

ProjectScotland ECONOMIC IMPACT ASSESSMENT

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1 INTRODUCTION

Background and Remit

- 1.1 This report has been prepared on the instruction of ProjectScotland by Roger Tym & Partners to undertake an Economic Impact Assessment of ProjectScotland's activities in the voluntary sector and wider economy at a Scotland level.
- 1.2 The requirements of the Assessment were to produce a robust and defensible assessment of both ProjectScotland's outputs and outcomes, and indeed assess the impact of the 'counter-factual' scenario of what would occur if ProjectScotland was not in operation. The objectives of the assessment were to demonstrate and assess:
- The scale of economic benefit - both quantitative and qualitative;
 - What has been the level of value added within the economy; and
 - How charities within Scotland have benefited through ProjectScotland.
- 1.3 This is set within the wider context of ProjectScotland nearing the end of its initial funding.

Study Approach

- 1.4 The assessment was undertaken with key personnel involved in operational activities, together with analysis of quantifiable data and qualitative information derived from a sample survey and contact with the not-for-profit project partners and volunteer participants.

The Basis of the Assessment

- 1.5 The basis of the assessment was ProjectScotland's current activities and:
- The manner in which ProjectScotland, the project partners, and the volunteer participants inter-act, leading to benefits at both an individual level (access to better quality employment, easier access to employment, improved promotional prospects in employment, etc); and at an economic / 'corporate' level in terms of increased efficiency, and output / added value, etc;
 - The manner in which the volunteers contribute to the project partners in terms of 'specific projects' leading to greater efficiency, etc; and
 - The extent to which the volunteers' activities lead to enhanced employment opportunities, enhanced incomes, new business activities or start ups, and leading to an increase in economic value.

Consultation with Project Partners

- 1.6 In providing an understanding of the information and detail as set out above a sample of the 130 not-for-profit project partners were consulted. This sample was sub-divided by type of project partner, area of activity, and also geographic distribution in terms of urban and rural distribution across Scotland.
- 1.7 A structured list of questions was put to the project partners through a mixture of face to face and telephone based consultations.

Consultation with Volunteers

- 1.8 All volunteers who had completed a ProjectScotland placement and had left a forwarding or contact address were contacted via an email based survey questionnaire.

- 1.9 The survey questionnaire sought the following information on various aspects of the volunteers' experience of the project including:
- The quality of the volunteering experience;
 - Potential for future business and networking opportunities;
 - Relevance of internship projects to future career activities; and
 - Influence on potential career directions.

Economic Impact Analysis

- 1.10 The economic impact analysis assessed the potential impacts and effects of the activities, which have resulted from the volunteers' project partners' and the overall project's operations, and identified the potential impact of the 'counter factual' - that is the consequences to the local, regional, and national economy if ProjectScotland was not in operation.

Structure of the Report

- 1.11 Following this Introduction there are four further sections as follows.
- 1.12 **Section 2** sets out the responses of the consultations with a sample of project partner organisations and mentors who were participants in the project, and sets out the background to their participation and lessons learnt from their experience, together with some recommendations for potential improvements in the means of project operation.
- 1.13 **Section 3** provides a detailed analysis of the results of respondents to the survey of volunteers in terms of progression following their project involvement; the influence which the project has had upon them; skills and confidence development; current earnings, and uplift in earning power if relevant; further business and networking opportunities; mentoring experience; and benefits to their employers.
- 1.14 The quantitative impact assessment provided in **Section 4**, covers a range of value indicators and metrics, by which the economic impact of the project and its activities can be measured, and the assessment assesses impact in terms of a total imputed monetary value.
- 1.15 **Section 5** brings the results of the above analysis together and provides a quantification of the overall economic impact and qualitative assessment of ProjectScotland's activities.

Assumptions Used in the Economic Analysis

- 1.16 The type of analysis undertaken for this report requires a set of assumptions to be made about the data gathered from ProjectScotland and the economic outputs derived.
- 1.17 The assumptions used are in accordance with other economic impact assessments carried out previously by Roger Tym & Partners and with standard practice established through government guidance as set out in HM Treasury's 'Green Book'. A full set of the assumptions used are set out in the Appendices to this report.

