



NATIONAL CITIZEN SERVICE: FIVE YEAR IMPACT REPORT



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Executive Summary

Our vision is of a country of connected, confident, caring citizens where everyone feels at home.

NCS offers a range of experiences for young people that support them to become world ready and work ready — through growing their confidence, independence and skills; connecting them with people from all walks of life; and empowering them to make a difference in their communities and wider society. Enabling social mixing is at the core of NCS, connecting young people from all backgrounds.

Young people who participate in NCS are more likely to:

- Become work ready and world ready.
- Have greater confidence, resilience, and wellbeing.
- Feel able to have an impact on their world.
- Have respect and tolerance for difference and diversity.

NCS is celebrating five years as a Royal Charter body and using this opportunity to reflect on the impact NCS has had. Social cohesion and putting young people first have remained at the heart of everything that NCS does, ever since our inception in 2009. Over the last 5 years, NCS has evolved significantly to respond to young people's needs, and continues to deliver life-changing impact.

How NCS has changed:

- Until 2019, NCS saw large numbers of young people participate in impactful part-residential programmes.
- During the COVID-19 pandemic, NCS — together with its network — pivoted its offer to serve the needs of young people.
- NCS built on these learnings and has continued to offer a range of experiences to young people.

- NCS has a new strategy and offer for 2023–2025, with young people at the heart of it as part of the National Youth Guarantee. The strategy will provide choice and flexibility to young people and the youth sector, and meet the government's strategic priorities.

How NCS delivers impact:

- Since NCS began, over 800,000 young people have benefitted from an NCS experience.
- NCS returns economic benefit to the country, and gives back more than it takes. For every £1 spent on the 2019 NCS Summer programme, an economic benefit of £3.05 was generated.
- The programmes and experiences delivered by NCS have had a positive impact on core priorities for young people. Surveys between 2018–2022 consistently show that:
 - Over 80% of young people say that NCS gave them a chance to develop skills that will be useful for the future.
 - Above 70% of young people say that NCS builds their respect for diversity.

NCS is managed and supported by NCS Trust, our central team who are constantly working to make sure that NCS delivers impactful experiences to as many young people as possible. NCS is funded by the UK Government through the Department for Culture, Media and Sport as a core part of the National Youth Guarantee.

Key Facts and Figures

Since NCS began:

- > Over **800,000** young people have benefitted from an NCS experience.
- > More than **18 million hours** of community-based volunteering and social action have been completed by young people through **NCS experiences**.

2018–2022:

- > Over **80%** of young people say that NCS gave them a chance to develop skills that will be useful for the future.
- > Over **70%** of young people say that NCS builds their respect for diversity.
- > Over **60%** of young people feel more likely to volunteer following their NCS experience.²
- > NCS partnered with over **500 organisations** delivering high-quality NCS programmes.
- > For every **£1** spent on the 2019 NCS Summer programme, an **economic benefit of £3.05** was generated.³
- > Despite a global pandemic, over **23,000 young people participated** in NCS activities in 2020 — supporting their local communities, and learning new skills to remain resilient.
- > **2021–2023 UK Year of Service** delivered over **330 placements** to young people for 9+ months in socially beneficial roles and community-based organisations.
- > In 2022, over **120,000 young people participated in NCS**, which is the highest number since inception.

2023–2025:

- > NCS Trust has committed to delivering **261,000 experiences** for young people during 2023–2025.
- > NCS Trust is working with over **300 partners through grant-funding** and procurement routes.

Please note that the NCS offer has evolved over time which has changed the way in which we measure participation and impact. Historically NCS has always measured the unique number of young people, and moving forward the number of experiences delivered will be measured. Due to these changes, comparisons are not always like for like.

