

ANNUAL REPORT 2008

CONFIDENCE IN TOMORROW



EMPLOYMENT



CAREERS



CONFIDENCE



DEVELOPMENT



INCLUSION



MISSION

Statement

Right Track aims to enhance the employment prospects of individuals who would normally have difficulty in securing and maintaining employment due to various learning and/or social problems.

Our organisational objectives are:-

- To combat social exclusion
- To reverse pessimism, low aspirations and low self-esteem
- To assist clients to manage perceived barriers to progression
- To help clients to maximise opportunities in Training, Education and Employment.

These objectives will be achieved through the delivery of the core services we offer:-

- Guidance and Counselling
- Basic Skills Support (literacy, numeracy and communication skills)
- Vocational Training
- Practical Work Experience
- Creating Jobs in the Community
- Action Centred Learning
- Planning and Working Towards Goals
- Motivated Activity

Since our inception in 1983, Right Track has continued to support young people facing significant barriers to accessing work, many of them having what is described as chaotic lifestyles. The term is used to cover a variety of situations; some or all of which may affect our clients.

The most frequent issues presented by our clients include:-

- Poor literacy and / or numeracy skills
- Poor social skills
- Lack of confidence
- Low self esteem
- Poor communication skills
- Homelessness
- Living in supported accommodation
- Drug and alcohol abuse
- Victims of abuse.

PARTICIPATING COMPANIES:

Sports World BCogent Almond View Nursing Home Jury s Hotel Pumpkin s Nursery Victoria Park Kindergarten Images Hairdressing McDonalds Card Factory Somerfield Burger King Glasgow City Council Buchanan Hotel John Nimmo General Builders Scot Trout Rosti Technical Plastics Wizenmaann - UK Sidcross Three Bears Nursery Hopscotch Children s Nurser W. J. Harte Construction Bellshill Golf Club J. Smith Building Contractors Underground Inspection Services Tradimar Scott Bros Jointforce Scotblinds Scottish Shellfish Scaffolding and General Builders Ltd Brightwork Qualitas BAE Systems DH Brunton Butcher Macdonalds Direct Home Improvements Joyce s Salon Craigneuk Nursery Centre Anhop Metalwork Honeywel Weatherseal Midas Metalics Brannock Decorators Original Shoe Currys Electrical Next Dan s Autos Ravenscourt Care Centre Law and Poole Joiner Bupa Care Services Dalziel Park Westfield Timber DM Design M & D Leisure Arnold Clark Autos Aroma Caf Tunnocks Viewpark Out of School Care Grants Builder s Merchants Greggs Thos. McGuigan Sculptors VB Contracts Scot Industrial Products Malcolm Construction Onesti E x c h a n g e Restaurant J. D. Sports McConnechy s

THE PRESIDENT



Bill Hughes
CBE

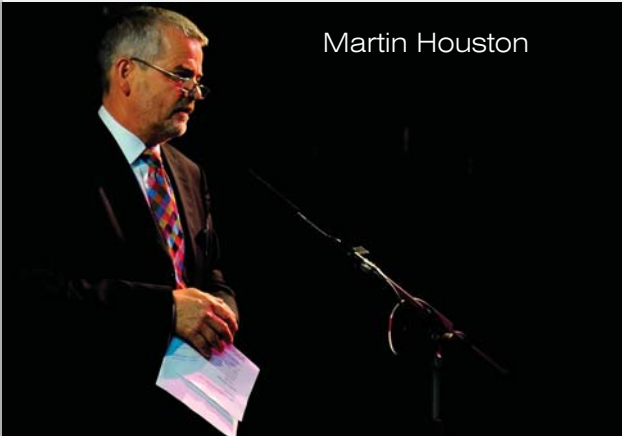
I am delighted to present Right Track s 2008 Annual Report to you.

Once again we have successfully completed another year despite a level of financial uncertainty that is ever present within the Voluntary Sector. As always we continue to lobby for more comprehensive and consistent funding for our client groups. Clearly the individual achievements highlighted within this Report make the case more strongly than ever for the ongoing need for our work. There is no doubt that with appropriate and co-ordinated support young people who face the most difficult challenges can fulfil their potential.

We continue to strive to identify best practice and ensure that our Projects are relevant and attractive to young people, particularly those in the 12 - 16 year old client group. This group, who are outwith mainstream education, is where we have focussed resources confident that early intervention prevents longer-term exclusion in adult years.

This year has seen an increasing number of outstanding individual successes, a reminder if we needed one, of what we strive to do and why we do it. Without our partners, funders and staff team, these would not be realised. My thanks and appreciation goes out to all those who contribute to the work of Right Track who are determined to achieve differences in the lives of young people, some of whom are pleased to highlight within this report.

