

Making a difference in 2022/2023

Across Riverside and CLIP we help people reach their destination – whether that’s to improve confidence, build skills to improve mental health, access further learning or find and progress at work. We’ve been doing it for almost 30 years; and continue to find new ways to deliver our services and meet the needs of the people who need us.

We deliver wellbeing, education and employment support and services at our four sites across Lincolnshire – ensuring confidence and skills are developed to succeed.

In the last academic year we’re proud to say we’ve delivered services across 25 different contracts and on behalf of different partners - helped over 3500 people to move forward.

In these next few pages we share a short summary of the impact we've had.

Partners including:



Read on to see a summary of our work over the past year in numbers:



3,502
people supported

Through:

- Wellbeing
 - Activities
 - Employment support
 - Learning
 - Qualifications
 - Finding work
- And lots more supported through drop ins, coffee clubs, social events, our cafes and much more.

We have continued to achieve high levels of satisfaction from those we help



95%

satisfaction with our services



6/10

people would recommend us

Supporting young people through education:



Through Flare, over **100** qualifications delivered to over **50** young people



72% retention rate [LY 73%]



56% achievement rate [LY 21/22 69%]

16-19 GCSEs

14 students completed a GCSE:

9 English students

5 Maths students

85% Overall achievement rate

42% overall pass rate of Grade 4 and above (21/22 was 32.5%)

The age 16+ Further Education national results in 2022 were **23.7%** achievement G4+ in English and **18.8%** in Maths. Therefore, we are comfortably above the national average. (FE week www.feweek.co.uk)



Where next?

Our programmes are helping people succeed



82% planned progression rate with

18% into employment and **64%** into further education

Supporting adults:

Through education:

418 courses delivered across our four sites – Mablethorpe, Market Rasen, Riverside Gainsborough, the Bridge Gainsborough

120 people studied qualifications

Qualifications include:

- Floristry Level 2
- Personal and Social Development
- Psychology Level 2
- Mental Health and Understanding Autism,
- Preparing to work in schools
- Business Administration
- Customer Service Level 1
- Youth Work Level 2

And people succeed.

Retention rates:

Vocational qualifications

78% (CLIP)

100% (Riverside)

Maths and English

87.5% (CLIP)

100% (Riverside)

Achievement rates:

Vocational qualifications

71% (CLIP)

50% (Riverside)

Maths and English

60.4% (CLIP)

46% (Riverside)

Two workstreams delivered Humanities & Health Professionals



Retention rates: **63%**



Achievement rates: **72%**

Adult GCSEs

88% retention rate for Adult GCSE students

100% achieved a qualification

55% at grade Grade 4 +

The age 16+ Further Education national results in 2022 were 23.7% achievement G4+ in English and 18.8% in Maths. Therefore, we are comfortably above the national average. (FE week www.feweek.co.uk)



Where next? Our programmes are helping people succeed

63%



of those who attended our access HE course plan to go into HE and work during 2023 – with further in 2024/25 academic year. Including studying Forensic Psychology, Paramedic Science and Adult Nursing at Lincoln University and Sheffield Hallam University.

240 people in work



170 into further full time learning



Through employability support:

Helped **989** people with specific employment support – all receiving 1-2-1 support and action plans to help them succeed.

48.5% of Restart participants went in to work



77% of Careernet participants progressed in work or education

Through wellbeing services:

Helped over **2,905** people through our wellbeing services with workshops, 1-2-1, group support, courses, interventions and activities.



594 helped through courses



658 1-2-1 support



1,117 through family and schools work

A year in pictures ...



Focus on supporting our tenants:

It's important to recognise we are much more than a provider of education and employment and wellbeing support. Our wider group includes a housing charity who serve over 7,894 homes in over 20 different Local Authority areas, including 4,473 homes in Lincolnshire. We have a commitment to help those in our homes with support when they need us – and this includes focused support to ensure they sustain their tenancies, and thrive. We have a commitment to serving and supporting the communities in which we work and own properties too.

Our bases in Gainsborough and Market Rasen are perfectly placed to offer services to these tenants and communities.



562

people living in Acis homes were supported

by CLIP or Riverside services this last year

1 in 5

of our tenants (or those in the household) living in Gainsborough or Market Rasen postcode* have been supported by CLIP or Riverside in the last year



Of the **3,502** people helped in Riverside and CLIP last year, **92%** of those (2,350) live in the Gainsborough or Market Rasen postcodes – key hubs of our housing delivery.

Almost **1/4** of those we help through Clip and Riverside in these areas are Acis tenants or living in an Acis home postcode.

7,894

Acis properties



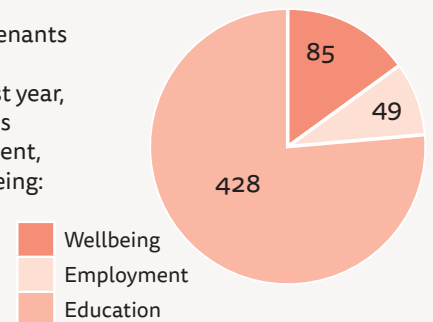
4,473

of these properties are in Lincolnshire

2,745

of these are in Market Rasen and Gainsborough postcodes (which are where our learning hubs are and most likely be able to support)

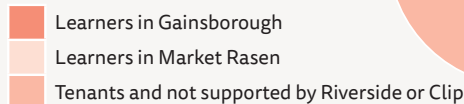
We helped **562** tenants through our Clip and Riverside services last year, through interventions focused on employment, education and wellbeing:



We have **2,745**

Acis Properties in DN21, LN7 & LN8

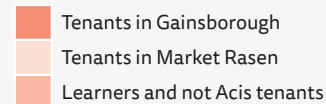
Of these:



We have helped **2,299**

Learners who live in DN21, LN7 & LN8

Of these:



Case Study 1

A tenant was supported through our Acistance programme. During their time on the 12 week course they never switched on their camera and it took them about six months to put on their microphone. Following 1-2-1 support and safeguarding additional support, they received additional face to face support, phone support out of hours, and confidence and self-esteem support. Referrals were made to our wellbeing support where they were supported further, including referrals to outside agencies. Following this they signed up for a further wellbeing course and is engaging well with the programme and is even looking at studying counselling at Open University, so she can help others using her own experiences.

Case Study 2

A tenant attended an English course with us and disclosed that she was needing support with domestic abuse. We supported her with this, made referrals to the housing team and external links for domestic abuse. Through this we were able to also identify potential online grooming where we worked with the other agencies to ensure that the learner and suspected victim were fully supported. Partnership work with housing and the teams in CLIP and Riverside has meant that the tenant was kept safe and also completed their studies.