2 CONSULTATION FEEDBACK

Background

- 2.1 The approach to consultation adopted was to consult with a selected group of Partner organisations, Mentors and with Volunteers. The information and data were provided by the ProjectScotland team and the consultation was conducted by a combination of face to face and telephone interviews with the Partner organisations and the Mentors.
- 2.2 The approach was to firstly set up face to face interviews with the Partner organisations to determine whether any of them had indeed measured the impact of the placements they had supported in any formal way. In setting up the initial appointments, it became clear that there was no strong pattern or indication that the partner organisations had set out to measure impacts and outcomes from the placements (certainly in economic terms).
- 2.3 Many of the output measures that the partner organisations did have experience of were generally associated with other funding streams such as the European Social Fund (ESF) or New Deal funding and as such the targets were already set.
- 2.4 It became clear at the start that many of the interviews would therefore require face to face meetings as it would be difficult to extract the information on economic benefits that were associated with the projects, and therefore investigative interviewing would be required to collect relevant examples.
- 2.5 The initial hypothesis was that potential economic impacts would be likely to broadly fall upon one of three stake-holding groups within the project as follows;
 - Volunteers - direct uplift in their circumstances;
 - Mentors - changes to their skill-sets and experience which they could use to make changes in their own functions and impact positively within their organisation; and
 - Partner organisations - changes in the organisation which would increase their capacity or indirectly influence changes with positive economic impacts.
- 2.6 In some cases information about the impact of individual placements would be collated for all of these areas, as many of the mentors were also part of the partner organisation. This approach was felt to be useful as it would potentially highlight any strengths or weaknesses in the process, which was considered would also provide useful feedback to ProjectScotland.
- 2.7 From the target contact lists which were supplied by ProjectScotland, the mentor group proved somewhat difficult to obtain responses. Many of the mentors who were part of third party organisations such as financial institutions had moved onto other roles, or indeed proved very difficult to contact. There was also less feedback from the mentors as to the outcomes of the volunteers after placements as there was in some cases very little ongoing relationship and tracking undertaken.
- 2.8 Subsequently, the contacts within the Partner organisations which were mentoring volunteers or supporting this process in a proxy way did have more insight into the “after-placement” and therefore the source of comments from the mentoring element did provide some useful information.
- 2.9 It was noted that many of the other initiatives such as New Deal had more formalised requirement to continue monitoring the New Deal candidate up to 6 months post participation in the programme. This would suggest that if ProjectScotland moved to seeking more formalised feedback then there would be in some cases a system in place to manage this. It is worthy of note that in some

cases this would represent a barrier to participation for partners and perhaps mentors. However if the project is to move forward it may be that this more formalised approach to 'outcome and impact measurement post event' will be required to assist in the segmentation process, although balance and flexibility should be considered.

- 2.10 It is also possible that the data for post activity are in fact being collected by other sources and organisations, such as Job Centre Plus and FE & HE establishments (colleges and Universities) and therefore with minor modification and ongoing relationship with these organisations feedback mechanism can be built up.
- 2.11 The following sets out the responses from consultations with Partners and Mentors, in terms of potential impacts upon the three participating groups.

Benefits Relating to Volunteers

- 2.12 **Impact Arts** have used the more capable graduate volunteers to provide supervision capability for teams of other volunteers including those from the more disadvantaged groups. This provides benefit to their management skills and experience in developing their CV. There are also benefits for efficiency gains in the partner organisation (Impact Arts) as it releases FTE staff to take on more complex and new pilot activities.
- 2.13 Two participants from ProjectScotland volunteers had secured employment with **Impact Arts** and a further person had gone onto work with Space Unlimited which is a 3rd sector organisation spun out from Scottish Enterprise.
- 2.14 **Scottish Wildlife Trust** (Conservation Field Team) had already taken on 115 ProjectScotland placements which are now tending to be 3 and 6 month long placements. SWT as an organisation have 80 FTE with 3 at HQ and 11 supervisors as part of the Conservation Field team. Historically the profile of volunteers for work and training with SWT were drawn almost 100% from the New Deal Programme. This profile has now changed in the 2 years ProjectScotland has been in place and now the project is supplying 55% of volunteers. This has been timely in the eyes of SWT as they were experiencing difficulty in obtaining the levels and quality of people through New Deal.
- 2.15 The skills profile in ProjectScotland is very much higher and they are tending to obtain volunteers who are keen to move into conservation work. The route for conservation work and the required training has traditionally been through volunteering, although there are HEI training courses. Therefore career paths in this field are improved through ProjectScotland type initiatives. Training and skills development are producing individuals with recognised training awards and therefore improved employability.
- 2.16 **SWT** do not track individuals after they leave. However they have knowledge of 2 ProjectScotland volunteers with jobs in conservation post their placements (1 in Edinburgh in tree planting, and 1 in Ayrshire), and there maybe many more.
- 2.17 **Riding for the Disabled Bannockburn (RDA Bannockburn)** have had 2 ProjectScotland volunteers, both of whom were post-school and looking to develop work skills and confidence prior to going onto HE. Individuals were working towards NVQ and will therefore have the ability to instruct at certain level. This will increase earning capability.
- 2.18 Volunteer experience in **Stills Gallery in Edinburgh** (comment from Standard Life Mentor) benefited the participants as this covered areas such as marketing, sales and artistic duties. Placements were for around 6 to 9 months and allowed the individuals to develop pre-employment skills.