THE CHAIRMAN



Martin Houston

The past year has been another year of successes and changes for Right Track during which we have welcomed new Directors to our Board, Veronica Ferguson from Scottish Business in the Community, Karen Walker of North Lanarkshire Council and Laurence Fraser of MacRoberts Solicitors. In the short time that they have been with us their contribution and interest in the work that we do has been greatly appreciated.

While we did not quite meet our objective of securing a break even position at the end of this financial year, we did make considerable progress towards this and achieved significant successes. As stated above we achieved our aim to strengthen and diversify our Board, we secured and delivered a larger Get Ready for Work Contract from the newly formed Skills Development Scotland, than ever previously achieved, we delivered two new ESF Programmes, under the Shadow Round of the new Scottish European Social Fund, we delivered a new alternative to mainstream education Project in partnership with Glasgow City Council Psychological Services and a new Adult Training Programme, supported via Skills Development Scotland and delivered in partnership with Jobcentre Plus.

Most importantly this year we have supported 72% of all the young people and adults that we have worked with to progress to positive options in further Training, Education and Employment, a really significant achievement when the broad range of issues faced by our clients is taken into account.

None of the above would have been achievable without the continued support and flexibility of our funders, Skills Development Scotland, Glasgow and North Lanarkshire Councils, ESF, the Community Regeneration Fund, Charitable Trusts such as the Laidlaw Trust and Cash for Kids and the support and patience of our Work Experience Providers.

Finally, I must also thank the Right Track staff team, without their dedication, enthusiasm and care, none of the above would be achievable and on behalf of the Board I look forward to reporting another successful year, with their support, next year.

Celtic Plc Sodexo East End Joinery King Communications McCormack Roofing Clearwater Big Bite Catering Oscars Playscheme Manorpark Nursery Tesco Grahamshill Nursery Wallace Express VW Group Dunbeth Lodge Argos Goodwin Joinery Cutting Edge Lochran Decorators Hugh Black Butchers Patersons Auld & Sons Bell Group Aptus Parceline Focus Crown Conversions Chalmers & Son Haulage Jack and Jill s Nursery John David Group Morris Furnishings Ultimate Heat Victoria s Hair Salon AAH Pharmaceuticals Dr Gormans Helfron Building RDA Scaffolding Frankie and Bennies AJ Kilcoin Elmwood Construction Detail 2Com Call Centre Hutton Hotel Happy Tots Nursery Primark Iceland Bankhead Bakers Casa Del Bambina Southside Sprinkle Roma Hair Salon Reeny Roof Care Complete Hair Morrisons S & A Scaffolding Watt Brothers Quality Fare Butchers Space Kitchens John Watson and Company Homestyle VWS PS Scotland The Wee Hot Totie Hefferland Catering Hyde and Seek Poundland Component Coating Summerset Nursery Philosophy Hair Cairns and Scott Catering Vic s Bakery NHS Sky Fitness First Capita Job Centre Plus Communities United

EDUCATION INITIATIVES

Skills for the Future programmes

Right Track's Education Initiative - Skills for the Future Programmes have been designed to support young people aged 12-16 years, who have not engaged with mainstream education for a variety of reasons.

The Projects are delivered from each of Right Track's four Training Centres in Drumchapel, Bridgeton, Bellshill and Coatbridge offering a Programme of alternative learning including;

- action planning and weekly goal setting activity
- one to one support
- core skills support
- personal development support
- leisure and recreation activities designed to develop confidence and promote team-building
- work experience tasters with local Employers
- support to develop practical vocational skills valued by Employers
- practical introductions to a range of job roles
- IT, digital and video projects
- community projects
- team challenges
- arts projects

The Education Initiative - Skills for the Future Projects aim to ensure that all young people referred to the Programmes are supported to;

- stabilise their lifestyles
- develop patterns of attendance and time-keeping
- receive support from specialist agencies if required
- return to school if appropriate
- recognise the use of core skills in everyday life and work situations
- progress from the Projects to further Training, Education or Employment options
- develop skills sought after by Employers
- accept responsibility
- develop belief in their own potential

Essentially the Projects seek to equip young people for the future and ensure that they are either, supported to return to School on a part-time or full-time basis or are engaged in an appropriate Training, Education or Employment option when they reach their official school leaving date.

