

REACH OUT

CHARACTER
CONFIDENCE
CHANGE

IMPACT REPORT

2022/23



Welcome

from the CEO



2023 was an important one for ReachOut as we marked our 20th Anniversary as a registered charity.

Throughout the year, we looked back on the impact that everyone involved with ReachOut has had over the last two decades.

We also looked to the future at a time when young people need our support more than ever. To mark this milestone, we put together a report - ReachOut at 20 - which you can read at reachoutuk.org/reachout-at-20.

On a personal level, I was thrilled to come on board as ReachOut's new Chief Executive in October. It's a charity I was incredibly enthusiastic to become part of, and my first few months in the role have made me very excited for everything we've got to come.

A big area of focus for the coming year is the creation of a new long-term vision and strategic plan, ensuring we're offering the best support to the young people we're here to serve, now and in years to come.

In recent years, we've grown and developed as an organisation, building on our previous strategy and theory of change. Through consultation with a wide range of stakeholders, we'll be putting forward a new vision for ReachOut, being purposeful with our intent and including a new theory of change, impact methodology and quality assurance programme.

I'd like to say a big thank you to everyone who has been involved with ReachOut over the last year - our full-time staff team, sessional project leaders, volunteer mentors, school partners, our board of trustees, valued funders and supporters, and most importantly, our amazing young people.

Your input and support, in whatever way you've been able to offer it, has been vital to the success of our organisation.

Best wishes,

Ben

Ben Hilton, CEO

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About ReachOut

ReachOut is a national mentoring and education charity, rooted in local communities. Working in under-resourced areas, we support young people to grow in character and confidence, sparking change in themselves and society.

We work with amazing young people who need some additional support to reach and be confident in their potential.

Working closely with schools, we identify students who often don't have the advantages that others do and who are most likely to benefit from our interventions.

Through long term mentoring and engaging group activities **we help our mentees to develop key Character Strengths, build their academic and social confidence, and prepare them for a world of opportunities.**

We work with young people **aged 9-19** through our ReachOut **Club, Academy** and **Plus** programmes.

ReachOut Club

- ✓ ReachOut Club takes place in primary schools with young people aged 9 - 11.
- ✓ We focus on building academic confidence and a growth mindset.
- ✓ Mentees are prepared for the transition to secondary school.

- ✓ **1-2-1 and group mentoring** with ReachOut's volunteer mentors.
- ✓ Academic work including **Maths and English.**
- ✓ **Fun group activities** including sports, arts, public speaking, debating and drama.
- ✓ Classroom **career talks.**
- ✓ **Workplace experience** visits.

ReachOut Academy

ReachOut Academy takes place in secondary schools with young people aged 11-16.

It helps young people navigate their teenage years socially and academically.

Mentees are prepared for GCSEs and the transition to work and higher education.

ReachOut Plus and beyond 18 work

- ✓ ReachOut Plus projects help 16 - 19 year olds with the transition from school into adulthood.
- ✓ Mentors provide support with university and job applications as well as CV writing.
- ✓ Support accessing higher education, work experience, internships and employment.
- ✓ We have an active alumni network which offers former mentees access to resources, training and job opportunities through our online alumni platform.
- ✓ Our ReachOut Futures programme connects alumni and mentors with their own career mentor.

Highlights and Learnings

About this report

The information from this report is a summary of the results of our 2022/23 impact review process. Quantitative data is collected through a combination of pre and post programme surveys completed by young people, mentors, school contacts and parents as well as case study interviews and qualitative feedback collected by our project team over the course of the year.

The impact review process is overseen by our Senior Management Team and reviewed by our Trustees. [To find out more about our current Theory of Change click here.](#)