- 2.19 The first Volunteer at the **RNID** benefited by being able to apply and successfully find a full time position as a fund raising assistant in a 3rd Sector organisation called Children 1st.
- 2.20 **National Trust for Scotland** volunteers have taken up some full time employment within the organisation. One of the volunteers started in a conservation post at £18,000 per annum, (normal starting rate would be around £15,000) so ProjectScotland experience had helped with additional skills to allow this to occur. Unlocking pre-employment skills in areas which are generally hard to obtain unless through volunteering was highlighted as key a benefit. NTS have some of the top people and positions in their field, which normally would be difficult for people to access.
- 2.21 **Forestry Commission Scotland** has estimated that there have been 30 volunteers who have moved into employment post the project. The mix of volunteers is weighted 90% towards those from disadvantaged backgrounds. The ProjectScotland initiative had been discussed very positively in the Ayrshire Partner Community Forum meetings, and specific mention was made of the positive response from the Police about resulting positive changes in anti-social behaviour.
- 2.22 Many of the volunteers have gone through specific training assessment programmes in 'chainsaw proficiency' (NPTC) which is a basic requirement for the forestry industry - these courses / assessments generally cost in the region of £300/person.
- 2.23 A good deal of the forestry industry is through self employed contractors working for contract companies supported by the Forestry Commission infrastructure.
- 2.24 Economic impact on the community through the purchase of goods and services was mentioned. However, no figures were given apart from Diesel of £25,000 per annum, but local expenditure in shops, and lines of credit being opened, were also mentioned, more a change in attitude to go with local impact. Additionally the purchase of chainsaws and driving lessons through the Personal Development Fund were also noted although no quantitative figures were available for this expenditure.
- 2.25 **Edinburgh Leisure** has taken on 6 Volunteers and 3 have been employed at £15,000 per annum as leisure attendants. The group of volunteers are from the more disadvantaged groups and this also matches the funding that the programme manager has to fund his position.
- 2.26 The view on this project was that there was a high probability of getting volunteers to take up employment in the leisure sector particularly from the disadvantaged groups the project is tackling. It is also clear that the area of Sport & Leisure provides understandable opportunities for young people as often sports centres are seen as integral parts of their local community and therefore the value and benefit of being a part of this community is appealing through recognition and understanding.
- 2.27 **Cornerstone** has taken on 30 Volunteers and 6 have been employed across the organisation as permanent staff in full time positions at salary levels of £7/hr).
- 2.28 Training costs and assessment for SVQ level 2 & 3 have been provided to those volunteers who have been with the organisation for 12 months. It is difficult to sustain this type of skills development unless there is some form of longer term activity.
- 2.29 **Bambury Centre** - a volunteer from this programme placement was taken on a 12 month fixed term contract at £12-13,000 per annum. Most of the other volunteers were moving into educational opportunities.

- 2.30 **Inverness Blitz's** volunteer manager identified 1 volunteer who had gone into permanent employment in the 3rd sector working with children and also music related. The rest had gained useful volunteer experience with another volunteer planning to undertake a college course in sports coaching.
- 2.31 **Voluntary Action Lewis** had taken on 22 Volunteers (equivalent to 29 placements), and 3 of these volunteers had secured jobs in the sector with an estimated average salary of £13,000 per annum. One of the jobs was with the partner organisation itself.
- 2.32 **Gallowgate & Calton Childrens Project (PEEK)** had 2 volunteers (who were 16 years old) and had both being working through recognised training qualifications and doing HNC level qualifications.
- 2.33 **Ocean Youth Trust Scotland** had 5 volunteers through the programme and has managed to provide training for Volunteers which has taken them 80% of the way towards Skipper Qualifications (around first mate level). This has allowed at least 3 volunteers to obtain jobs in the industry (1x First Mate - £16,000, 1x2nd Mate £14,000 and 1x Freelance work).

