



Stepping Stones to Success

 **COVEY**
ANNUAL REPORT 2018
COMMITMENT OPENNESS RESPECT INNOVATION PASSION



VISION

Children, young people and families receive the consistent, reliable, individual support to be able to deal positively with their life challenges.

MISSION

We support children, young people and families on their life journey, bringing colour to their lives, while enabling them through strong relationships, to become more resilient and self aware; better equipped to reach their full potential.

VALUES

- COMMITMENT** Giving of our best
- OPENNESS** Communicating authentically & truthfully
- RESPECT** Valuing the individual
- INNOVATION** Providing creative solutions
- PASSION** Caring deeply

TEAM

(As at 31 March 2018)



WELCOME TO OUR 2018 ANNUAL REPORT!

We trust that you will be encouraged and inspired as we share the stepping stones taken to achieve success over the financial year 2017/18 - our 25th year in operation.

Often it is the small steps that we take that can make a big difference. These small, yet significant, steps to change have been the emerging theme of our work over the past year.

With nine different projects, supported by eleven individual funders, we have consistently and compassionately provided the support needed to see the young people and families involved with COVEY reach their goals.

Strategically, COVEY has again taken steps to achieve our objectives of excellent service provision, development of services and raising our profile. Due to the passion and commitment of the staff team we achieved 'very good' from South Lanarkshire Council in their service review. We've also responded to the needs identified in our communities by securing funding for additional projects; one in rural South Lanarkshire and the other supporting siblings of young people with an additional support need. Further strategic connections (more small steps) were made with statutory and third sector partner agencies, building more sustainable partnerships and enhancing the contribution to our communities through working together.

We continually appreciate the contribution of each individual staff and Board member as we work alongside each other as a cohesive and effective team, aligned to our values.

For 25 years volunteers have been the bedrock of COVEY. We rely on their generosity, energy and kindness as they give freely of their time. We trust that you will be inspired by their Commitment, Openness, Respect, Innovation and Passion – our values – and in seeing what this culture brings to those who are experiencing difficulties in their lives.

By taking a holistic approach, recognising and working with people's strengths and goals, we have once again witnessed some remarkable results and successes.

Looking ahead - In this the Year of Young People, COVEY is set to further widen our scope and ambitions. Our aim is to support more people in our communities to take their own individual 'Stepping Stones to Success'.

Les Morgan
Chair

Rhoda Reid
Project Leader

Stepping Stones to Success



“On several occasions I have had reason to hold up COVEY as a shining example of an organisation that is passionate about ensuring that its core values are not simply pinned to a wall but are lived out in all aspects of its operations”

External Consultant

Stepping Stones to Success



Year of Young People 2018

The Year of Young People 2018 aims to inspire Scotland through its young people, celebrating their achievements, valuing their contribution to communities and creating opportunities for them to shine locally, nationally and globally.

COVEY is well aligned to this aim and through our projects working with young people we are able to facilitate the outcomes that the Year of Young People 2018 aspires to:

- giving young people a greater say in the decisions that affect their lives
- improving the public perception of young people
- giving more opportunity for intergenerational work and conversations and
- providing more opportunities to take part in positive activities and experiences.

We are committed to ensuring that young people's voices are heard in our planning, and they are valued and respected by staff, volunteers and the wider community.



COVEY YOUNG PEOPLES PROJECTS

Groups

Three groups of young people meet each week to develop strong and trusting relationships. Grouped by age (covering ages 8-17) and stage, socially isolated young people grow in confidence and have the chance to connect with others in their community through befriending groups. They make and maintain relationships and have a safe space to openly share and be supported in their concerns and challenges.

51 young people were involved in groups funded through our Service Level Agreement with South Lanarkshire Council

One-to-One

Volunteers have weekly outings with young people (age 7-16) who are experiencing some difficulty in life. Through having a consistent reliable adult, young people have someone to listen to them, form a relationship with a trusted role model and are supported in making good decisions.