Highlights

- Teachers reported **an increase in academic confidence for 65% of mentees**, this is an 8% increase on the figures from 2021-22.
- We found that changes to our curriculum to include a deeper focus on realising aspirations were welcomed by mentees, mentors and schools. This led to **87% of senior school mentees saying that ReachOut had helped them think about options available after school**, compared to 47% in 2021-22.
- **73% of mentees felt they'd improved their social confidence**, up 5% from last year and a key priority post-COVID.
- **97% of mentees said they enjoyed coming to ReachOut**, and **71% would recommend it to a friend**.
- **The average attendance at projects was 81% up from 78% in 2021-22** - a positive outcome that demonstrates the enjoyment and importance of the programme to young people and reflects measures put in place to support attendance.
- **Emotional regulation has been mentioned by schools as a particular challenge post-COVID**; mentees and mentors scored their improvement here highly at 74% and 84% respectively.
- **95% of our volunteer mentors felt that our online safeguarding course prepared them** well for the safeguarding concerns they may face when mentoring.
- **Academic confidence and performance were regularly mentioned by mentees particularly in subjects like Maths and English**. They experienced personal development, including increased responsibility, resilience, and better problem-solving skills.
- **Positive shifts in emotional well-being were noted, with reduced anger, improved mood, and a more positive outlook**. There were also improvements in social skills, such as respect, kindness, and better behaviour at school.

"I feel like I've grown to adapt and embrace new activities and situations and just take things as they go. I also think that coming to ReachOut definitely helped me to have fun and be able to socialise with other people away from my phone."

ReachOut Academy Mentee, London.

Highlights and Learnings

Learnings

- Whilst mentors told us our mentor training and safeguarding course prepared them well for their time mentoring, there were suggestions that additional top up guidance throughout the year would be helpful so **we are developing our Project Leader training to ensure they are able to be effective line managers that can support mentors to build skills whilst they volunteer.**
- Some of data on how mentors perceived their mentee's improvements is down slightly from 2021-22 (however these are still high scores, ranging from 82% to 86%).

We altered the method in which mentors gave this insight and whilst we collected more individual data for mentees, multiple volunteer surveys may have had an impact on scoring.

We'll be investigating how we can use technology to help us simplify the collection process through the next academic year.

- Whilst teachers have reported increased academic confidence, we have found it difficult to collect comparable data to show a resulting improvement in academic performance due to differences in monitoring between schools. **Next year we will collect attitude to learning from secondary schools to give us a wider picture of our impact in this area.**
- To improve project quality and consistency, we reviewed our 'Leadership Programme' for sessional staff. Focus groups and other research led us to make **changes to our training, marketing and benefits to attract more experienced candidates.**



"Since the beginning of the project, my mentee has massively come out of her shell. When I'd first talked to her, she expressed her lack of confidence and was scared of speaking in front of large groups - but ever since completing the mentee speech and becoming the class Mentee Rep, her confidence has really improved. She's engaging more with the other mentees and always gets involved!" ReachOut Mentor in Liverpool.

Key Outputs

In 2022/23 we:

Supported
1,124 young people.

Provided
24,998 hours of mentoring
and group activities.

Delivered
80 mentoring projects.



London: 40 projects - 18 Club, 18 Academy, and 4 ReachOut Plus.

Greater Manchester: 29 projects - 12 Club and 17 Academy.

Liverpool: 10 projects - 9 Club and 1 Academy.

Leeds: 1 project - Academy.

81%
average
mentee
attendance.
+3% from 21/22

We trained **952 volunteer mentors**, of whom 797 were placed and volunteered on our school programmes in 2022/23. **125 were returning mentors** from previous years.

We ran over **250 Work Experience Visits and Career Talks**.

Why were mentees referred to ReachOut?

36% - to improve their confidence.

23% - to improve their self-esteem.

16% - because they could benefit from an additional role-model.

13% - for support with their behaviour.

12% - to improve their academic attainment.



58% of the schools we work with are located in the 30% most deprived communities in England. **71%** are located in the 40% most deprived areas.

Information based on the [Index of Multiple Deprivation data](#).

"ReachOut has helped embed the characteristics and values we want to see in our students and has encouraged pastoral, emotional and academic growth. They have helped to develop our students into more confident and more mature young people." **Pip Jones, Head of Year 9, Bishop Challoner High School**



Mentees identified with **25 different ethnic backgrounds**.

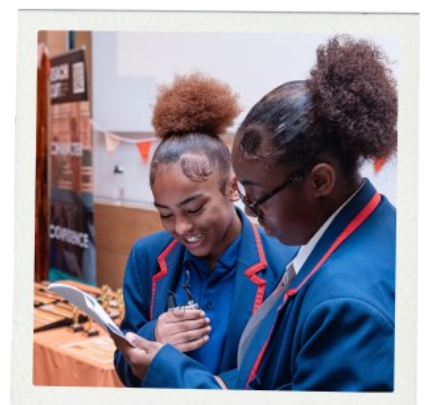


53% of young people were **eligible for pupil premium which includes those on free school meals**.