Benefits Relating to Mentors

- 2.34 **Ethicon in the Community**, a charitable organisation run by Johnson & Johnson in Scotland. ProjectScotland volunteers provided some administrative support on a reliable longer term basis, which allowed the volunteer staff of J&J to focus more on the key activities that were required. It was recognised that this must provide some efficiency gain for the employees in the day job although this was not measured, probably because of the separate approach taken between the charity activity and mainstream commercial operation.
- 2.35 **Lloyds TSB** have provided mentors for the project. The key benefits identified were the recognised staff development and improved morale issues that such a programme can bring. Lloyds TSB have identified a positive bottom line benefit relating to the employee surveys carried out in house. The bottom line benefit is estimated to equate to a 1% uplift in staff morale. The staff members spoken to did identify a change in their behaviour and considered that mentoring did bring a more energetic and engaged approach to their day to day work.
- 2.36 In **Standard Life** both face to face and email (remote) mentoring were used. There was a feeling of being re-energised and inspired, which would add to working energy. Standard Life do run staff surveys, however these results are currently not externally available. Mentoring skills are valued in Standard Life and do provide opportunity to develop skills and therefore increase promotional opportunity.
- 2.37 Other benefits would flow from potential development in skills and therefore the importance of gaining mentoring experience for promotion opportunities etc. Mentoring is identified as one of the performance contract elements for employees.
- 2.38 There was also an opportunity to understand how 3rd sector business operate, particularly as one of the mentors had a 3rd sector charity as one of his corporate accounts.
- 2.39 **Impact Arts** operate with a Goal Setting and Development Framework for the volunteers and therefore the Mentors are also formally developing their management skills. This does provide up-skilling for those mentors allowing them to take on more complex tasks in the future and also prepares them for other future work opportunities.
- 2.40 **Edinburgh Leisure** has a main Project Manager and mentor dealing with ProjectScotland among other regeneration initiatives. The individual encouraged another office based admin member of staff to take on a support role in mentoring. This resulted in the individual developing his skills and allowed him to achieve a

promotion as a Golf Development Officer (salary enhancement from £15,000 to £22,000 per annum).

- 2.41 **RNID** benefited from having additional skills development through mentoring. This enhances the potential to apply for more senior roles and promotion.
- 2.42 Other organisations that provide mentoring to ProjectScotland: Wood Mackenzie Ltd, HBOS Foundation.

Benefits Relating to Partners

- 2.43 One of the benefits of improvement in efficiency as a result of their ProjectScotland participation has helped convince **Ethicon in the Community** that they should locate their European Charitable Function in Scotland with £8million funding. This will create a position for a full time Graduate Internship for the next 12 months.
- 2.44 There is also a launch event in the next few weeks which will bring 25 Global Senior **Ethicon in the Community** executives to Scotland for 2 days, which will have a business tourism impact for the economy. Although the charity activity and the J&J commercial operations are run very separately it does have some benefit of linkage and hence some additional anchorage of the Scottish operation within the parent company function.
- 2.45 **Impact Arts** have both a charity organisation and a commercial organisation under the umbrella organisation, (30 FTE Staff and they have managed 80 ProjectScotland volunteers). Although they have kept the charity side separate they have been able to run more pilot type initiatives with the ProjectScotland support and therefore the potential benefit and overspill into the commercial organisation has allowed them to develop new business models. So far activities are mostly concentrated in the central belt, but Impact Arts have the capability to grow their operation wider across Scotland and UK, so they could increase current turnover of £1.8million.
- 2.46 They have to pay for artists' time out of that turnover and this accounts for some 57% of turnover. Therefore the contribution to the Creative Industries sector can be considered a benefit.
- 2.47 They have recruited 2 employees from the ProjectScotland pool and therefore have saved recruitment cost of some £6,000 per annum.
- 2.48 **Scottish Wildlife Trust** (Conservation Field Team) have already taken on 115 placement blocks which are now tending to be 3 and 6-month placements. This equates to some 60 to 80 individuals. Historically the profile of volunteers for work and training with SWT were drawn from the New Deal Programme almost 100%. This profile has now changed in the 2 years ProjectScotland has been in place and now ProjectScotland is supplying 55% of volunteers. This has been timely in the eyes of SWT as they were experiencing difficulty in getting the necessary levels and quality of people required through New Deal.
- 2.49 The skills profile in ProjectScotland is very much higher and they are tending to get graduates who are interested in entering the conservation sector.
- 2.50 Staff issues have been rectified with the quality of volunteers being increased. An example was given of a Supervisor from SWT leaving because of the difficulty in their role in managing the New Deal populated teams. The individual eventually returned and is much happier that the teams are predominantly ProjectScotland members. Supervisor salary levels are around £18,000 per annum, and graduates may get a higher rate.
- 2.51 Each team (average 8 members) will cost around £40-50,000 per annum to run and are targeted to make £100-120,000 of contract work.

