safeguard this young person and continued to provide a highly valued standard of care...” (Social Worker)



Achieving long-term economic independence and stability

A member of staff at Baca described their work succinctly as “giving the young people universal skills for the transition to adulthood”. Others pointed out a variety of longer term impacts for the young people, however, they all point to the young people working towards economically independent and stable lives.

Liz Moore saw “*Stability as the big thing*” that Baca can offer, they give the young people “*shelter, guidance, education, life skills, access to education, outdoor activities*” but this all leads to stability.

Rakesh Nair at Regents College thought the work was “*improving their employability and helped to integrate them into British society*”, thus “*Increasing their chances to move on to the next level and not be NEET (not in employment, education or training)*”.

“*The young people who move on from Baca into their own flats are so much more able to live independently than many of the young people I support. They save me so much time here*”, (Social Worker, Leaving Care Team)

Praful Solanki believed “*in the longer term it gives them good skills, confidence, and the ability to manage socially and economically*”. He has seen people go on to education, become more confidence and become more independent as a result of the work of Baca. He finished that his “*work with Baca has been very positive*”.

A Leaving Care Worker who works closely with Baca compared the results seen by the young people who have progressed through Baca with those who have gone through other care settings. She said “*they have such amazing independence skills when they are able to move on. They are very resilient considering their background, have such good skills and a sense of responsibility*”. She described some of their skills and qualities as including managing tenancies, budgeting, cooking, cleaning, having safe relationships and the importance of studying. “*All their young people have excellent independence skills and take their education very seriously*”. She believed that Baca have young people that will end up at university as a result of their work. “*They want to be a success. All the skills we try to give our own children*”. She expressed her amazement at how far they had come from the initial visits at the police station where they could see the trauma and fear of the young people. She believes one of the key traits they have after their time with Baca is “*resilience*”. This is developed through intensive support when they first arrive and then helping them develop skills in order to become independent. “*Baca is building strengths to help people to move on. I always find that they move on better than people in foster care*”.

Case Studies:

Please note that the names in this section have been changed.

Tarek's Story

Background

Tarek lived a comfortable life in Southern Syria. When the uprising started, and people began to leave the country, he fled with the rest of his family. They were forced to split up in Turkey, and he travelled alone, often in lorries to the UK, not sure of his or his family's future. Tarek arrived with Baca in September 2012.

The problem

When Tarek arrived at Baca he was traumatised by the terrible things he had seen and experienced in Syria and on his journey to the UK. He also felt powerless that he couldn't help his family, but at the same time guilt that he was now ok, and they may not be, he often said "why me". He didn't really know what to do, or what sort of future he had.

The solution

His support worker (who lived in the house with him) spent time helping Tarek deal with this trauma and guilt. He eventually helped Tarek to see that rather than feel guilty, he had to grab the opportunity in front him and make a life here, then he would be in a better position to look for his family.

Tarek started to fully engage with the staff at Baca and other stakeholders, he also understood why his education was so important, and always attended ESOL classes. He also started to work through his feelings of guilt and loss with 1:1 therapeutic sessions.

As time went on he gained confidence and wanted to do more and more. In Syria his family had staff to cook and clean. Rather than see this as a menial task he wanted to learn, he had lots of notebooks so he could write down recipes and other practical advice. He didn't want to spend much time watching TV, so he joined the library so he could learn and read in peace.

Within three months of his arrival at Baca, Tarek received a positive decision from Home Office. He was granted leave to remain for five years. He was really upbeat about this news, and was so thankful to everyone at Baca, his social worker and his solicitor. He could see a future ahead, he told us he wanted to continue learning English, become a hairdresser and open up a business.

Tarek's Story continued

Tarek always wanted to learn more. Baca started budgeting workshops with him, comparing the price of items etc. He wanted to save as he knew in the future he would need his own furniture etc. so he saved £250. He attended sexual health lessons as well as conflict resolution workshops, where he was always the peacemaker. When he was ready to move into semi-independent living he embarked on a mission to make his new house as immaculately clean as possible.