46% male

54% female



Outcomes for Mentees

Confidence

We work with young people who need some additional support to reach and be confident in their potential.

Through long-term mentoring and fun group activities, we help young people to build their academic and social confidence and prepare them for a world of opportunity.



Social Confidence

73% of mentees said ReachOut improved their social confidence. +5% on 21/22

86% of mentors said they saw an increase in their mentee's social confidence. -2% on 21/22

64% of teachers said they saw an increase in their student's social confidence. 0% on 21/22



Academic Confidence

68% of mentees said ReachOut improved their academic confidence. 0% on 21/22

82% of mentors said they saw an increase in their mentee's academic confidence. -3% on 21/22

65% of teachers said they saw an increase in their student's

academic confidence. +8% on 21/22

"It has been so satisfying to see my daughter thriving at these sessions. On our walk home, she would always be full of excitement and pride for the things she and the group had achieved. I loved hearing about all your wins. In general, I noticed too that annoyances/challenges at school seemed to be dealt with philosophically - I'm sure this confidence and resilience has grown as a result of attending Reach Out."

Parent of a ReachOut Club Mentee in London



Youth participation is an integral part of what we do. Our Youth Panel is made up of mentees who meet once a month to have their say on how ReachOut operates. Last year, members of the youth panel wanted to look at how we could promote ReachOut to prospective mentees, and put together a flyer with their ideas. [Click here](#), or scan the QR code to read it.



Character

Outcomes for Mentees

Fundamental to our approach is developing Character, by which we mean Staying Power, Self-Control, Fairness and Good Judgement.

We believe a focus on these Character Strengths helps young people to make better decisions and take on whatever life throws at them, at school, at home and in later life.

Staying Power

Resilience, grit, the ability to stick at something, honor commitments and see tasks through to the end.

Self-Control

The ability to keep emotions in check and to choose to act (or not act) in a certain way, despite how we may feel.

Fairness

To treat others with respect and empathy, honoring rights and responsibilities and being honest.

Good Judgement

The ability to consider consequences and make decisions that benefit both ourselves and those affected by our choices.

75% of teachers thought students had improved at least two of their Character Strengths during their time with ReachOut. **+1% on 21/22**

Character Strength	% of Mentees who felt they had improved this Character Strength.	% of Mentors who felt their mentee had improved this Character Strength.	% of Teachers who felt their students had improved this Character Strength.
Staying Power	63% +2% on 21/22	86% -2% on 21/22	63% +2% on 21/22
Self-Control	74% +5% on 21/22	84% +5% on 21/22	57% 0% change from 21/22
Good Judgement	72% 0% change from 21/22	82% -3% on 21/22	58% -3% on 21/22
Fairness	74% +4% on 21/22	82% +3% on 21/22	52% +1% on 21/22

"Me and my mentor have set weekly goals to try and improve Character Strengths such as fairness and self-control by setting little tasks to do for the week to improve these such as knowing when to take turns speaking in a conversation and helping someone to contribute their ideas to the group." **ReachOut Academy Mentee in Manchester.**

"Ever since I've started coming to ReachOut my detentions have gone down after hearing my mentor's story about how they got affected in school. My mentor was very understanding and didn't always tell you what you wanted to hear but he also motivated me to do well in school." **ReachOut Academy Mentee, London**

Engagement with Education

67% of teachers felt that ReachOut delivered the impact they were hoping to see on their students. We also asked teachers what improvements specifically they had seen amongst their students:

95% said they saw improvements in **attitude to learning**.

72% said they saw improvements in **academic achievement**.

80% said they saw improvements in **behaviour**.

53% said they saw improvements in **attendance**.

"Pupils who have attended the sessions have benefited from working with a mentor which in turn led to higher self-esteem and a newfound confidence in their abilities."
Ingrid Kiddle, Year 5 Teacher, St Luke's C of E Longsight.

