

Stakeholder Feedback April 2019 - June 2020

Statistics

From the 56 stakeholder questionnaires completed for young people supported by the Transitions and Skills for Life Teams from April 2019 – June 2020*, feedback shows that Bridges Project's interventions have had the following impact on young people:



100%

have increased their confidence



96%

have increased their aspirations



93%

have become more willing to try new things



89%

feel more confident about their future



100%

have increased their skills



93%

have seen a positive improvement in their wellbeing

Quote 1: Social Worker



"While Conor can be a 'three steps forward, one step back' kind of young person when his confidence wobbles, he has definitely made forward progress and has a clear vision for his future since working with Neil and Bridges Project. Conor has stayed in touch with Neil and continues to work with The Bridges Project years after his initial referral, which says a lot for how he respects and values the help he gets from the service, and from Neil.

Also, as a worker with too many young people on my caseload, I can't stress enough how helpful it is to be able to trust the service and workers at Bridges Project with my young people's educational and employment support needs. Everyone at Bridges Project does what they say they're going to do and work from such a young person led place that I am always confident to hand over pieces of work that Bridges Project can do much better than I can."

Quote 2: Mum



"John is now going out to meet friends (which he hadn't done for years). He talks a lot now about working with animals (as employment). We are hoping to get a dog and he will be able to practice what he has been taught at 'Bridges'. John is a much happier chap full of ideas and good goals for his future, he is in a 'good place' now. This is the happiest and most confident he has been for about 8 years. Thank you."

Quote 3: Mum



"My son Rhuairidh has increased and excelled dramatically since he has been at Bridges Project. It has also been a godsend for me as a parent as the local education failed my son. I do not know where we would both be, without the Bridges Project."

* Does not include four questionnaires which are inaccessible. We only have physical copies of these questionnaires, which are in the office. Due to Covid-19 regulations, we cannot obtain these at present.

Quote 4: Mum



“Anne has benefitted in many ways. Anne has built a positive relationship with her Personal Development Worker, Pauline, with whom she now trusts and engages with. Pauline has tuned in really well to Anne’s needs and has given her the opportunity to take part in a range of groups and one-to-one work suited to her interests and needs. Pauline has enabled Anne to apply for voluntary work, helping her with applications and encouraging her to look positively to the future. Anne suffers from anxiety and Pauline has given her strategies to cope with this and the opportunity to talk (or not talk) to meet her needs. Pauline is very skilled at listening to Anne and reading her mood, adjusting activities to help her anxiety.

Bridges has been huge positive support to Anne and to us as her family and we are so grateful for the work they do with Anne, helping her to stay safe, make good choices, communicate more effectively and to feel more positive about herself and her strengths. It is so important to Anne and us to have this service separate from school and CAMHS, where Anne can be herself in a relaxed and positive environment which encourages her to think for herself and become more independent safely.”

Quote 5: Social Worker



“Chris has been invaluable for this young person in improving his confidence and mental wellbeing. Lucas articulates himself that he finds Chris a great support as he feels that he can be open and honest with Chris about how he is feeling, including with issues he may have about school, peers and home. Chris has been a regular point of contact for Lucas providing him with consistency and reassurance which Lucas seems to respond well to.

Lucas' family have had numerous issues within their community, including periods of victimisation. This has had a significant impact on him and his ability to access services and go out of the house. Chris regularly takes Lucas out to places such as cafes, which is helping to improve his confidence within the community and his ability to access resources. Lucas is also now more willing to try new things, which is a testament to the work he has done with Chris. Lucas has also recently started volunteering and engaging with educational resources, which is something several months ago he would never have done.

Lucas has found it difficult in the past to engage with adults but Chris has helped improve this as Lucas is developing more trust in others. This has also made it easier for Lucas to engage with other professionals. This has improved Lucas' future outlook and aspirations as he is beginning to widen his horizons thanks to the developments in his self-esteem that Chris has helped him achieve. “

Quote 6: Principal Teacher of Guidance



“I do not believe that Liam would have been able to make the transition from school to college without the support from Neil. Neil was able to spend time with Liam working out what he was truly interested in and able to access. Neil then investigated appropriate courses with Liam and assisted Liam in filling out an application. He then supported Liam as he prepared for and attended the interviews.

Liam attended the intro to college course last session but it was clear that he was not ready to move on from school at that point. Without Neil’s support I am not sure that he would be in a position to take such a huge step just now.”