Key to Project success is the broad ranging Personal Development Programme designed to help young people to develop confidence, self-esteem, team-working skills and increased aspiration. Examples include, participation in local environmental landscaping projects, outdoor challenge activities, sports introductions, digital photography projects, cookery lessons with a local Chef, healthy and adventurous eating courses, participation in community arts projects, City tours.

During 2007/8 Right Track supported over 200 young people via these Projects, the majority of whom were completely outwith mainstream education at the point of referral. Over 80% of these young people achieved attendance and time-keeping targets. Without the support of North Lanarkshire Council, Glasgow City Council, the European Social Fund and the Community Regeneration Fund, the comprehensive package of support offered to this very vulnerable client group would not have been possible.





LIFESKILLS

Programme

Target client groups

Lifeskills clients are young people who often have complex support needs and require intensive support to be able to progress from Lifeskills to mainstream options in Training, Education or Employment. Lifeskills provision is offered from particularly supportive environments from Right Track s Drumchapel and Bridgeton Training Centres. The Lifeskills Project seeks to assist young people to;

- identify and address individual, perceived and actual barriers to participation in Training, Education or Employment options
- engage young people with specialist external support as required
- assist young people to stabilise their lifestyle
- assist young people to recognise their support needs in relation to future goals
- empower young people to address individual issues with support from the Project
- support young people to interact positively with other trainees
- assist young people to develop patterns of timekeeping and attendance
- develop a basis for progression

Activities within the Project in the past year have included;

- First Aid Training
- Creative Arts Projects
- Sports Introductions
- Preparation for independent living skills (money management, good housekeeping, home safety, home DIY, managing peer pressure, organisational and planning skills, time-management, positive lifestyle choices)
- Outward Bound activities
- Orienteering Project
- Personal Fitness Programme
- Alternative Therapies

- Environmental Awareness Project
- Guest Speakers
- Digital Photography Project
- Get into Cooking Programme (lunch prepared by Project participants each day)
- Attendance at Jobs Fairs and College Open Days
- Leisure/Recreation activity
- Drug/Alcohol Awareness

A small step approach to Lifeskills clients is essential so that young people can recognise their own progression/regression. Goals are designed to be dynamic and can be amended on a daily basis as required.



GET READY FOR WORK

Right Track delivers Get Ready for Work provision to young people aged 16-18 years who have not made positive and sustainable post-school transitions, in Glasgow and North Lanarkshire. The Projects are delivered in partnership with Skills Development Scotland, Careers Scotland, a broad range of community and voluntary sector partners who contribute to the Projects and the essential support of local Employers who provide short-term Work Experience Tasters and longer term Work Experience Placements, without which the Project experience would be less real for Project participants.

Our Get Ready for Work provision is also enhanced by support from the European Social Fund, which supports the delivery of two additional Programmes, Motivator and FOCUS.

Motivator Programme

The Motivator Programme is an intense Personal Development Programme designed to assist young people who have support needs to stabilise their lifestyles and ultimately identify vocational goals via Preparation for Employment support and Work Experience Tasters and Placements. Activities undertaken within the Project include participation in North Lanarkshire Council's Active Lifestyles Project, Outward Bound Programme, Health and Safety, First Aid and REHIS Training, leisure and cultural visits and team challenges. Young people also receive core skills support via this Project.



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FOCUS Programme

The FOCUS Programme offers a range of practical, Vocational Introductions, delivered over a 10-16 week period. The Project aims to offer a pathway to further Training or Employment, in key sectors, for young people who, at the point of engagement with the Programme will not have the relevant entry Qualifications to specific occupations or who face personal barriers to securing Employment or sustaining a Training place. FOCUS Programmes are delivered from "real" occupational environments, within Right Track Training Centres, facilitating practical, vocational activity and often include College day-release, use of skilled sub-contractors for Trade skills and also include a comprehensive Work Experience Programme.

FOCUS Vocational Introductions delivered over the past year have included;

- **FOCUS** Childcare
- **FOCUS** Garage Trades
- **FOCUS** Construction
- **FOCUS** Health and Beauty
- **FOCUS** Multi-media
- **FOCUS** Landscaping

Via, these Projects Right Track has supported over 500 young people in the past year, 59% of whom progressed positively from the Programme.



Training for Work

Right Track delivers two Projects via Training for Work Contracts from Skills Development Scotland and the European Social Fund. These Projects aim to assist long-term economically inactive adults to enter/re-enter the labour market via customised Training Programmes. Over 60% of Project participants in the past year have been lone parents. Staff from Right Track's Employer Support Unit work closely with Lone Parent Advisors within Jobcentre Plus and local Regeneration Agency staff in the delivery of these Projects.