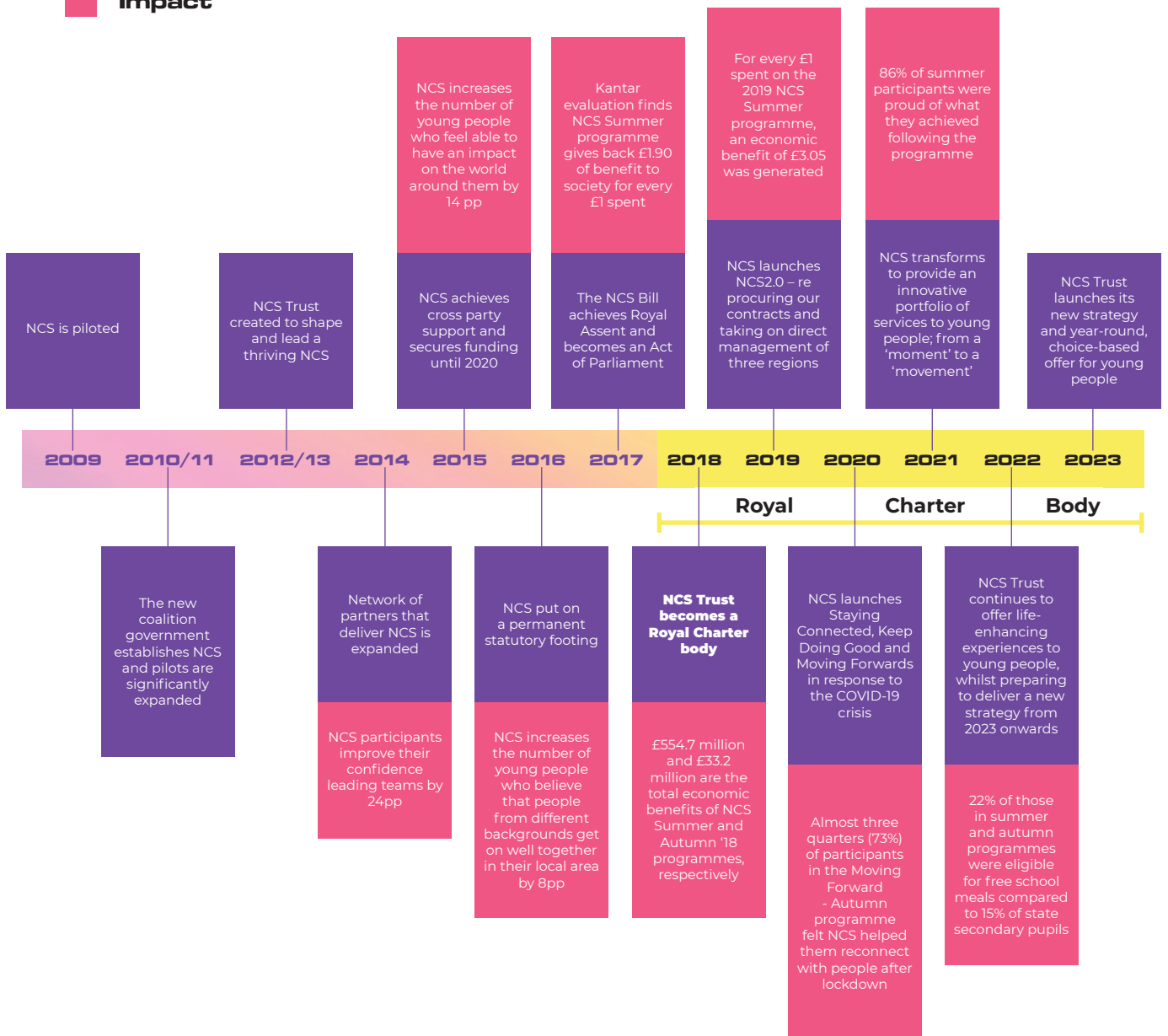
² Please note that these figures are based on surveys of young people across multiple years where there were changes to the methodology, questions in the survey, and the offer that young people participated in. These metrics were not designed to be compared year on year.

³ Kantar (September 2021) National Citizen Service 2019 Evaluation Report

NCS Since its Inception

Activity

Impact



Forewords

Foreword from the Board Youth Advisors and Co-Chairs

Jess Evans and Lamin Tarawally

As Co-Chairs of the NCS Trust Youth Advisory Board and Advisors to the Royal Charter Body Board of NCS Trust, we have been fortunate to witness first-hand the power of young people's voices, and their resilience over the past five years in a changing and challenging world.

NCS Trust has changed significantly over this period and has always given young people, from a vast range of backgrounds and areas, the opportunity to connect with others and maximise their potential. We are excited to see the launch of a new portfolio of NCS experiences, and are inspired by how pivotal young people have been in their design.

By embedding young people at its core, NCS Trust is building the value of collaboration and shared decision making into its culture. This has had a profound impact on shaping and influencing the NCS strategy and transformation. Looking ahead, we are confident that NCS will continue to empower young people, and successfully support them in achieving their goals and exploring new opportunities.



J. Evans

Jess Evans (she/her)

Lamin Tarawally

Lamin Tarawally (he/him)



Foreword from the Chair

Brett Wigdortz OBE

I became the first chair of the new NCS Trust in July 2018, as it became a Royal Charter body overseeing the work of the National Citizen Service which had already been operating since 2012. My vision in taking on this role was to support the National Citizen Service on its journey from a successful summer residential programme to a sustainable national institution, working in partnership with the youth sector to help more young people become more world ready and work ready.

At a time when so much of society seems to be spending less time learning from and listening to each other, I've been especially impressed with the social mixing that takes place on NCS programmes - bringing young people together from different backgrounds and geographies in ways that few other organisations do.

The past five years have seen an immense amount of change in society — and in the Trust. The impact of COVID-19, changes in technology and how we interact, and a more challenging economic environment have all placed pressures on organisations to adjust and respond quickly.

NCS has dealt with these challenges and successfully pivoted in 2020 to help young people during COVID-19 lockdowns. NCS has transformed, while continuing to keep to its core mission and values and deliver impact for young people. At the same time the control of costs at NCS has been exemplary. NCS has proven strong value for money and is doing more with less for the young people of England.

Our new strategy has been developed in partnership with our sponsoring department, DCMS, and this strategy forms a large part of their National Youth Guarantee.

I am immensely proud of what the Trust has helped young people achieve in the past five years. The Trust has a very solid foundation upon which to build and grow, and I wish my successor all the best. I hope they enjoy their role as much as I have.

Brett Wigdortz OBE (he/him)

Foreword from the CEO

Mark Gifford

This year, NCS Trust celebrates five years of being a Royal Charter body. I am delighted at how far we have come as an organisation during this time despite external challenges.

This journey over the past five years, emphasises the commitment of NCS to building a country of connected, confident and caring citizens where everyone feels at home. Our new strategy, as part of the National Youth Guarantee, will ensure that opportunities for young people are available across England universally, while also being targeted in areas of high-need so that all young people can thrive. We want to continue to expand our engagement with the wider youth and education sectors, and bring all relevant stakeholders together to shape the government's ambition for young people.

These plans are made possible by our success and resilience over the past five years, navigated by the exceptional leadership of our Board of Trustees, and our departing chair, Brett Wigdortz, who I thank for his efforts in guiding the Trust through a period of great transition. I wish him all the best with his future endeavours.