South Lanarkshire Council provided for 44 one-to-one befriending relationships

intandem

COVEY is one of 13 charities selected to deliver the Scottish Government's mentoring programme for young people (age 8-14) who are looked after at home. The intandem programme reflects how important it is for all young people to have at least one long-term relationship with a positive adult role model. Through the support of volunteer mentors the difficulties that these young people face are alleviated.

10 young people were supported through funding from Inspiring Scotland

ANGELS

Befriending groups with volunteer befrienders give young people with additional needs the opportunity to be supported in their social interactions and have fun. The ANGELS transition group gives opportunity for older young people to develop skills for independence in a safe and supportive environment.

37 young people were involved in our ANGELS project supported by BBC Children in Need, The Wm Grant Youth Opportunities Fund and SLC

TIME OUT

Responding to an emerging need in the community this group for children who have a sibling with an additional need began in January 2018. In our weekly groups these brothers and sisters can find time for themselves, take part in fun activities and gain new experiences. Supported by staff and volunteer befrienders young people can connect with others who have similar experiences and can grow in understanding and confidence.

Shared Care Scotland enabled us to begin this project in January 2018 with the aim of helping over 20 young people in the year and 9 were involved in the inaugural group

COVEY Connect

Outreach workers have been recruited to give one-to-one support for young people who are most isolated and disadvantaged due to residing in very rural areas of Clydesdale. This is COVEY's newest project which commenced in April 2018. We expect that this opportunity for young people will build confidence and see them better connected in their communities (Funded by SSE).

Plusone

Plusone mentoring supports young people (age 8-14) at risk of entering the children's hearing system or criminal justice system. Volunteer mentors are trained and matched with young people to help build their confidence, skills, and relationships. They focus on setting goals and celebrate achievements together. This builds their resilience and confidence over time.

15 young people were mentored through this YMCA Scotland franchise, made possible by the RS Macdonald Charitable Trust, The Robertson Trust and South Lanarkshire Community Safety Partnership

Stepping Stones to Success

“Being involved with COVEY has been life changing - in a good way - just amazing, so many different positive experiences - I’ve been challenged but I now have the skills to manage the challenges.”

Student



COVEY PARENTS PROJECTS

PACT

Parents and Carers Together - Parents/Carers are given the chance to meet others in similar situations, expanding their support network and helping to alleviate feelings of stress, isolation and loneliness. Three groups meet monthly and are facilitated by a Family Support Coordinator.

The South Lanarkshire Health & Social Care Integration Fund and Alliance Scotland supported the three parent-support groups with 37 participants

Pathways to Confidence

Delivered in partnership with Bellshill YMCA, Pathways to Confidence aims to build supportive relationships with young people and families, allowing confidence to grow, helping remove the barriers they may have and giving them support to achieve their true potential. COVEY provides support to the adult parents/carers through one-to-one sessions with staff and volunteer family mentors.

Wm Grant and Son Youth Opportunities Fund, administered by Foundation Scotland funds Pathways to Confidence enabling 37 parents to have supportive befriending relationships

COVEY STUDENT PLACEMENTS

Student Placements

We have been able to give six students the opportunity to complete a placement with us this year. Their courses have ranged from HNC and HND Health and Social Care, Community Development and Education and Social Services at degree level. Students have supported young people and parents on a one-to-one basis, helped in our groups, carried out research and completed a mapping exercise. We aim to give the students the best experience and they are a very welcome part of the team.

COVEY VOLUNTEERS

Volunteers

Volunteers are central to what we do in COVEY and this year over 120 have been involved in various roles giving a total of 4567 hours. In addition to mentoring and befriending roles we have appreciated the services of volunteer drivers and others being involved in marketing and volunteer recruitment. This year, as well as our standard volunteer training we offered training on first aid, managing challenging behaviour and child online safety. Many of our volunteers reported that through helping a young person or parent take steps to success, their own confidence grew, they learned new skills and they had a lot of FUN in the process!