"Since she started at ReachOut, my daughter has begun to realise how clever and talented she really is and now shows her work to anyone who will look. I can't thank ReachOut enough." **Parent of a primary school mentee in Manchester.**



"ReachOut really provides an all encompassing space for these kids to be themselves and to get better at being the people they want to be. They've really been given the opportunity to flourish, and to do that in a small group where they can really build relationships with their peers, mentors and project leaders has been absolutely amazing for so many of them."

Tiffany Ingram, Assistant Head Teacher, Wapping High School

Scan the QR code or [click here to hear Tiffany's thoughts on ReachOut.](#)

Wellbeing, enjoyment and skills for the future.

67% of young people who took part in ReachOut improved their **Warwick Edinburgh Wellbeing Score**.* + 6% on 2021/22

56% of teachers felt their students had increased their emotional wellbeing. + 2% on 2021/22

87% of secondary school mentees said that ReachOut helped them **think about what options might be available after leaving school**. +47% on 21/22

97% of mentees said they enjoyed coming to ReachOut.

71% of mentees said they would recommend ReachOut.

* **The Warwick Edinburgh Mental Wellbeing Scale** is a widely used tool for evaluation of projects and programmes that aim to improve mental wellbeing. The scale uses five categories covering both feeling and functioning aspects of wellbeing and is used to form a single score.

Warwick-Edinburgh Mental Wellbeing Scale (WEMWS) (copyright) University of Warwick 2006, all rights reserved.



"During ReachOut I changed...**I feel like I have enough confidence of making something good with my future** and I'm looking forward to opening my own business." **Samir, ReachOut Academy Mentee, London**



Scan the QR code or [click here to hear Samir's story](#)

"**In one session we wrote letters to MPs and that really stuck with me because it let me show my skills and got me excited about learning.** We also got the opportunity to speak in front of people – before I wouldn't do that, but now I can speak to anyone. I feel way more confident about my future – ReachOut gave me so many options." **Carolina, ReachOut Academy Mentee, Manchester.**

Scan the QR code or [click here to hear Carolina's story](#)



Outcomes for Mentees

How did mentees say having a mentor helped them?

Across our qualitative feedback, the following were some of the key themes identified by mentees.

Encouragement and Confidence Building:

Mentors consistently encouraged students to speak in public, share ideas, and actively participate, significantly boosting their confidence.

Academic Support and Subject Improvement:

Mentors played a vital role in assisting students with school work, particularly in subjects like Maths and English, leading to noticeable improvements.

Character Strengths and Personal Development:

Through goal-setting and activities, mentors focused on developing character strengths.

Motivation and Goal Setting: Mentors motivated students to stay focused on academic goals, fostering a sense of motivation and perseverance, often through individualized goal-setting.

Positive Mentor Relationships: Students expressed gratitude for the positive impact of mentor relationships, creating a supportive environment for both academic and personal development.

Skills mentees focused on during the course of the year:

- ✓ Leadership
- ✓ Communication
- ✓ Teamwork
- ✓ Public Speaking
- ✓ Problem Solving

"I like coming to ReachOut because I get to learn new things like jobs I never knew existed and I've got better at teamwork and not giving up so easily." ReachOut Club Mentee, London

"I feel like I've seen a change in myself and developed better communication skills, and leadership skills, during my time at ReachOut." ReachOut Academy Mentee, London.

"My mentee's self-confidence has definitely improved—I'm so glad that he has a lot more faith in his own skills and abilities." ReachOut Mentor