- 2.52 SWT can operate commercially so if they balance the team it is possible to generate more external income and therefore a marginal uplift in FTE employment. They have modest targets at present with each team targeting £2,000 per month (11 teams).
- 2.53 **Riding for the Disabled Bannockburn (RDA Bannockburn)** have had 2 ProjectScotland volunteers, both of which were post school and looking to develop work skills and confidence prior to going onto HE.
- 2.54 There have been capacity and efficiency gains from having volunteers providing support over a predictable and reliable time period. This allowed existing staff to increase activity and effort in higher value areas.
- 2.55 The impact was additional classes or increased capacity of 10 extra clients per week which equated to an additional £4,000 per annum.
- 2.56 **Riding for the Disabled Glasgow** was a Partner organisation which had group mentoring from a Lloyds TSB staff member. He identified through conversation benefits which would accrue to the business through the activities of asset maintenance and upkeep, although no specific quantitative figures were available. There was also a view that the efficiency in services would have been increased and the ability to operate with less seasonal impact due to reliability of assistance and support on a longer term basis.
- 2.57 **BTCV** have taken 100 placements which equates to around 60 volunteers.
- 2.58 They have recruited 2.5 FTEs to support the project and they are aware of 2 ProjectScotland Volunteers who have secured jobs in the conservation sector.
- 2.59 ProjectScotland funding allowed them to develop a programme for the Cairngorm National Park (SNH funding) where **BTCV** provided staff member and administrative support which had a contractual value of £8-10,000.
- 2.60 **BTCV** have historically been very poor in advertising their services. However the ProjectScotland initiative was considered to have assisted this and therefore produced a better bottom line return on their advertising spend, although quantitative figures were available.
- 2.61 **Gallery in Edinburgh** (comment from Standard Life Mentor) benefited from additional resources, as the Graduates covered areas such as marketing, sales and artistic duties. Placements were for around 6 to 9 months.
- 2.62 **ACE-IT** benefited from additional capacity. Additional income was generated through teaching (8 trainees @£45 per 10 week Block course, and ProjectScotland volunteer taught 3 X 10 Week block - so income was $[8 \times £45 \times 3 = £1,080]$.
- 2.63 Additional products which could be sold were developed - instruction or guidance manuals for subjects such as digital photography - these sold at £9.99 and 50 were produced (printing costs covered by a grant) so $[income 50 \times £9.99 = £500]$.
- 2.64 Savings due to technical support skills of the individual meant that there was no need to bring in external technical support. This was averaged at 2 hours/week, normal outsourcing costs £80/hr $[saving would be 30 weeks \times 2 \times £80/hr = £4,800/yr]$
- 2.65 Numeracy & literacy skills development & new communities were being created which would have economic impacts on older people going into the workplace and also increased usage of broadband services.
- 2.66 **RNID** benefited from additional capacity and some new / additional expertise. The ProjectScotland volunteer allowed the RNID staff to develop new initiatives and opportunities. An example was the programme for the Samaritans engaging with people who are hard of hearing, but importantly drawing in volunteers who were hearing impaired (1 in 7 of the population)- email & text driven accounts for sizeable

traffic. This service can now be offered to more commercial organisations such as call centres, and could ease labour market shortage issues. It also appears to imply that some of the commercial organisations such as banks who sponsor RNID events could attract customers from this demographic group.

- 2.67 The ProjectScotland volunteer did a great job and paved the way to justifying the creation of a full time post to cover the management and development of the marketing database function at a £20,000 per annum pro-rata level.
- 2.68 **Forestry Commission Scotland** had completed an internal brainstorming exercise prior to the consultation meeting with them to assist in determining economic impact elements.
- 2.69 They have been operating with around 50 volunteers per year and were looking to create a larger agreed programme with European funding perhaps as an element. This would bring up the level of volunteers to around 80 per year.
- 2.70 They have created posts for 11 staff to support the programme, with a salary average of £22,000 per annum
- 2.71 2 ProjectScotland volunteers had secured employment with the Forestry Commission.
- 2.72 They have been able to save in advertising costs (typically (£2,500/advert)
- 2.73 The volunteers had gone through trainability exercise/assessment with over 80% at a very high rating, which was considered of utmost importance, as there is a recognised labour shortage in the forestry industry.
- 2.74 The Machine Operators (often self employed) that are used in the industry can earn around £35,000 per annum. Many employer contractors/ training providers have found it difficult to retain staff- as lack of 'stickability' is a factor as a result of the sometimes difficult outside conditions within which they have to work.
- 2.75 The next bid from the **Forestry Commission** is likely to include Machine Equipment hire £70,000, which will increase the throughput of additional skilled labour.
- 2.76 There are new **Forestry Commission** initiatives WIAT - Woods in and Around Towns, which may be better served due to increasing the potential pool of labour that can be used to provide maintenance and development.
- 2.77 **Edinburgh Leisure** has taken on 6 Volunteers at present. They have been employed more in the leisure attendant area, where there tends to be relatively high turnover of staff. They have been operating the ProjectScotland placements in 3 month blocks (and extend this as they develop) as this suits both the volunteers and the Edinburgh Leisure Programme Manager. However as the Volunteers extend into longer placements, it is easier to get them through training and assessment for NPLQ - lifeguard qualifications which need more time commitment than one would expect to get from other volunteers (of which there are around 500).
- 2.78 The Programme Manager is funded to support regeneration projects, and they have a rolling programme with ProjectScotland in place rather than always having to arrange specific individual new applications.
- 2.79 They have recruited 3 individuals at a salary level of £15,000 per annum.
- 2.80 Savings in advertising costs have been something which Edinburgh Leisure have benefited from due to involvement with ProjectScotland - 30% of more full time orientated volunteers have come through the website.
- 2.81 There are other groups such as health related fitness programmes where the project may further impact on the wider economic benefits for Scotland in prevention of obesity, and many of the people in the community are referred in by health programmes.