The results

Within three months his English language skills had gone from none to a point where he could communicate well with his support worker. He went on to study at a college in Loughborough before moving to Leicester College gaining ESOL levels 1-3 and 4 GCSE's.

Tarek's growing ambition led Baca to take him to a skills show at the Birmingham NEC. This motivated him even more as he wanted to engage with people, and present a product like they did. This experience inspired Tarek to give a presentation at a City of Sanctuary event in front of many people he didn't know. He told them about his life and journey from Syria, and that he only used to speak Arabic. He said that he had embraced the support Baca gave him, and this has allowed him to give this speech in English.

Tarek saved more money and spent some of it on a hairdressing kit. He was able to secure two hours a week of work experience in a hairdressers in Nottingham, which was near the solicitors he had visited. Tarek was also starting to train at a Syrian kitchen, sometimes up to four hours a day, he really enjoyed it. Tarek said the reason he liked these jobs was because he wanted to make a difference to people in a way he could see. Tarek left Baca in February 2014 when he turned 18 and was able to get his own flat.

The challenges

Tarek faced many challenges, the first was to recover from the traumatic journey to the UK. Then he had to deal with the guilt he felt, that he was safe and his family were not. He then faced daily challenges around learning new skills, while in the background he didn't know if he would be allowed to stay in the UK. As his skills and confidence grew the next challenge was the pressure he put on himself. He addressed this by continuing to speak to his support worker and listening to his advice and guidance.

Beyond the results

It has been over four years since Tarek arrived at Baca, He is well and happy, and still lives in the same flat in Loughborough. He is now doing a vocational course at college in Understanding Employment, Business and Enterprise. He is managing to attend college while working 20 hours a week. Tarek has gained additional skills completing his driving theory, before going on to pass his test. He still has plans to start a new business, and he is building towards this goal. Tarek and his girlfriend are making plans to travel in Europe together in the future. He recently attended his brother's wedding in Spain, where his mother is also now living. Tarek stays in regular contact with his support worker, but he never asks for anything, they just chat as friends.

Anwar's Story between January 2010 and October 2016

Background

Anwar lived in Northern Africa, and had been a street kid all his life, he had no family. From growing up in that environment he developed strong survival instincts, doing whatever it took to get through the day. Anwar had a real caring side to his personality, as he would protect the younger street kids from government officials and abusers. He knew that people were leaving his country for a better life, and he decided he had to risk making the journey if he wanted a future. So he left and travelled to the UK, witnessing and experiencing physical and sexual abuse on his long journey. When he arrived at Baca he was only just 16 years old.

The problem

A lifetime on the streets combined with the abuse he received during his journey to the UK, had left Anwar with many physical and emotional scars. He initially was reluctant to open up about these issues or would only do so briefly before shutting down again.

After 18 months with Baca, Anwar had started to take his GCSE's and was talking really positively about wanting to be a car mechanic. Unfortunately his asylum case was taking time to go through, and Anwar's emotional state went down dramatically. He also started to have stomach problems caused by eating off the street, and he started to lose his hair.

Steps taken

Right from the start Anwar had a desire to gain more knowledge and to develop himself. As he improved his living skills under the guidance of his support worker, they developed a strong relationship. As this bond grew Anwar slowly started to talk about his life back home, and particularly about the criminal activities he took part in to survive. It would be over two years before he opened up about the abuse he received on his journey.

After 18 months Anwar's physical and mental health went down. He needed a lot of care from his support worker and GP to help him through this difficult time. To aid his recovery Baca organised a three month work placement at a national car garage. This proved to be a real boost for Anwar's confidence, and alongside the other support he received, helped to get him back on track.

The result

By the time he was almost 18, Anwar had developed the living skills he needed, and was ready to move on. He had been granted leave to remain for three years. He was also given a Living Care Grant, and used this wisely to shop around to buy all the items he would need for his new flat.

Anwar is still on his mechanics course at college, but he is also working part time at a car repair garage. He passed his driving license, and has brought a car that he loves to work on.

