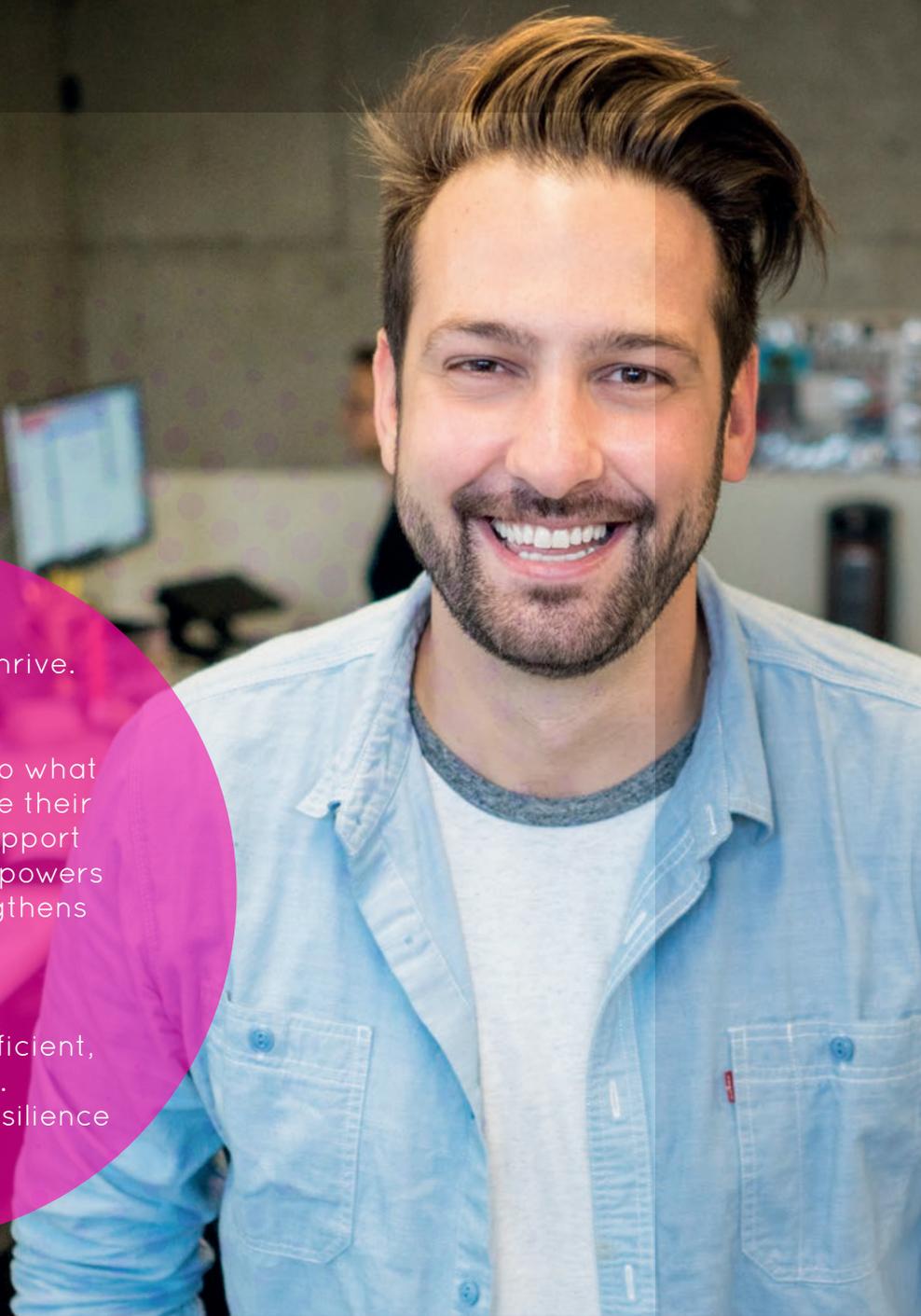




IMPACT REPORT

2017
18



MISSION

Inspiring people to thrive.

VISION

Everyone has access to what they need to maximise their potential. Through support and guidance CXK empowers individuals and strengthens communities.

THE CXK WAY

We are passionate, efficient, and transparent.
We display integrity, resilience and innovation.