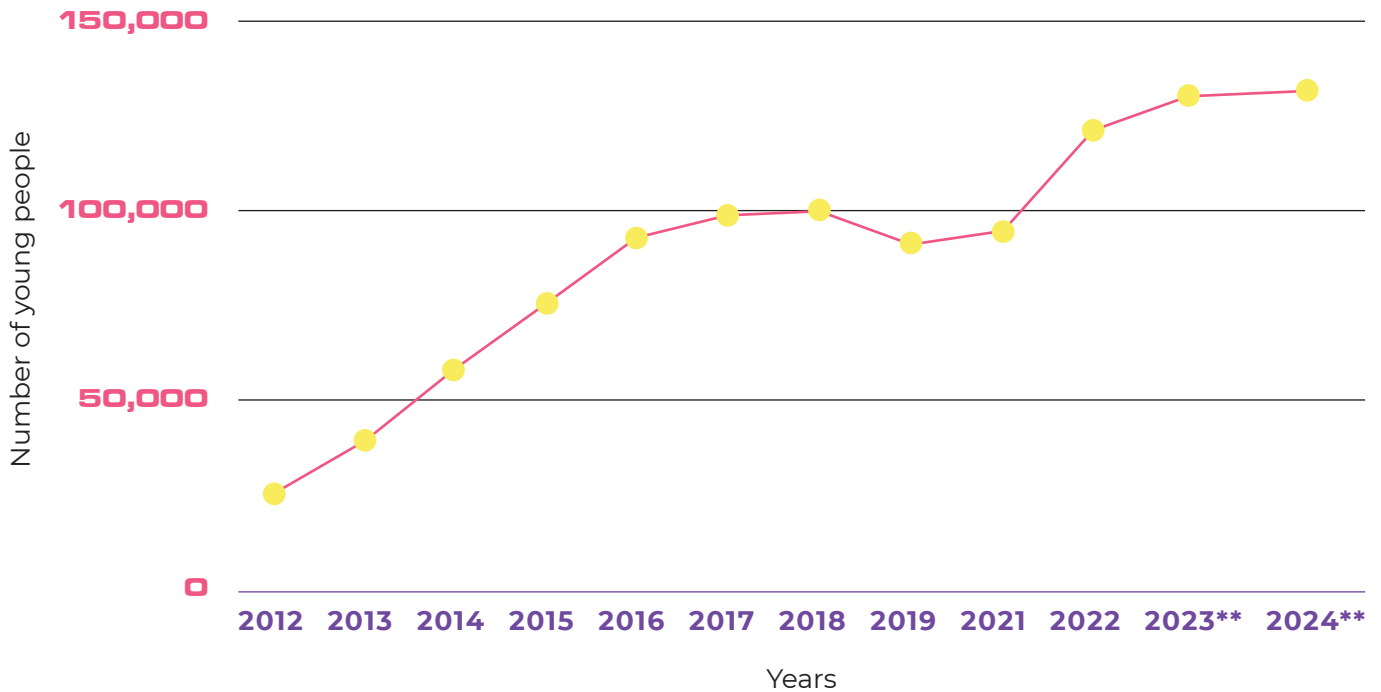
2018–2022 has been a period of success, challenges, and transformation for NCS, and we've continued to deliver impact for young people year on year. Our new strategy and offer for 2023-2025 builds on what we've learnt, and will continue to deliver life-enhancing experiences for young people. This is a momentous chapter in the Trust's history and I am excited for what the future holds.



Mark Gifford (he/him)



NCS Participation Since Inception



*Due to the pandemic and lockdown restrictions, NCS was unable to run its usual residential programmes in 2020/21.

** Participation for 2023 and 2024 is based on targets agreed with DCMS. Please note the approach to measuring participation will change due to a new offer. The focus will be on the number of experiences delivered to young people, rather than the unique number of young people.

Our Story

Today, the world is a different place for young people than when NCS was founded in 2009, or when NCS Trust became a Royal Charter body in 2018. A long shadow was left by COVID-19 along with significant advances in technology, a changing labour market, and the growing importance of volunteering for young people.

Hundreds of thousands of young people have participated in impactful NCS experiences since its inception, broadening their horizons, building their life skills, and making friends of different backgrounds. NCS Trust has developed a keen understanding of what works, to deliver positive outcomes on social cohesion, work-readiness, essential skills, and positive citizenship.

In 2023, NCS Trust is aiming to deliver 130,500 experiences for young people — more than ever in its history — through a new portfolio of away from home, local community, and online experiences. We are working with more than 300 locally embedded partners to deliver these experiences, who will enable young people from different backgrounds to connect. We are also trialling self-funded innovation pilots like UK Year of Service, that address the crisis in youth employment, and we're working across government on policies to elevate the needs of young people.

All of this transformation builds on the significant learnings that NCS has gained as it has grown and evolved over the last five years. Throughout that period, more than 400,000 young people have participated in a variety of NCS experiences — which is more than double the number who participated in the first nine years of NCS⁴. Enabling social mixing has always been core to NCS and over the years hundreds of thousands of young people have been able to connect with and learn from their peers.

In 2018 and 2019, NCS offered a three to four week residential experience, delivered through a network of over 120 contracted partners including charities, football clubs, private enterprises, and local councils.

2020 was a disruptive year globally, with national lockdowns, prolonged uncertainty and, for many, the loss of loved ones. Young people were particularly impacted during this period. NCS Trust surveyed over 1,000 young people in February 2021 and found that 60% had been feeling isolated and more lonely than usual.⁵ Despite these challenges we also saw resilience, hope, and passion from young people. At NCS Trust we understood that young people needed our support more than ever. The Trust pivoted quickly, repurposing contracts, and working with its network to deliver alternative services and activities to support young people and schools. In 2020, over 23,000 young people took part in these new NCS activities, connecting with others and supporting their community, whilst adhering to social distancing restrictions.