- 2.82 **Cornerstone** employs 1,351 staff (FTE) and has a turnover of £26 million. It has organised particular projects around the skill sets of ProjectScotland volunteers. The Cycle Challenge project used 2 staff in different locations to generate marketing collateral which helped promote the event and therefore generate income for Cornerstone.
- 2.83 The project has also brought in a different age profile to the resource of volunteers and has been able to provide a good source of future employees in a competitive job market. Cornerstone is managed with targets for growth in their activities, which specifically highlight growth in staff resources to match their ambition.
- 2.84 Benefits through volunteers being placed at Cornerstone include being given greater confidence, and that will hence be likely to become more active in the community and therefore consume more services (cinema, eating out, leisure activities, etc).
- 2.85 **Bambury Centre** considered that ProjectScotland volunteers were able to operate and provide added value with minimum supervision. This is considered to have an efficiency impact on the organisation, although no quantitative measures were available.
- 2.86 **Inverness Blitz** benefited from the efficiency gains that full time dependable volunteers could bring. The placements were organised in a way that created a development team approach at Inverness Blitz that would not have been possible without ProjectScotland volunteers. It was considered that the improved performance had been noted and it may be that the case for additional resources could be made in the future and this would be attributable to volunteers inducing efficiency and performance gain benefits.
- 2.87 **Ocean Youth Trust Scotland** had 5 volunteers. There is a shortage of qualified staff with sail training and working with disadvantaged youths, and the volunteers from ProjectScotland had been working toward recognised qualifications. 2 of the volunteers have been successful in finding jobs as 1st & 2nd mates (£16,000 and £14,000 plus subsistence) with other partner organisations. Another has been getting freelance work in the sailing and boating sector.
- 2.88 Event opportunities such as the Tall Ships will rely on the skills and availability of volunteers, so Scotland will be better placed to secure these types of international or even smaller events with the availability of the workforce from ProjectScotland type initiatives.
- 2.89 **Voluntary Action Lewis** have indicated that ProjectScotland may benefit the opportunity for local islanders to gain the experience required for 3rd sector type of jobs, rather than the usual source of volunteers from the mainland.

Conclusions from Consultations

Partners

- 2.90 There are a number of potentially interesting ideas and recommendations which have come out of these consultations. These are qualitative and would potentially improve the processes for determination of projects and would subsequently benefit any future ongoing or periodic assessment and / or evaluation.
- 2.91 It would be useful to establish up front the potential outputs from any individual placement project highlighting both social and economic outputs. This would be of greater importance should either core funding or individual project funding need to be pulled in from a cocktail of sources.
- 2.92 Some of these changes could be minor and simply managed. This could be as simple as adding a section on output measures to the application form. It could also

be added as a more menu driven element, which may help some of the Partners to grasp the concept of bottom line economic benefit more easily.

Mentors

- 2.93 There are a number of mentors who are also part of the adopting Partner organisation. This has been something which has come about through the initial phase of the project and was not part of the ideal design. Separating the mentor from the partner organisation is the more optimized and preferred choice.
- 2.94 If this separate structure can be adopted more in the future this would improve the overall experience for the volunteer.
- 2.95 However in some cases the Mentor (and their host organisation) would have less interest in the ongoing follow up process with the Volunteer. Undoubtedly that is why there is a careful recruitment and matching process adopted by ProjectScotland.
- 2.96 It is possible that the issues of timing between recruitment and matching to volunteers needs to be considered as if circumstances change significantly with the Mentor ((or their host organisation) then the impact of the relationship and benefit to Volunteer (and Mentor) could be lessened.
- 2.97 Mentors are currently matched to the Volunteers, but there is no formal matching of the Mentor to the Partner organisation. There may be further benefit from doing so. The Mentor brings not just coaching skills to the Volunteer, but also the benefit from their technical skills and experience. If this was matched to the Partner Organisation then there could be added levered benefit. Accepted this is another layer of complication and difficult to get right each time, but there may be greater willingness from the corporate group if this was a suggested way forward. Accepted, this might be regarded as another layer of complication and difficult to get right each time, but there may be greater willingness from the corporate group if this was a suggested way forward. It may also be of benefit to the issue of changing circumstances as highlighted above, and the consistency between the mentor (and their organisation) and the 3rd sector Partner may yield some opportunity.