Lydia's Story

Lydia, aged 16, was found by local police on a lorry, along with 11 other women and a couple of men, on a cold night in December 2013. It is believed she had been trafficked, suffering torture and exploitation, from Ethiopia through Sudan and Libya into Europe. On route she was separated from her younger brother and she still does not know of his whereabouts or if he is safe. Thankfully she was picked up by the police which meant she avoided being met by a trafficker and brought into slavery in the UK.

Staff from Baca met Lydia at the police station and brought her into our care along with three other girls. Despite being with the other girls, M was very fearful and unable to trust those around her. She didn't know any English and had no prior education so was illiterate in Oromo, her first language. She struggled to make friends and showed signs of having an eating disorder. She was highly vulnerable.

Through the ESOL support it became clear that Lydia's needs and learning capacity/pace were very different from the other learners so we split the class. This had a positive impact on Lydia's confidence, learning and general well-being, we had observed that too much pressure affected her mental health and her eating. Once Lydia started college the ESOL teachers continued to offer as much support as her timetable would allow. She attended our lessons on the mornings she was not at college and during holidays. We were able to work on areas that she was finding difficult, adapting our programme to include ICT and Numeracy lessons when it became evident that she was struggling in these areas. Lydia is now doing well at College, passing two exams in her first academic year, which is a remarkable achievement given her background.

Lydia spent 12 sessions with our arts specialist sharing her story in a therapeutic context. Together they made a hand drawn, life sized self portrait of herself and over the weeks she shared and wrote her story around the drawing. Lydia was able to share the "good" and "bad" sides of her life story in Ethiopia and of her experiences of travelling to the UK. The opportunity to share her story in a "safe" and accepting environment had a positive effect on her mental health and at times she seemed physically relieved to get some of the more difficult things onto paper. At the end of the process Lydia asked to share her story with other staff members at Baca, demonstrating her trust in the team.

A key factor in her recovery and empowerment has been sport as she loves running. We established links with a local running club and although she initially struggled with new people, communication, and dealing with disappointment in her performance, she has worked through this with support from us and the club and is now independently attending and competing. She has received advice from us and dieticians to improve her understanding of how diet affects her energy, health and ability to race well. Making friends at the running club has been significant in her being able to integrate into the community, and she has made significant progress in processing trauma and managing her emotions.

Though recently 18, Lydia remains at Baca due to her level of vulnerability.

Other outcomes

Baca supports various agencies and local authorities they work with through both the level of outcomes they achieve and the quality of their service which is highlighted next in this report.

As was shown earlier in this report, Baca achieve a much lower rate than the national average in regards to absconding of UASC. Alongside this, we have also been told by a Leaving Care Worker who works with Baca that the outcomes achieved for the UASC who have been supported by Baca compare very favourably with other young people who have been through the care system. They noted their independence skills and resilience as being much higher as well as their sense of responsibility including taking their education seriously, managing their money and tenancies. They were convinced that because Baca don't give the minimum levels of support that there were young people who had worked with Baca who would go on to achieve great things in life including going to university. They noted that *"they want to be a success"* and couldn't believe *"how far some of them have come"*. They also felt that as the local authority were not tied to a fixed fee and because Baca want to move people along to independence that this would help them reduce their costs. Overall, they felt that Baca made it a lot easier than others to help them achieve independence and successful outcomes.

Other stakeholders we spoke to agreed that working with Baca helped them with their workload and enabled them to give a better service by getting better contact with young people and by the support that Baca are happy and willing to give other agencies. We were told by local authorities that they have a huge amount of respect for the work Baca do based on the outcomes for the young people and the support which is given to them. We were told that Baca are *"always willing to contribute and provide advice to local authorities on any aspects of their work. They are always willing to participate and are very responsive"*.

Quality of Service

Alongside the outcomes which are achieved by Baca, it is clear that a variety of stakeholders believe they offer a high quality service and below we have shared some of these views and the reasons behind these. Recently a social worker said *"The level of service and care Baca provides for its young people is second to none"*. Others added that Baca *"Do it in a really quietly confident and professional way"* and *"Baca have amazing and passionate staff which help them get successful outcomes for the young people"*.