NCS also explored Further Education and School Support, creating resources and content for schools to support young people during the pandemic. This initiative evolved into Skills Booster, with resources exploring themes such as personal development, volunteering, and social action. This was an innovative solution to the request from education settings to support the development of young people in different ways.

2021 represented a return to a 'new normal'. NCS Trust built on learnings from the pandemic, offering a portfolio of services to young people including summer and autumn programmes, accessible monthly community action groups, and a digital hub. NCS also piloted UK Year of Service, an employability programme offering paid work placements rooted in local communities. 2021 saw over 95,000 young people participate in a range of NCS activities.

The hopes and needs of young people had been changing for some time, and the unprecedented times of the pandemic further escalated this. With a rapid rise in social media usage, and increasing concerns about climate change and inequality, young people want more security, choice and advocacy. In this context, NCS Trust started to redesign its strategy and offer.

In 2022 NCS continued to offer in-person residential programmes for young people, while NCS Trust began the process of researching, designing, and planning a new strategy that had young people at the heart of it.

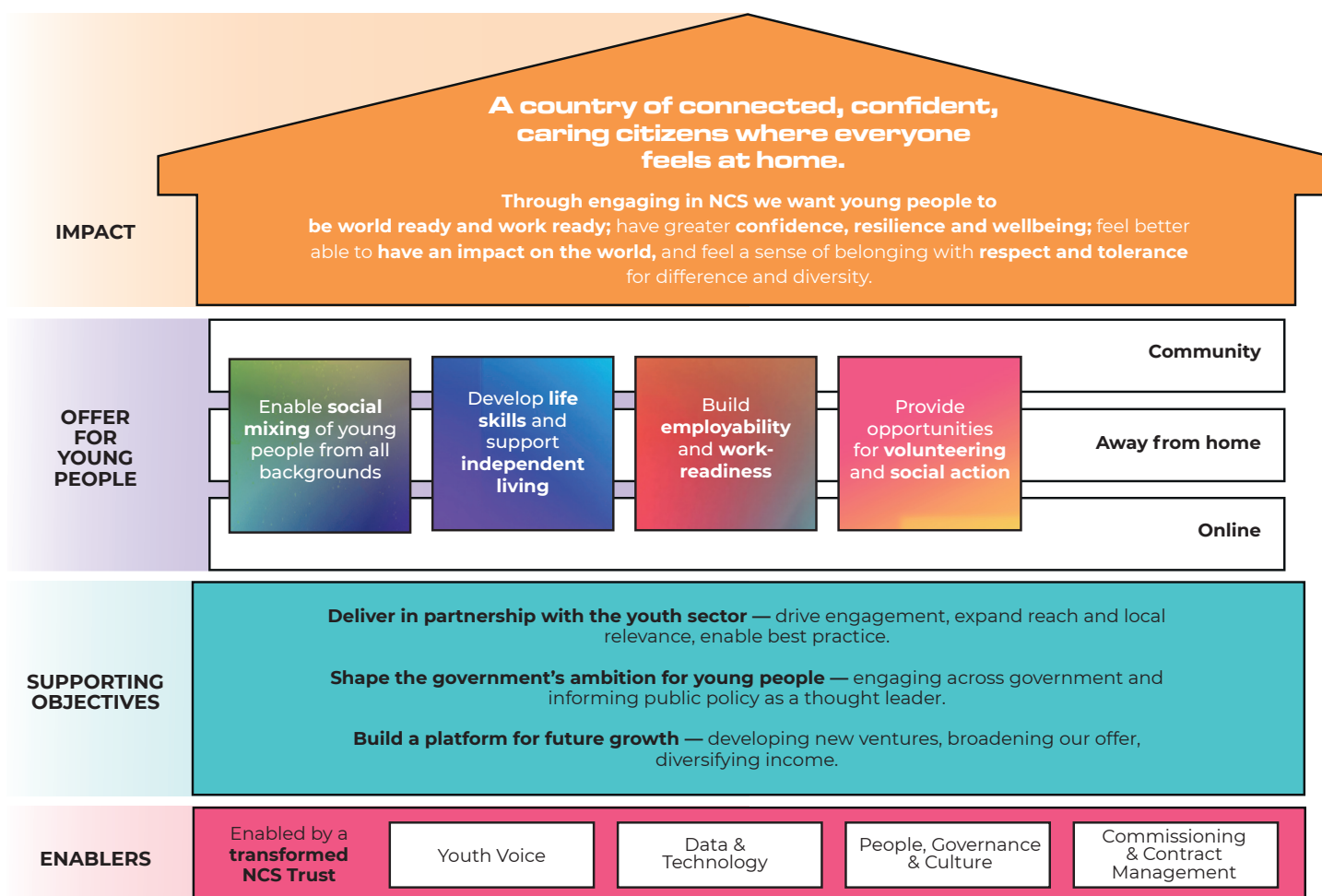
NCS, a Royal Charter body, has been on a significant journey since 2018. NCS successfully re-commissioned contracts, pivoted its offer during the pandemic, and responded to the changing needs of young people. All of this has been achieved while delivering life-enhancing experiences for young people, opportunities that have had a genuine impact at a key crossroads in their lives. The five year anniversary of NCS as a Royal Charter body is a momentous occasion and NCS will continue to grow, evolve, and deliver for young people in the future.



⁴ Please note that the NCS offer has evolved over time so these comparisons are not like for like.

⁵ NCS Trust and Youthsight (February 2021) YP Survey Results

NCS Strategy 2023-2025



The new NCS strategy for 2023–2025 outlines the impact we are seeking to achieve, our priority objectives, and how we will deliver them.