Volunteers

- 2.98 For the volunteers the most important benefit would be to ensure that there is a good understanding of what their expectations would be pre-volunteering and ensure that there is a match to expectations. Particularly this is the case for those with aspirations to find work directly related to the type of volunteering experience.
- Some projects will directly provide pre-employment skills in an area that has direct relevance and demand for employees. More explicit mention of direct matching to areas of employment demand could be looked at although it is accepted that this might build certain expectations, which may not be easy to realize or are politically difficult to administer.
 - It is about getting further softer skills and confidence to assist in the next stage of looking for work or going into further education etc. This element seems to be better catered for in the application process.
- 2.99 This may be an element that can be developed through a streaming process which is expanded on below.

Overall Assumptions

- 2.100 There would be significant benefit to stream the types of placement that could be supported through a ProjectScotland approach.

- 2.101 Matching ProjectScotland Volunteer placements to Partners where there are already accepted and known or recognised output benefits would likely be an important strand in taking the initiative forward. This could mean that the placements themselves would offer a different emphasis such as follows;
- Economic Impact - with high job placement opportunity;
 - Education Impact - potential pre college/University training; and
 - Citizenship Impact - where the benefits will be slightly longer term.
- 2.102 It could be that sponsorship or different streams of funding could be drawn upon for the programme to match these emphases.

3 DETAILED FINDINGS

Introduction and Approach

- 3.1 An electronic questionnaire (see Appendix 1) was sent to the email address of ProjectScotland volunteers who had completed a placement and had also provided an email address.¹ A database of volunteers was provided by ProjectScotland, which contained 927 names and 614 email addresses (65 of which were invalid at date of contact). The overall volunteer survey response rate was 14.6% (80 of 549).
- 3.2 A full list of the companies/ charities volunteer respondents worked with is provided in Appendix 2.

Progression

- 3.3 Over 80% of volunteers moved on to positive outcomes. A little below half (46.7%) of volunteers who responded found employment, while around a third (36%) went into full-time education - 22% of whom were in full-time university education, and 14% in full-time college education. 11.1% of volunteers returned to volunteering elsewhere, and 4.3% have now started and are successfully running their own business. The remainder were either seeking employment or were in employment training.
- 3.4 1.5%² of volunteers were seeking employment after their placement, which compares favourably with the proportion of volunteers who were unemployed pre their ProjectScotland placement (18.8%).

ProjectScotland's Influence

- 3.5 ProjectScotland influenced over 70% of volunteers. The majority of volunteers (44.3%) agreed 'absolutely' that ProjectScotland had influenced their current position, while just over a quarter (25.3%) agreed that ProjectScotland had influence it 'a bit'.
- 3.6 Around a fifth (19.0%) stated ProjectScotland had 'not really' influenced their current position, while 11.4% stated ProjectScotland had 'definitely not' influenced their current economic situation.