COVEY OUTCOMES



We have identified common outcomes for all of our young people and family projects. Though these outcomes may manifest in a variety of ways they enable us to ensure that we can measure and report on the difference that is made; recording each little step to success. These outcomes form the basis of all evaluation and reporting.

GROWTH IN
CONFIDENCE

IMPROVED
WELLBEING

REDUCED
SOCIAL
ISOLATION

IMPROVED
& SUSTAINED
SELF-ESTEEM

INCREASED
SKILLS &
INTERESTS

“I salute you in your work befriending John and really hope this continues. I think it is really important for him”

Head Teacher

“It’s lot of fun and I feel privileged to be part of a young person’s life”

Volunteer Befriender



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GROWTH IN CONFIDENCE

Many of the young people and parents that are involved with COVEY begin their journey with us following referral from Social Work or other agencies.

Having a lack of confidence can sometimes be very disabling and can arise from their life experiences. They may have suffered bereavement, ill health or poverty; be affected by substance misuse or some form of abuse. The support given through having a trusted relationship can be the small steps which can lead to a growing confidence.

INDICATORS OF SUCCESS

Increased confidence has resulted in our young people being able to positively interact within the groups and be comfortable to express their opinion. Some have been able to take the lead in making decisions and others have had the confidence to try new things with the support of a mentor. For parents who meet regularly with a staff member or volunteer they have taken opportunities that they would normally shy away from, are able to get out of the house and have the confidence to access other services.



“The group helps Emma with her confidence, she looks forward to it and most of the activities she really enjoys and is enthusiastic about, we have seen a big difference in her confidence”

Foster Carer

“It has helped to boost my confidence and helped me to try new things”

Young Person

NEW EXPERIENCES

Eleven year old James had limited experiences and opportunities due to taking on a caring role with his siblings. James had also witnessed domestic violence, substance misuse and neglect.

Group befriending gave James some time to have fun, gain new experiences and give him some time away from his siblings and the responsibility he had when he was at home. Being involved for over one year in the COVEY befriending groups gave James more confidence.

James loved the new experiences he had, including bowling and a scavenger hunt and said that the group has helped him to make friends and not to be as shy.

FULLY ENGAGED

During the school holidays we partner with Peter Vardy Motherwell, car dealership, to provide three-day taster work placements. Nine young people enjoyed the experience and this gave them a chance to try out new things. We saw all of them grow in confidence and develop positive aspirations about going into work in the future. All of the young people were nervous before going along, and with support they were able to engage fully with the staff and have a great experience. Following the work experience one of our young people wrote a letter of thanks directly to Peter Vardy, which they posted on their Facebook page.

Stepping Stones to Success

IMPROVED HEALTH & WELLBEING

Through the variety of activities that are enjoyed by COVEY young people and the parents we support, we have seen remarkable improvements in health and wellbeing. 72% of the parents/carers that were involved said that they felt more able to cope with life challenges, through the support received to access health advice and GP services, resulting in a more active lifestyle.

Activities with our young people have included a focus on being healthy and simple steps are taken to promote healthy choices, encourage being active and provide a safe emotional space for young people to explore their feelings.

INDICATORS OF SUCCESS

Many of our parents have said that they have happier, more balanced family lives through their involvement. Getting time specifically for themselves helps them be calmer and more positive role models. Some have developed healthier eating habits and have begun to spend quality time with their children. For the young people the small stepping stones to better health can be the setting of goals for themselves and being supported in achieving these. Some are now more active and have tried sports and activities that they would not normally have had the opportunity to experience. Being involved in our activities can result in small steps to a growing success in an individual's health and wellbeing.