NCS is designed to support young people to overcome and combat their challenges, by providing away from home, online, and local community experiences with the following objectives:

- Develop life skills and support independent living.
- Build employability and work-readiness.
- Provide opportunities for volunteering and social action.
- Enable social mixing of young people from all backgrounds

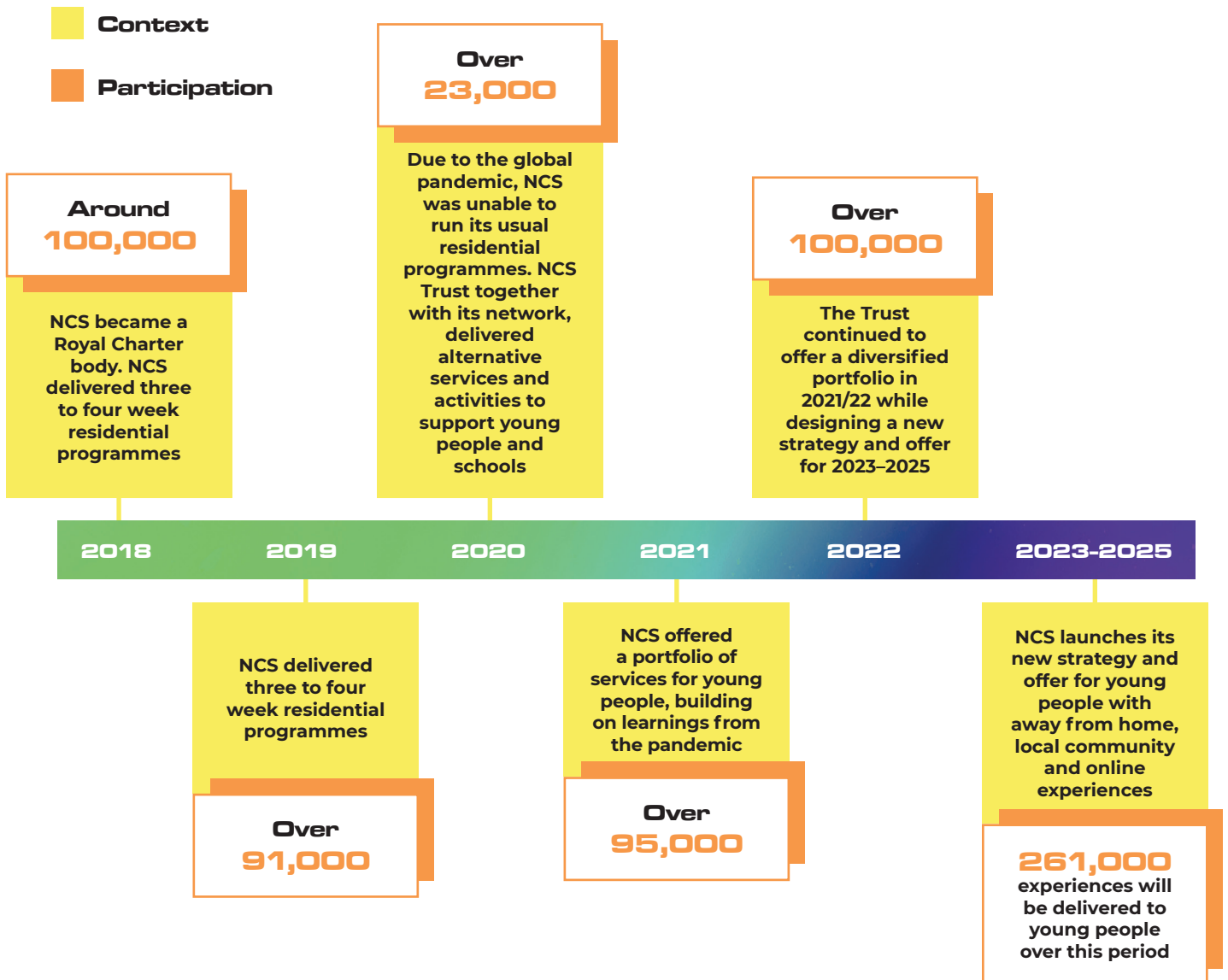
Young people are able to choose how they want to engage in NCS experiences — whether that's signing up for a five day adventure away from home, attending their local community experience year-round, or engaging in online activities on a laptop or smartphone from their own home. The variety of experiences puts young people in the driving seat, giving them more choice than ever before around their NCS journey. All experiences offer a mix of fun activities, opportunities to develop skills for life and work, and the chance to make new friends from many different locations and backgrounds.

NCS experiences account for a significant portion of the government's National Youth Guarantee — an ambitious commitment that, by 2025, every young person in England will have access to trips away from home, regular activities, and opportunities to volunteer.

Delivering this new strategy requires new ways of working, both internally at NCS Trust and with our partners. This will be achieved through a new delivery model which uses a tailored combination of procurement and grant funding routes. NCS will operate as an outcomes-based commissioner providing greater flexibility to partners and young people. We will deliver this new strategy in partnership with the youth sector, recognising that there is a rich heritage and expertise in the existing provision and the range of organisations that partner with us.

NCS will continue to be a universal programme but some experiences will be targeted to ensure that young people who are most in need can benefit. A proportion of the local community experiences that we commission will be targeted to increase the provision of services to underserved young people. Our away from home places will also be prioritised for 53 priority areas based on the government's indices of multiple deprivation (IMD). Our bursary scheme for the away from home experiences will offer completely free places to young people most in need, while all local community and online experiences will be free for young people to access.

NCS Has Evolved to Meet the Needs of Young People



NCS: A National Institution

JULY 2017



100 young volunteers travel to Ypres in Belgium, to volunteer at the 100 year anniversary of the Battle of Passchendaele.

APRIL 2018



NCS host the Commonwealth Youth Forum at City Hall in London.