Strategic Objectives

- Invigorate and improve the awareness and understanding of the CXK charitable brand, securing greater engagement of beneficiaries, wider stakeholders and communities.
- Positively reflect, and prioritise the needs and aspirations of individuals and communities in the development, range and scope of all CXK service provision and activities.
- Secure financial sustainability with emphasis on retention of current contracts, developing new, and preserving cost effectiveness and rigour across all funding and income streams.
- Continue to enhance and strengthen the delivery of high quality services, increasing performance outcomes and impact, working positively to build and nurture an environment of continuous improvement.
- Build on, and develop the strengths and diversity of our workforce and volunteers - promoting a stronger sense of collective purpose, culture and social action.



- Enhance the effectiveness, breadth and success of trusting partnerships and relationships to achieve flexible solutions, innovative outcomes and focused results for the needs of targeted individuals and communities.

Foreword

We are proud to share CXX's Impact Report 2017-18 which celebrates the significant impact and outcomes achieved with so many individuals across our communities. High quality support and engagement lies at the heart of our CXX mission to inspire people to thrive, and we continue in our success of empowering, enabling and amplifying the needs and the voice of a wide range of beneficiaries.

Our three key pillars of work – Information Advice and Guidance; Targeted Support; and Training and Development enable us to design programmes of engagement that focus on the real needs of beneficiaries. Through our work we recognise that still too many young people and adults feel disillusioned and disadvantaged and we continue to reach out to the wider community to support us in helping break down the barriers that prevent many individuals from moving positively into education, employment or training.

The impact made with over 35,000 beneficiaries would not have been possible without the commitment of our wonderful staff, volunteers and trustees and I feel incredibly privileged to be working for a charity that makes such a huge difference to the lives of young people and adults across the south-east.

Pauline Smith
CEO



The increasingly complex world within which CXX operates continues to change but something that remains constant is the many thousands of people we support each year to make the most of their lifetime's opportunities.

During the past year we welcomed several new trustees to the board and together we have refreshed our mission and vision. This now underpins our strategy to support more of those who can benefit from our activities across the south-east.

Behind the statistics lie many stories of our beneficiaries and their families and how we have made a difference and improved their outlook on life. This would not be possible without the tremendous hard work of our dedicated staff team inspiring others to thrive.

Those who contract CXX to deliver their services, as well as our sub-contractors, will know the emphasis we place on performance, quality and value for money. CXX has regularly demonstrated its ability to provide more for less and will continue to be a sound partner to work alongside.

CXX intends to build on this platform of solid achievement to benefit all of those with whom we come in to contact.

Dick Fedorcio OBE
Chair of Trustees, CXX



Targeted Support

EMOTIONAL WELLBEING SERVICE

CXX delivers emotional wellbeing counselling services to children and young people aged 5-19 across Kent.

Counselling given to more than **1,000** young people

750 Wellbeing Bags distributed

99% said the intervention had been helpful (Apr-Dec '17)

"Thank you so much for my counselling. I feel much more confident with everything."

"I really appreciate your work and I cannot tell you how much it means to me that I already can see positive changes to his behaviour."

TALENT MATCH

Through the Talent Match programme, CXX works with 18 – 24 year olds who have been unemployed for over a year, supporting them to take their next steps into employment or training.

100 young people signed up



in 2017-18 and will be supported for up to 18 months.

Over a third of those that have



secured employment to date have sustained it for over 6 months.

100%



of young people said they would refer their friends to Talent Match

NEET SUPPORT SERVICE

Our NEET Support Service provides 1:1 mentoring and support to NEET young people aged 16-18 years old to help them take their next steps into education, training or employment.

1,200 young people supported

75% progressed into education, employment or training

94.7% stated that no improvement to the service was needed



"(The service) gave me a lot of information that I was looking for regarding education."

"Through the appointments with my Talent Match mentor, and the work experience, I gained confidence and found a direction. The ongoing support once I gained work helped a great deal, knowing that I had someone to talk to about the issues that come up and knowing that if it didn't work out my mentor was still there to support me. Before I joined Talent Match I was angry at the world. I'm now walking around with a smile on my face!"

Information, Advice and Guidance



CXK offers careers information, advice and guidance services to adults in the community and those in custody, across the south-east; we also provide careers advice and targeted support to children and young people of all ages in schools.

23,500 customers across Kent, East Sussex and Essex



10,000 secured a job or learning outcome.

Working with: **55** schools and colleges,



929 employers,



& **275** other stakeholders across Kent.

We've provided careers information, advice and guidance to more than **20,000 students** across Kent this year alone.

We've worked with over **9,000** individuals in custody across Kent, East Sussex and Essex.