“I honestly do not know how we would have coped without the support my daughter receives from ANGELS and the support I receive from PACT”

Parent

“I’m so pleased I didn’t bottle out ... the PACT group was just what I needed”

PACT Participant

POSITIVE FUTURE

Denise is a kinship carer for her granddaughter who has ADHD. She felt very isolated and was beginning to feel the strains of her role. Denise gained support from a Pathways to Confidence Family Support Worker and her confidence grew with each weekly meeting.

With encouragement and support Denise was able to approach things differently with her granddaughter. This alleviated stress and created more harmony in the family home. Denise is now more able to focus on her own needs and looking after herself, which in turn benefits her granddaughter. She has been able to consider opportunities in the community such as attending healthy lifestyle activities such as yoga and fitness and reports to seeing the possibility of a healthier and more positive future for both herself and her granddaughter.

LOOKING FORWARD

Parent Hilary became involved with COVEY due to her experience of poor mental health and diagnosis of fibromyalgia. This affected her confidence and there was a marked deterioration of her health and wellbeing.

Following 17 months of one-to-one parent support and mentoring Hilary said that she would like to meet with other parents in similar situations. Hilary has attended the PACT groups for over 8 months and has received additional one-to-one support between times. At first she was apprehensive and uncomfortable; however after reassurance and encouragement from other members of the group and staff, she quickly began to build relationships and enjoy the activities.

Hilary has grown in confidence and was able to share that she looks forward to trying new things, and that she knows that the support improves her mood and health significantly.

Stepping Stones to Success

REDUCED SOCIAL ISOLATION

Those who experience poverty and other difficult circumstances are at risk of being very isolated in their communities. Through being involved with COVEY, young people and parents have someone who is there for them, have opportunities to build a trusting relationship and have consistent support.

Our groups give opportunity to meet with others who may be experiencing similar difficulties and can provide some peer support. The steps to attend a group can be hugely daunting for those who are socially isolated, but with support from staff and volunteers, participants can learn and grow from this experience.

INDICATORS OF SUCCESS

Through befriending and mentoring we have seen communication in families improve, leading to better relationships within the family and more connections within the community. Young people report a more positive school experience with better attendance and engagement. They are now able to take part in activities in their community. Having some experiences to share with their friends has helped them connect with their peers. Through the groups they have learnt to participate in team games and share more. Adults who have been supported, report having more people they can call on for support; from accessing the right services to developing new friendships.



“Alice feels much more confident and much happier since she started ANGELS, she feels she has friends for the first time”

Parent

“I trust people now; I’m not as scared to trust people”

Young Person

RIGHT DIRECTION

Kim was referred to COVEY for school non-attendance and was extremely isolated. She rarely left the house and had no aspirations. Through weekly meetings with her mentor Kim was encouraged to leave the house and has worked on her goals. One of Kim’s goals was to learn to ice skate and to be able to go ice skating independently. Kim made good progress, and although a fall set her back, she continued to receive support from her mentor.

Kim still struggles with her school attendance; however she has been able to talk to her mentor about her worries. Social work and education are working with COVEY on a plan to support Kim back into school and her mentor will continue to support her in this. Kim now enjoys getting out of the house and trying new things and although she is worried about returning to school she has gained the confidence to be able to consider this and take steps in the right direction.

SMALL STEPS

Thirteen year old Josh has an additional support need and as a result is very isolated. Referred to COVEY in 2017 Josh said that he could not cope in a school setting or being around other people. He hadn’t attended school for over a year, was very anxious and felt judged by other people.

Josh joined an ANGELS group and although at times unable to leave the house and reluctant to attend, he has taken many small steps to success.

Josh overcame these difficulties on a weekly basis. He has increasingly engaged with the other young people and befrienders. His progress and increasing social confidence meant that he was able to transition to a mainstream COVEY group. Josh was supported to attend a trial session and coped amazingly well. He is presently attending both groups and mixing with a number of young people and befrienders. Josh’s isolation has reduced and he has taken steps towards being able to attend school again.

At times, Josh can struggle to see how he has grown, but his mum has said ‘I now have a happy boy back and am so grateful’.