AUGUST 2018



Four young people who had done NCS went to Amiens in France, to volunteer in the official commemorative programme at Notre Dame Cathedral which marked the centenary of the Battle of Amiens.

NOVEMBER 2018



100 young volunteers took part in the procession and wreath laying at the Cenotaph in London for the 100 year celebration of the signing of the Armistice agreement.

MAY 2021



Supporting the BB-Thank-Q for frontline workers in the pandemic, young people meet the Prime Minister at Downing Street.

FEB-AUGUST 2022



260 young people across the West Midlands were involved in the Baton Relay shortlisting at the Commonwealth Games, in partnership with Gen22.

JUNE 2022



NCS onboarded, trained, and managed 200 volunteers — 100 young people who'd done NCS, and 100 Lloyd's partner employees — who held public and performer-facing roles at the Queen's Platinum Jubilee.

SEPTEMBER 2022



NCS volunteers supported the Floral Tributes leading up to, during, and five days following the State Funeral for Her Majesty The Queen.

MAY 2023



200 young volunteers helped support the Coronation of King Charles III. As a thank you, 50 young people had the opportunity to join a private screening of the Coronation at St Margaret's Church next to Westminster Abbey.



Case Studies

Kirushan Suthakaran

Homelessness Awareness, East London

As part of this NCS social action project, Kirushan (18) came together with other young people to raise awareness about homelessness. The group created a video which explored the issues and causes of homelessness, and they shared the video on social media to raise money for the charity Homeless Link. Kirushan was involved in several aspects of the project and played a key role leading a sub-team of artists who developed the storyboards for the video.

The following autumn, NCS ran a Skills Booster programme at Kirushan's school and he was able to apply the leadership skills and video production knowledge that he had gained in the summer to a new project. Recognising the negative impact of the pandemic on the mental health of young people, Kirushan and his classmates chose to produce a video to inform and raise awareness about mental health issues. Kirushan worked on the script and directed the shoot and, together with the team, produced a high quality video which they shared with their schoolmates and on social media.

Kirushan enjoyed these NCS experiences so much that he joined an NCS Changemakers group in East London to continue working on projects in his local community. These included projects focusing on loneliness and supporting Ukrainians displaced by the war, where Kirushan led a team to secure over 200 kg of donated clothes.

"My NCS experiences taught me that I can do something useful with my time and made me realise that you can get people together and make the impossible possible."

Kirushan Suthakaran



Isobel Hallworth, Sylvie Williams and Isabella Smith

Period Poverty, Brighton

The Brighton Period Project was born during an NCS social action project. A group of young people — led by Isobel, Sylvie (17) and Isabella (18) — researched local social issues and were shocked to find that period poverty is a huge problem in Brighton and Hove. According to a study by global hygiene and health company Essity, a staggering 46% of women and girls in the area say that there are times when they are unable to afford basic sanitary protection.

The three enterprising teens knew that they could spread awareness to a wider audience via social media, and so they set up TikTok, Instagram, Facebook, and Twitter channels to boost their campaign. However, they could never have imagined how successful this would prove to be. One of their first TikTok videos generated over 900,000 views. Collectively their social media channels have attracted over two million views and more than 6,000 followers since 2021.

During their NCS social action week, Isobel, Sylvie and Isabella raised over £560 and collected around 800 period products which they donated to homeless charity Off The Fence. Their achievements were covered in news articles in The Argus and Sussex Express.

The teens say that, “We started the Brighton Period Project because we are all strong feminists and believe that for the empowerment of women and AFAB (assigned female at birth) individuals there must be more access to period products! We find it heartbreaking that so many people don’t have the right products for something as natural and unavoidable as a period, and that some people are forced to trade sex for products.”

“We thank NCS for giving us the tools and the confidence to continue to push the narrative way beyond the programme. We really hope we can roll it out to other parts of the country because we know there is a need for it. Hopefully, us reaching out to the big players in this field will come to something and help spread that change.”

**Brighton Period Project's
Isobel Hallworth**



Tom Jackson

School Uniform Donation, Gateshead

During the midst of the COVID-19 pandemic, a Gateshead teen helped create a uniform donation project that ended up assisting hundreds of local families, having a substantial impact on the community.

Tom (19) reflected on his experience, “In the summer of 2020, I co-created The Gateshead Uniform Donation Scheme. At that time, and even more so now, school uniforms were increasing in price and I was conscious that during COVID-19 many families would struggle financially to provide uniforms for their children returning to school.”

“The team and I took to social media asking families to donate their unused and unwanted uniforms in order for us to redistribute them to those in need. We spent several days collecting, washing, organising and bagging all the uniforms we received, and we were stunned to receive over 600 bagfuls of donations.”

“We originally planned to run the project for one week, but things proved so successful that we continued the project for a further two months. We also set up a ‘sister’ campaign: Gateshead Winter Clothing Donation Scheme, which collected old, unwanted winter clothing and donated it to various homeless charities across the local area.”

“We have helped over 500 families with a full school uniform including shoes, bags and stationery.”

“We set up the project, but it was the people who donated and helped and supported who made all the difference. We worked towards common goals, all doing good for our community.”

Tom Jackson



Our Impact 2018 - 2022

2018/19

What was the offer?

In 2018/19 NCS offered a three to four week part-residential programme, primarily during the summer holidays. In teams of 12 to 15 young people, the programme included an outdoor residential phase aimed at building teamwork and confidence, a phase to learn life skills, and a community-based social action project in which young people built their understanding of issues in their local community and worked together to find ways to have a positive impact. There was also a shorter programme that ran during the autumn to allow more young people to participate in NCS.

Who participated?