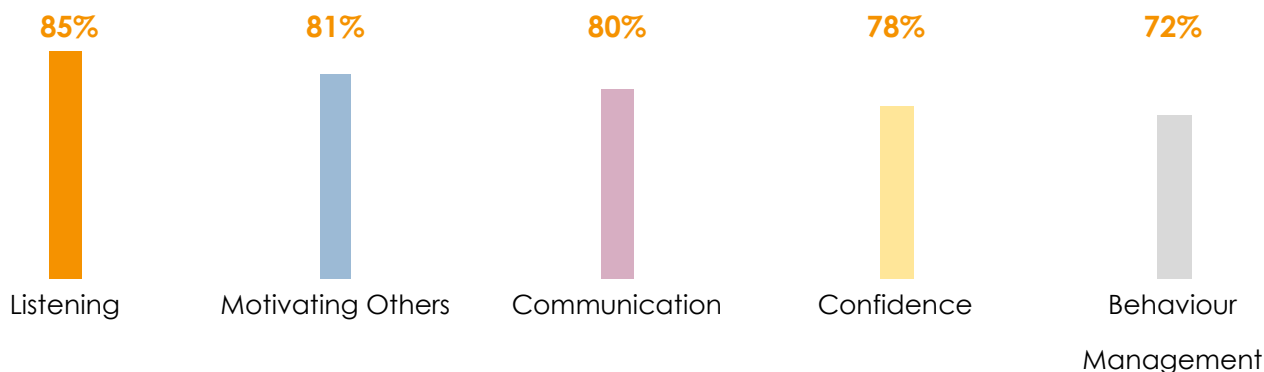
Outcomes for Mentors

As well as supporting our young people to grow in Character and confidence we also want to have similar impact on those volunteers without whom ReachOut wouldn't exist.

88% of mentors felt our **mentor training** prepared them well for mentoring.

95% of mentors felt that our **online safeguarding course** prepared them well for mentoring.

Which of their own skills did mentors say they improved through mentoring with ReachOut?



"ReachOut has arguably been the most fulfilling thing I have done during my time at university. Not only has it hugely improved my confidence and leadership skills, but it has also been eye-opening to work with young people weekly and build relationships with them. It is an honour and great responsibility to be a role model to these young people."

The feeling you get from being a mentor is indescribably rewarding. Furthermore, in a professional capacity, you learn to work efficiently as a team with your fellow mentors and Project Leader. **Put simply, I couldn't recommend mentoring with ReachOut enough. Watching your mentees grow with confidence and seeing each week the belief in themselves increase is incredible.** I have loved every minute of volunteering with ReachOut, and can't wait to do the same again next year!"

Zarina, ReachOut Mentor

Post 18 Outcomes

As well as our work in primary and secondary schools, we also work with our alumni and participants of our ReachOut Futures programme to support them with career development and further mentoring.

We paired **64 students, Project Leaders, alumni and other young people** in our network with their own career mentor - an experienced professional that can support them with their future education and career goals.

***“My career mentor helped me understand more about my skillset and abilities and has opened my mind to other possibilities out there for me. I attended a Project Management course because of his guidance and encouragement and this is something that I am now seriously considering for the future! He also helped me to improve my mindset towards work without even realising it and I am immensely grateful for that.”** Feedback from a ReachOut Career Mentee.*

63 alumni were registered on our new networking platform and received access to training, mentoring and career development opportunities.

This year we re-launched ReachOut Futures, a pioneering **volunteering scheme** where our corporate partners provides career and training opportunities to university students who volunteer as ReachOut mentors, as well as our alumni community.

REACHOUT FUTURES

13 student participants of the ReachOut Futures programme took part in career development and work experience opportunities with companies including Macquarie Group, Blackrock, EDF Renewables and PSG Equity.



One of our volunteers who has been through ReachOut Futures is Sergio, a Biochemistry student at the University of London.

Sergio was also paired with his own career mentor, James, a Senior Manager at financial services firm Kroll. **“James helped guide me through improving my CV and was also able to provide me with life and career advice”** Sergio said. **“He was able to leverage his own network to find out which internships would be available for me to apply to, and which he would be able to refer me to. Having a career mentor helped me to develop as a person and as a professional.”**

Through ReachOut Futures, Sergio was also able to secure a placement as a Junior Associate with Macquarie Group, one of our long-standing corporate partners, where he worked for two days a week alongside his studies.

Support ReachOut

REACH OUT

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In 2024, we're looking to the future with the creation of a new long term vision and strategy that ensures we're on a path to grow and deepen our impact, being there in the most effective way for the young people that need us.

It's a really exciting time to be involved in ReachOut - **here are some of the ways you can make a difference:**



Volunteer as a mentor

As a volunteer mentor, you can be part of a community of volunteers making an enormous difference to the lives of young people.



Connect us with your company

We work with fantastic corporate partners to create bespoke partnerships that have an enormous benefit for ReachOut and the organisations we work with. Why not connect us with your company?



Take part in a sponsored event

There are so many ways you can fundraise for ReachOut including taking part in some fantastic fundraising events.



Donate to ReachOut

Whether it's a one-off donation, a monthly contribution or if you're interested in philanthropy, your support will make a huge difference to our work.



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