Links to Employment

The Links to Employment Programme offers individually customised recruitment and ongoing training packages to previously unemployed adults, who with our support enter a broad range of occupational sectors on both a part-time or full-time basis.

Access to Admin

The Access to Admin Programme is a 16 week Programme designed to support clients to develop the basic skills required to secure employment in a range of Administrative occupations.

- an introduction to the role of IT in a range of Vocational Sectors
- the role of the Administrator
- the importance of administration within Business
- organisational skills
- effective emails
- face to face and telephone communications
- dealing with complaints and difficult callers
- business writing: preparation and structuring letters and emails
- internal and external mail
- filing systems
- PC construction
- word processing
- spreadsheets
- internet search and usage

The Access to Admin Programme is a 16 week Programme designed to support clients to develop the basic skills required to secure employment in a range of Administrative occupations.

The Programme will also offer practical Work Experience opportunities on both a part-time and full-time basis with local Employers, to give clients the chance to test their skills in real work situations.



Get Ready for Work

CASE STUDY 1

Ian was originally referred to Right Track seeking work in mechanics. Within a week a Work Experience Placement was secured with a local garage but Ian decided that mechanics was not a trade he wished to pursue. Project staff worked with Ian to help him identify alternative jobs that he might be interested in. Ian then decided that he would like to try Work Experience in a butcher's shop.

Staff helped Ian to find out what would be needed to become an Apprentice Butcher. It was discovered that he needed his Elementary Food Hygiene Certificate before he could work with food products. Ian would also need to wear a shirt and tie to work every day - something Ian felt would be quite a challenge!

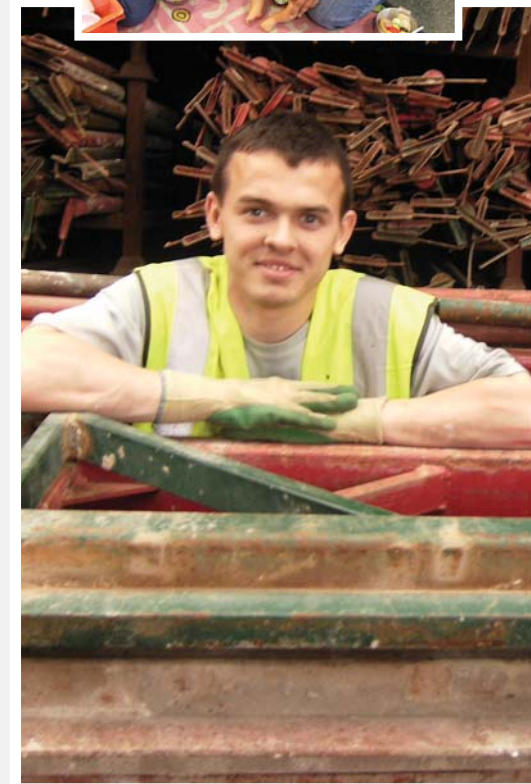
After Right Track approached several companies seeking a Work Experience opportunity for Ian one company agreed to give him a trial. Ian did so well and looked so smart every day that he was offered full-time employment after four weeks and is now working towards his Master Butcher's Qualification.



CASE STUDY 2

Derek was originally referred to the Get Ready for Work Programme as a Vocational trainee who was interested in factory or warehouse work. It soon became apparent that Derek had literacy and numeracy difficulties in addition to very poor timekeeping and attendance. Consequently it took several months before he could try Work Experience in a warehouse. From then on Derek developed a pattern of staying with Work Experience Placements for a few weeks or months and then returning to the Training Centre. Derek clearly preferred manual work to attending the Training Centre but his timekeeping and attendance kept letting him down as all the Employers who provided Work Experience were satisfied with his work but could not rely on him because of his lateness and absences. This was the only thing preventing him from getting a job!

Eventually Derek was placed with a Builder's Merchants and Derek showed that he had completely changed his work ethic, with much improved timekeeping and attendance. He got on well with the staff team, worked hard and was soon offered full time employment in a job he really enjoys.