18 prison based employment fairs have been delivered, with **174** job offers generated as a result.



98%+ of customers said that they were satisfied with our service.

"I wanted to thank you for your help recently trying to work out my career path and choices! You have been a tremendous help. Thanks to your advice I have now started putting things into place (or currently working on it) to try and gain the relevant experience."

"I have learnt about how apprenticeships can help me start off my career."

"I have learnt that the decisions I make will have a huge impact on my future."



"I have learnt that the decisions I make will have a huge impact on my future."



National Citizen Service (NCS)



Delivered to 16-17 year olds across Kent and East Sussex, NCS is a 4 week programme designed to help young people to build skills for work and life, whilst taking on new challenges and meeting new friends.



356 on the autumn programme.

3,092 on the summer programme.



103,440 hours of volunteering given by young people.

94% completion rate on the summer programme.



96% completion rate on the autumn programme.



90% felt that they would continue to volunteer in their local community after the programme had finished.

91% said



that they now feel **more positive** about meeting new people, or people who are different to them, as a result of NCS.

"It helps a lot with confidence and making friends. Also it helps you overcome your fears and helps you help your community."

"It was actually amazing and I met lots of life-long friends and learnt so many new skills."



Training and Development

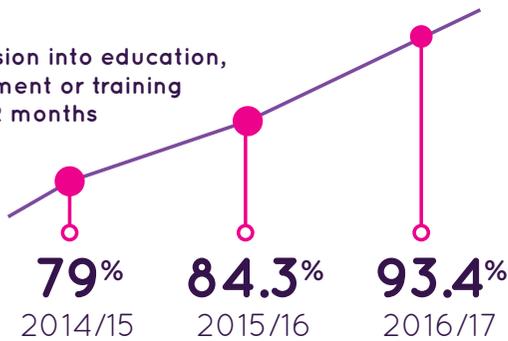
CXK's training and development programmes are designed to support young people aged 16-24, who are Not in Education, Employment or Training (NEET), to gain the skills, confidence and direction to take their next steps in life.

PRINCE'S TRUST TEAM PROGRAMME

2017-18



Progression into education, employment or training within 12 months



"The Prince's Trust Team Programme, and the experiences it gave me, was a really important first step for me in building the confidence and communication skills to find employment. I wouldn't be in the position I am without it."

EMPLOYER ENGAGEMENT

100 employers worked with, delivering over 100 work experience placements.



ELEVATE

43 young people on our functional skills programmes.

88% in 2016/17 Progression into education, employment or training within 12 months.



"I am very grateful to have this experience. It's helped my confidence and my ability to socialise properly and I couldn't have asked for better teachers."

"My favourite part was learning new things and receiving positive feedback from my work and making new friends."

"This course was an amazing experience and is a great stepping stone into college."



"CXK provides essential help and guidance to young people to ensure they have the right opportunities to pursue their careers. We are delighted to be working with them on a work experience placement programme at Ashford International."

Lesley Retallack
Head of Corporate & Social Responsibility
Eurostar



SKILLS ENHANCEMENT PROGRAMME



218 young people on programme



77 have already progressed into education, employment and training... and counting!

One Organisation One Team Changing Lives

“Learners become more confident, self-assured and improve their positive attitudes to work by attending CXK’s programme.”

“Leaders, managers and teaching staff are passionate about supporting learners to improve their confidence and become more motivated.”

“CXK plans effective programmes which enhance learners’ confidence and social skills. They are supported well to understand social issues in their local area and make a significant and positive contribution to their communities.”

“Skilled advisers work very effectively with customers; advisers use their understanding of customers’ strengths and personal challenges to agree appropriate goals and set manageable targets.”

“Advisers know their local areas well; they make very good use of labour market information and the learning opportunities and support available to help customers achieve their goals.”

“Advisers are very successful in enabling customers facing redundancy to find alternative employment.”

“Customers with significant barriers to success, such as poor mental health or high levels of anxiety, receive very good practical, supportive and sensitive advice and guidance.”

“Partnership working with most Jobcentre Plus offices, employers and the local enterprise partnership in the region is very strong, has a good focus on the most vulnerable customers and supports the job and training priorities across the south-east region.”

OFSTED, 2017-18

Follow us on:



@CXKLtd

The Old Court, Tufton Street
Ashford, Kent, TN23 1QN

T: 01233 224244 E: info@cxk.org

www.cxk.org



CXK
inspiring people to thrive