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IMPROVED SELF-ESTEEM

For those who begin their journey with COVEY their self-esteem can be at a low point. Self-esteem is essentially how we value ourselves, and our young people and the parents/carers we work with often struggle with negative feelings, sometimes feeling worthless. They typically feel unable to make decisions for themselves, frequently feel judged and are unable to recognise their strengths.

Through the trusting relationships built we have seen their negative thinking change over time. Befrienders and mentors are encouraging and supportive; they focus on the person's strengths, what they can do, not their limitations, and through these small steps we have seen people begin to change and grow.

INDICATORS OF SUCCESS

A growth in self-esteem has been seen with some parents/carers feeling more positive about the future; able to be assertive and taking pride in their appearance. Through the support they have received they are recognising their strengths and limitations, being open about the support they need and verbalising their improvement and self belief. Some young people have been able to share how they are feeling and benefitted from support through their difficulties. They have reported feeling better about themselves, they are more able to make informed and more positive decisions and take responsibility for their actions.

“Staff and befrienders at COVEY were the first people to say they were proud of me”

Young Person



KINDNESS EVENING

Within our ANGELS group we held a 'Kindness Evening' which involved everyone writing or being helped to write one positive comment about each of the other young people. Young people had their comments presented to them at the end of the activity and were told things like they were friendly, helpful, pretty and funny. It was very obvious how happy this made the young people and several parents said it had boosted their child's confidence to have gained the feedback and have a keepsake to remind them.

Group Coordinator

FEELS BETTER

Amber was referred to COVEY through school. Although managing academically, Amber struggled socially and did not have any friends. Amber has Autism Spectrum Disorder and found it difficult to read certain social situations. This led to disagreements and misunderstandings and Amber spent a lot of time on her own and became a target for bullies. Her self-esteem was at rock bottom and on some days she could not attend school.

By attending an ANGELS group, Amber has been supported to interact with other young people, and befrienders have been able to foster her social skills. Amber has built a positive relationship with another girl in the group and they have fun taking part in various activities.

Mum and school now report that Amber's self-esteem has increased, she feels better about herself, presents as happier and is no longer being bullied. Amber now enjoys being able to attend school and tell her peers about the activities that she takes part in with her friends at the group.

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INCREASED SKILLS & INTERESTS

Those who are referred to COVEY usually have had limited experiences; some children never having had the opportunities others take for granted such as travelling by train or visiting a restaurant.

For the adults that we support, their confidence is usually very low and as a result of their caring duties they have not been able to find the time or resources to have the chance or support to try out new things. Young people and parents have been supported to take steps to try things outwith their comfort zone and to participate in activities they would normally shy away from.

INDICATORS OF SUCCESS

Each of our group participants (young people and adults) were able to identify at least one new skill or interest that being involved with COVEY had helped them to discover; as well as a new place that they had been able to visit. Through being helped to set goals for themselves and be supported in taking the small steps to achieving these goals, everyone involved with COVEY has an opportunity to increase their skills and interests. This outcome is one which helps enhance and link to the other outcomes we seek; confidence and self-esteem is positively impacted, isolation is reduced and health and wellbeing is improved.

One parent had the chance to fulfil a childhood dream and try horse-riding, another had not been swimming for many years. Some children and young people tried drumming, others gardening and some learned more practical skills such as how to travel by bus and order food in a restaurant.



“The boys group has helped me to be more tolerant and understanding, at the start one of the boys got on my nerves but now we get on. It’s fun and we get a good laugh”

Young Person

MORE CONFIDENT

Katie was isolated within her rural community and lacked confidence and self-esteem, she struggled to trust adults due to her past experiences. Katie has limited opportunities to have new experiences due to the family having reduced finances, and little access to amenities because of where she lives. Katie was matched with a mentor who helped to restore her confidence in adults. Katie loves animals and it was her goal to go horse riding but due to finances the family were not able to provide this opportunity. Katie went to the local stables supported by her mentor and despite being a bit hesitant she managed ride a horse for the first time. Katie said she loves her outings and since being matched she says she feels more confident and less isolated. Katie is now able to transfer to group befriending, where she will continue to develop her social skills and make new friends.