- Over 100,000 young people participated in summer and autumn programmes.
- 33% of NCS participants were from minority ethnic groups compared to a target of 23%.⁶

These findings on the impact of NCS have come from different evaluations over the years, all of which use different approaches and methods. Findings should therefore not be directly compared. The findings illustrate the change young people saw following their participation in NCS in a given year.

What was the impact?⁷

- The summer NCS programme has a significant positive impact on all self-confidence measures, with a +18pp increase in confidence about being the leader of a team.
- On average, summer NCS participants volunteered 8 hours more than the comparison group.
- The summer NCS programme has an impact of +9pp on participants agreeing that their local area is a place where people from different backgrounds get on well together.



⁶ National Citizen Service Trust Annual Report and Accounts 2018-2019

⁷ Kantar (July 2020) National Citizen Service 2019 Evaluation. Impact was measured by; DCMS commissioned Kantar to evaluate the 2018 NCS programme. Using a quasi-experimental design, the evaluation involved a baseline and follow-up survey with NCS participants and a comparison group of young people.



2019/20

What was the offer?

In 2019/20 NCS offered a three to four week part-residential summer programme and a shorter autumn programme, which is similar to the 2018/19 offer. The 2019/20 summer and autumn residential supported young people to build life skills, become an active citizen, prepare for the world of work, and mix with people from different walks of life.

Who participated?

- Over 91,000 young people participated in NCS activities.
- 23% of participants were eligible for free school meals, compared to 14% nationally.⁸

What was the impact?⁹

- For every £1 spent on the 2019 NCS summer programme, an economic benefit of £3.05 was generated.
- NCS was associated with a +6.8pp and +9.3pp impact on leadership skills for males and females respectively in summer 2019.
- The NCS impact analysis estimates that respectively, male and female participants were approximately 1.5% and 2.2% more likely to aspire to attend higher education following participation in the NCS programme.
- 76% of participants felt positive about their chances of getting a job in the future (an impact estimate of +3pp).¹⁰



⁸ National Citizen Service (June 2020) Annual Business Plan April 2020 - March 2021

⁹ Kantar (September 2021) National Citizen Service 2019 Evaluation Report. Impact was measured by; Kantar was commissioned by DCMS to evaluate the 2019 NCS programme by conducting a baseline and follow-up survey with NCS participants and a comparison group of young people. The results were then analysed to assess the impact of the programme on participants. While the same method was broadly used across evaluation years, the impact surveys are not designed to be compared year to year because the content of the programme has evolved over time.

¹⁰ National Citizen Service Trust Annual Report 2019/2020

2020/21

What was the offer?

Due to the pandemic and lockdown restrictions, NCS was unable to run its usual residential programmes. Instead, NCS Trust repurposed its contracts and, together with its network, delivered alternative services and activities to support young people and schools. The three key elements of the programme were:

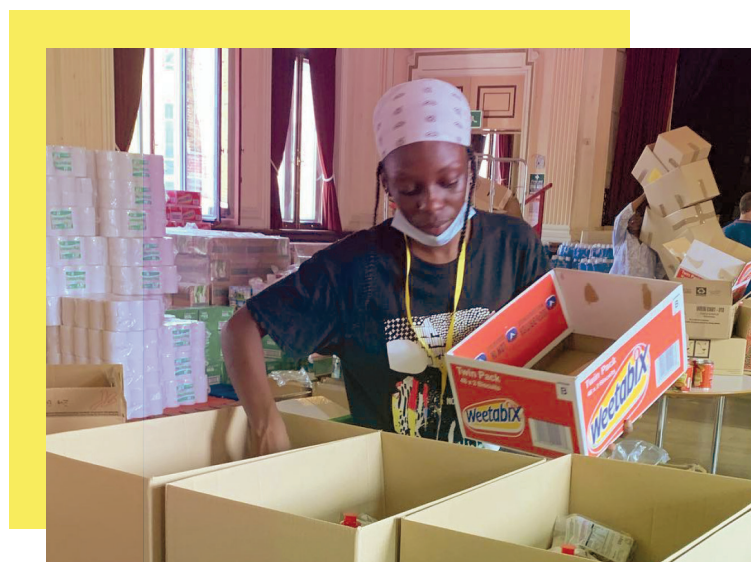
- **Staying Connected.** A central online hub, providing resources and content for young people to engage with through lockdown and afterwards.
- **Keep Doing Good (KDG).** Opportunities for young people to take part in volunteering and social action within their communities, to offer support in responding to and recovering from COVID-19. Participants received the tools and skills to support themselves and others.
- **Moving Forward.** Supporting young people as they return to education after lockdown by offering resources and personal development sessions to schools and further education (FE) colleges. In addition, autumn activities took place for 16–17 year olds.

Who participated?¹¹

- Over 23,000 young people participated in NCS activities.
- NCS also supported the return to education of over 60,000 young people in 399 institutions across England.

What was the impact?¹²

- Nine in ten participants felt they had developed skills that would be useful to them in the future as a result of Keep Doing Good.
- The vast majority (95%) of young people surveyed found their Keep Doing Good experience worthwhile (scoring 7 or above out of 10).
- Almost three quarters (73%) of Moving Forward - Autumn participants felt NCS helped them reconnect with people after lockdown.
- Seven in ten Moving Forward - Autumn participants said they had a better understanding of the challenges others have faced, and they were more motivated to help others in their community during this time (both 71%).



^{11/12} National Citizen Service (March 2021) NCS 2020: Programme Evaluation Summary Report. Impact was measured by; The usual annual impact evaluation was not commissioned by DCMS because 2020 was not a typical delivery year. NCS Trust conducted all of the evaluation in-house for the first time. A ten minute survey was emailed to all eligible young people who completed Keep Doing Good and Moving Forward - Autumn. Data was weighted to be representative of the wider participant population to help counter non-response bias and make the results more representative.