Get Ready for Work

JOBS SECURED:

Labourer Catering
Assistant Apprentice
Butcher Telesales
Admin Assistant Waiter
Waitress General
Assistant Sales
Assistant Trainee
Hairdresser Warehouse
Operative Cashier
Production Line
Operative Apprentice
Panel Beater Domestic
Assistant Apprentice
Plumber Counter
Assistant Factory
Worker Trainee
Scaffolder Trainee
Joiner Construction
Trainee Kitchen Porter
Childcare Assistant
Vehicle Repair Trainee
Hair and Beauty
Assistant Trainee
Roofer Apprentice
Butcher Production
Operator Crew Member
Bar Staff Auxillary Nurse
Chambermaid Child
Befriender Apprentice
Landscaper Trainee
Bricklayer Assembly
Operator Chairperson
Greenkeeper
Bricklayers Labourer
Vehicle Resprayer
Vehicle Finisher Vehicle
Maintenance Trainee
Painter Vehicle Fitter
Joiner Nursery Assistant
Apprentice Blacksmith
Trainee Fabricator
Apprentice Mechanic
Housekeeper
Groundsman
Playworker
Office Worker

RIGHT TRACK



TRAINEE OF THE YEAR

Awards 2008



RIGHT TRACK

CONFIDENCE IN TOMORROW



CENTRAL OFFICE, BROAD STREET BUSINESS COMPLEX, UNIT 5, BROAD STREET, GLASGOW G40 2QW TEL: 0141 556 1991 FAX: 0141 556 1992

BRIDGETON TRAINING CENTRE, BROOK STREET STUDIOS, 60 BROOK STREET, GLASGOW G40 2AB TEL: 0141 551 9515 FAX: 0141 554 2907

DRUMCHAPEL TRAINING CENTRE, OPEN GATE COMMUNITY COLLEGE, 44 HECLA SQUARE, DRUMCHAPEL, GLASGOW G15 8NH TEL: 0141 949 4894 FAX: 0141 944 5846

BELLSHILL TRAINING CENTRE, UNIT 1, DARROWS ESTATE, JOHN BRANNAN WAY, BELLSHILL ML4 3HD TEL: 01698 749933 FAX: 01698 843181

COATBRIDGE TRAINING CENTRE, GROUND FLOOR, KENNEDY HOUSE, GARTSHERRIE ROAD, COATBRIDGE ML5 2DJ TEL: 01236 433315 FAX: 01236 433876

EDINBURGH TRAINING CENTRE, GROUND FLOOR, EAST SUITE, PLAYFAIR HOUSE, 6 BROUGHTON STREET LANE, EDINBURGH EH1 3LY TEL: 0131 557 8584 FAX: 0131 557 9163



CASE STUDIES

Skills for the Future



CASE STUDY 1

John was referred to the Skills for the Future Project following prolonged absence from school. His erratic home life, lack of confidence and increased levels of withdrawal and lack of communication had led to him being allocated a Social Worker and discussion about a referral to Right Track.

Over time John gained in confidence and became integrated into the Skills for the Future group. His attendance has been excellent and staff have highlighted his great commitment to the Project and his thoughtfulness and sensitivity to others.

John was nominated for Right Track's Trainee of the Year Award and is looking forward to a career in the Motor Trade.



CASE STUDY 2

Joe started Right Track in August 2007 with a history of being extremely disruptive in school. Joe is dyslexic and experienced great difficulty with his reading and writing.

When he joined the Skills for the Future Project, Joe had a very bad attitude towards authority, low self-esteem and had great difficulty working in a group.

During his time with the Project Joe has learned to accept discipline when time is taken to discuss situations with him. His timekeeping and attendance have been exemplary at 97% and he is the first to arrive at the Project every morning. He has benefited from the small group work offered by the Project and he has made big improvements in literacy and numeracy that he struggled with at school.

He is currently working towards achieving his Core Skills in Communication and Numeracy.



Skills for the Future

BALANCE SHEET

Balance Sheet at 31 March 2008

DIRECTORS

Bill Hughes CBE - President
 Martin Houston - Chairman
 Laurence Fraser
 Karen Walker
 Alan McEwan
 Veronica Ferguson
 Catherine Martin
 Stewart Laing
 Samantha Barber

	Note	2008 £	2007 £
Fixed assets			
Tangible assets	3	54,096	48,106
Investments	4	250,369	311,365
		304,465	359,471
Current assets			
Debtors	5	172,701	345,543
Cash at bank and in hand	6	315,453	342,502
		488,154	688,045
Creditors: amounts falling due within one year	7	269,658	377,524
Net current assets		218,496	310,521
Net assets		522,961	669,992
Funds			
Designated	8	295,000	408,072
General	8	107,286	261,920
Restricted	8	120,675	
	10	522,961	669,992

The financial statements have been prepared in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small companies and were authorised for issue by the Board on 2 September 2008.

This statement was extracted from the full statutory accounts of Right Track Ltd. A copy of the full accounts, upon which the auditors, Scott Moncrieff, have given an unqualified report, has been delivered to the Registrar of Companies. Scottish Charity Registration No. SCO17314