POSITIVE CHOICES

Brian often displayed poor behaviours such as fighting and telling lies, resulting in exclusion from school on several occasions. The family were going through a difficult time as Brian’s parents had separated. Brian and his befriender quickly built rapport and developed an open and trusting relationship. Brian had the opportunity to try new activities and visit other places, something which mum was unable to offer him.

During this match Brian was a victim of abuse resulting in a police investigation. During this period in Brian’s life he had a positive male role model in his befriender and someone to talk to, just when he needed this most.

Weekly outings with his befriender have given Brian the opportunity develop social skills and have some time out each week. At the time when Brian was involved in the police investigation befriending offered respite from his difficulties and someone to talk to who was not closely involved. As Brian gets ready to leave school, he is better prepared to make positive choices about his career and his future.



FINANCE THANK YOU



	2017/18	2016/17
INCOME	£	£
Grants	421,145	392,831
Donations	11,907	3,212
Donated Services	18,500	18,500
Interest	5	141
TOTAL	451,557	414,684
EXPENDITURE		
Staff Costs	318,615	264,202
Staff Training	3,172	5,327
Staff Travel	11,420	11,048
Programme Costs	68,777	59,899
Information Promotion	4,170	9,871
Office Equipment	0	743
Premises Costs	18,500	18,500
General Running Costs	26,835	22,820
Accountancy Services	2,370	1,367
TOTAL	453,859	393,777



2474
outings
with volunteers

4567
hours
mentoring & befriending

9
projects
supporting young people and families

Thank you to all who supported COVEY through giving additional funds, staff time, use of facilities and personal donations through Just Giving, Tesco Bags of Help, UK Steel Enterprise, St Nicholas Care Fund, The WA Cargill Fund, Hollywood bowl, The Munro Partnership, Peter Vardy Foundation, Regenfx, South Lanarkshire Council Problem Solving Group, Wm. Grant & Son volunteer match fund, Radio Clyde Cash for Kids and the RKT Harris Charitable Trust. Use of office premises is provided by South Lanarkshire Council.

A full copy of the certified accounts, prepared by accountants Kilbryde and Co., East Kilbride, can be obtained on request from our Hamilton Office

96 young people involved in
group befriending



166
young people involved in
covey

121
volunteers
involved

32^{new}
volunteers
from 127 volunteer enquiries



One-to-one befriending and mentoring

activities included swimming, visits to museums, eating out, flying a kite, stone painting and board games café. Everyone had the opportunity to be involved in the 'whole COVEY' annual pantomime visit and also enjoyed our 25th Birthday party in February. A great time was had by all!

Group sessions included Science Fun, Lego Therapy, Sportsworx, Relaxation, Therapets, Health and Hygiene, Baking, Beats of Brazil, Arts and Crafts, Clydesdale Community Initiatives, Drama, T-shirt making, Yoga, Body Confidence and team challenges.

46
PACT
group activities

37
parents
involved in PACT group

34
families
supported through one-to-one support

601
support
sessions provided by staff



Support sessions with adults included accessing Citizens Advice, food banks, GP surgeries, legal services and benefits claims and accompaniment to specialist appointments. Other outings included eating out, shopping, visits to the library, Seasons for Growth courses, stress courses, mindfulness and outdoor walks.

PACT participants enjoyed a wide range of activities: Mindfulness, a pamper day, afternoon tea, Tai Chi, bowling, ceramic painting and walking.



Stepping Stones to Success

COVEY CONTACT DETAILS

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Community Volunteers Enabling You
Registered Charity No. SC020754 Company No. SC200094

*All quotes are verbatim and names have been changed
to protect the privacy of the individual*

www.coveybefriending.org.uk