2021/22

What was the offer?

For 2021/22, NCS Trust continued to build on learnings from the pandemic, in order to best meet the needs of young people. NCS offered a portfolio of services including:

- **Summer & autumn experiences.** NCS programmes that involved a trip away from home, bringing young people together from different backgrounds. These experiences were originally planned to be partly residential, but social distancing restrictions in 2021 meant they moved to a non-residential face to face model.
- **Skills Booster.** Delivery of NCS content in schools and other education settings, focusing on personal development, volunteering, and social action.
- **Changemakers.** Accessible monthly community action groups in every local authority, empowering young people to get involved in social action projects that are important to them and their community.
- **Futuremakers.** 6–12 month employability programmes combining work placements and social impact. NCS Trust piloted the UK Year of Service and supported the Government Kickstart scheme as both an employer and gateway service provider.
- **Connect.** A digital hub created for young people — and contributed to by young people — about the things and issues they care about most.

Who participated?

- Over 95,000 young people participated in NCS activities.
- 22% of those in summer and autumn programmes were eligible for free school meals compared to 15% of state secondary pupils.

What was the impact?¹³

- From the summer impact survey, we found that most young people (86%) found the programme enjoyable and worthwhile (scoring 7 or above out of 10).
- 86% of summer participants were proud of what they have achieved following the programme.
- Respondents eligible for free school meals were more likely than their peers to feel the positive impact NCS has on their future.
- 79% of summer participants agreed that they saw more opportunities available to them than they had realised (compared to 74% total).
- 82% of autumn participants agreed that they were able to develop key skills for the future.
- Our Kickstart evaluation showed the increase in confidence of young people. During the programme, one Kickstart participant said, “My confidence personally has grown astronomically”.
- The UK Year pilot of 330 participants was a resounding success nationwide, with the participant rate of employment, education or training (EET) rising from 36% on entry to 88% after the programme.¹⁴



¹³ NCS Trust. Impact was measured by; A ten minute survey was emailed to all eligible young people who completed the summer and autumn 2021 programme. Data was weighted to be representative of the wider participant population to help counter non-response bias and make the results more representative.

¹⁴ Please note that this data is from partner-reported outcomes, not member self-reported outcomes.

2022/23

What was the offer?

Ahead of a new strategy and offer for young people, NCS continued to deliver life-changing experiences for young people in 2022. The Trust built on the learnings from a diversified portfolio in 2021/22 which offered young people part-residential experiences for the first time since the COVID-19 pandemic. NCS also continued to offer Changemaker activities, Skills Booster sessions and resources, and UK Year of Service placements to ensure that young people are world ready and work ready.

Who participated?

- Over 120,000 young people took part in an NCS experience.
- Changemakers (our accessible monthly community action groups in each local authority) provided opportunities for young people to engage in volunteering in every region of England — facilitating over 70,000 hours of social action.
- 33% of NCS summer participants were from Black, Asian and minority ethnic backgrounds compared to 26% of state secondary school pupils.

What was the impact?¹⁵

- 80% of summer participants felt more positive towards people from different backgrounds, following the programme.
- After their summer programme, young people felt more confident meeting new people (13pp increase).
- After their summer programme, the life satisfaction of young people increased (6pp increase).
- The summer programme had a strong positive impact on young people's sense of responsibility towards their local community and their ability to have an impact on the world (8pp increase).



¹⁵ NCS Trust. Impact was measured by; Pre- and post-surveys were emailed to all eligible young people who completed the summer 22 programme. Data was weighted to be representative of the wider participant population to help counter non-response bias and make the results more representative.

Sector Testimonials

Kirklees Council, West Yorkshire

Kirklees Council and the NCS Trust entered into a partnership to pilot new ways of working in order to address local challenges around community cohesion, extremism and below average educational outcomes and progression for some young people. The council engaged a number of teams to target disadvantaged groups of young people. One of those groups was the NEXUS Group, which provided an alternative provision for young people who weren't engaged in mainstream school environments.

"I believe that NCS has the potential to truly change the lives of young people and bring great benefits to the communities in which they live. NCS can break down the barriers that prevent friendships and collaboration forming between individuals and communities. NCS can increase the confidence and aspirations of young people, providing a much needed boost in self-esteem as they prepare for adulthood. NCS also introduces young people to social action and the value of supporting charitable and community causes. These positive impacts are what will make Kirklees an even better place to live, learn, work and play."

**ClIr Masood Ahmed, Cabinet Member,
Community Cohesion, Kirklees Council**

"Our project works with Year 11 students across Kirklees who are disengaged with their current educational route. For the last 12 months we have worked in partnership with NCS. They have run sessions with our young people to provide information about NCS and to give them a taster of what may be involved if they participated in an NCS experience. The sessions with NCS have been very valuable for our students. The young people have thoroughly enjoyed the inventive and creative activities used and, even within a relatively short session time, our young people have been challenged and enabled to exceed their expectations of what they can achieve."

Jamie, Nexus group

Groundwork North East: Darlington, Hartlepool, and Stockton-on-Tees

26 teenagers from across three Tees Valley local authorities joined forces to deliver random acts of kindness across their communities. They made bracelets and filled packs with inspirational messages and gifts before handing them out to residents. Coming to the aid of a local church, the teams also decided to help with the maintenance of the grounds as the usual volunteers are elderly and were shielding.

"Working with the young people during NCS Keep Doing Good was such an inspiration. Some of the teenagers were really anxious to get back to the 'norm', however this project put into perspective just how important it is to appreciate the little things in life. The actions of just one young person really can make a difference to someone's day by such a small token gift."

Samantha Hepple from Groundwork North East



WCS