The young people said in a recent survey:

- 80% felt helped by Baca
- 60% felt listened to

- 67% found their support worker helpful
- 86% found their teachers helpful

A Leaving Care Worker who works closely with Baca told us *“They have a wealth of knowledge and experience of working with UASC and can respond quickly to the needs of new arrivals. They don’t look at giving them then minimum support but can provide intensive care where it is necessary. The staff are so experienced and have a good understanding of what has happened in their countries and on their journey”*.

Sarah Wilson said *“They know their business and the young people. We trust them and they have a proven track record. We know that they have the needs of the young people at heart. It comes through that they care and want to achieve the best for the young people. They are reliable, we can trust the work that they are doing”*.

Learning and Development

There were a number of challenges associated with data collection for Baca. The major being the desire to keep the beneficiaries at the centre of the process combined with their range of native languages and differing levels of English. The survey was designed alongside their teachers in order to be accessible but some of the outcomes were harder to find a range of indicators for. Beneficiaries interviews were undertaken in a range of settings both one on one, in small groups and with and without support workers. These produced different results and for future evaluations, the best system should be decided upon and carried throughout the assessment.

Throughout the course of the Local Sustainability Fund project, the FSI have worked to develop impact measurement systems for Baca. The use of these systems will ensure Baca is able to accurately measure their impact as well as communicate this effectively with a range of stakeholders.

Some of the stakeholder interviews highlighted the evidence and communication of impact as a way of Baca improving and working to develop relationships with a range of new and existing stakeholders.

Outside of the lessons to be learned within data collection, there is an obvious need to look into the results recorded around the problems young people have in regard to sleep and if anything can be offered to support this.

Conclusion

From the impact assessment we have undertaken it is clear that there is a strong need for the work undertaken by Baca. There are clear outcomes for the young people they work with from providing basic needs through to increased personal safety; improved physical wellbeing; increased engagement with education; employment and training; increased social engagement and improved mental wellbeing. All of these outcomes contribute towards Baca's aim of supporting the young people to become positive and empowered, able to live independently as net contributors to society.

Prepared by the FSI



Appendix 1 - Questions used as prompts in Focus Groups and Stakeholder Interviews

Beneficiary Interviews

- How long have you been with Baca?
- Have they been able to help you?
- How have they been able to help you?
- Are you currently in College / do you attend any activities?
- What has changed for you since you came to Baca?

Staff Focus Group

- What is your role with Baca and how long have you been here?
- What attracted you to come and work here?
- What do you think changes for the young people you work with during their time with Baca?
- What do you think are the long term changes for the young people you work with?
- What is it about Baca that enables you to make these changes?
- Have you seen any changes in recent years?

Stakeholder Interviews

- What is your involvement with Baca?
- What do you think they are able to achieve / what are their outcomes?
- Why is it Baca are able to achieve this?
- What does this mean for the people they work with on a day to day basis?
- What does this mean for the people they work with long term?
- What does this mean for you as a partner/funder/commissioner?

Appendix 2 - Beneficiary Survey

Due to the differing first languages spoken by Baca's beneficiaries and their differing levels of English, a survey was adapted to use simple language and pictures as was deemed appropriate by their teachers.

Questions 1 - 13 were asked using the following scale:



Yes, I strongly agree - Yes, I agree - I am not sure / neutral - No, I disagree - No, I strongly disagree

1. Do you feel helped by Baca?
2. Do we listen to you?
3. Have you learnt useful skills?
4. Have you enjoyed the sports and other activities you've done with Baca?
5. Is your support worker helpful?
6. Are your teachers at Baca helpful?
7. Are you happy with your house?
8. Have you enjoyed the art activities you've done?
9. Do you see your friends regularly
10. Do you sleep well?
11. Can you get help when you need it?
12. Do you eat regularly?
13. Are you exercising regularly?
14. Do you feel safe? (Yes / no box provided) Why?

Questions 15 - 17 were free text questions and extra space was added at the end of the survey for any additional comments

15. What is the best thing about Baca?
16. Is there anything you are not happy with? Please tell us if there is.
17. Can Baca help you more? How?