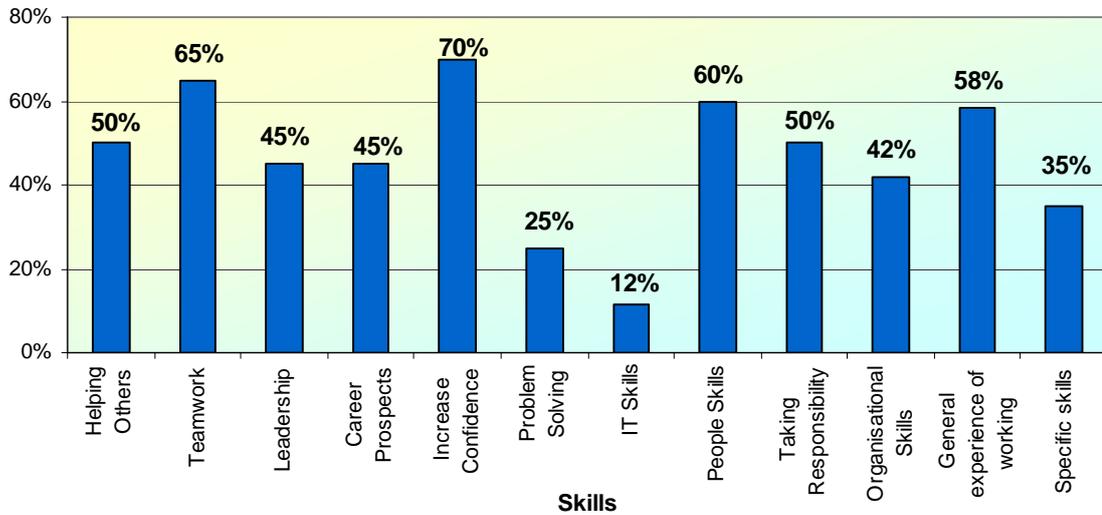
Skills and Confidence Development

- 3.7 Volunteers were asked to identify the skills they developed and the key elements of their experience with ProjectScotland that contributed to what they were currently doing. An increase in personal confidence was the most popular response - identified by 70.0% of volunteers (Figure 3.1).
- 3.8 The opportunity to develop team-working skills (65.0%); and people skills (60.0%); as well as getting experience of a working environment (58.3%) were also widely identified by volunteers as being important to what they were doing now.
- 3.9 Additionally, around half of volunteers identified an opportunity to help others (50.0%); take responsibility (50.0%); and develop leadership skills (45.0%); along with their future careers prospects (45.0%); as being key to their development and current position.

¹ Volunteer database contained 927 names and 614 email addresses (65 were invalid). Response rate was 14.6% (80 out of 549).

² The proportion of working age people claiming Jobseekers Allowance in Scotland in November 2007 was 2.1%.

Figure 3.1: Volunteer Skills Developed during ProjectScotland Placement



Uplift in Earning Power

3.10 Approximately half (49.1%) of volunteers were currently earning over £12,000 per annum (Figure 3.2), which is around £4,000 above the annual national minimum wage (Table 3.1).

Figure 3.2: Current Volunteer Earnings per annum

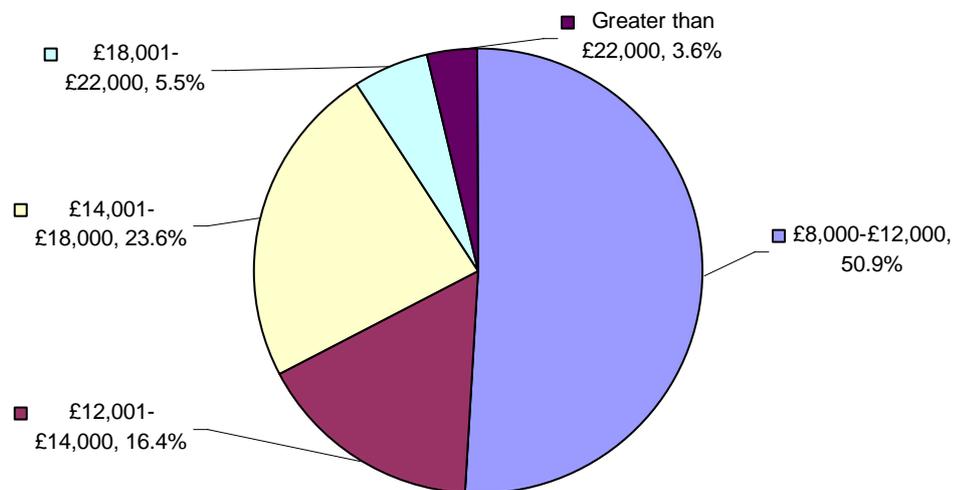


Table 3.1: Annual Minimum Wage by Age Group (Oct 2007)

	Per Hour	Per Year
Workers aged 22+	£5.52	£10,046.40

Source: dti.gov.uk

3.11 More than 76% agreed that ProjectScotland improved networking opportunities. Over half of volunteers (51.3%) believed their volunteer experience with ProjectScotland had contributed to an uplift in their earning power. Volunteers were asked to estimate by what percentage their earnings had increased.

Future Business and Networking Opportunities

- 3.12 Over a third of volunteers (36.3%) 'strongly agreed' and over 40% (43.8%) 'agreed' that ProjectScotland had provided them with future business and networking opportunities. 11.3% of volunteers were unsure.
- 3.13 7.5% 'disagreed' and 1.3% 'strongly disagreed' their work placement and experience with ProjectScotland would lead to potential future business and networking opportunities. None of the volunteers who disagreed left any indication or comments why this was the case.

Mentoring

- 3.14 Over half (52.6%) of respondents believed the mentoring system helped them get more out of their placement, while 30.8% were unsure. 16.7% of volunteers did not feel mentoring helped them get more out of their placement.
- 3.15 Volunteers that valued the mentoring system pointed to the networking opportunities and the support and guidance mentors offered. Some relevant qualitative responses include:
- 'Enabled to me to get more out of myself, to fulfil my potential. Support was on hand and someone was there to answer questions';
 - 'Opportunity to expand contacts in the relevant sector';
 - 'Gave me a sense of the bigger picture of what I was contributing to';
 - 'Helped me think about what I hoped to gain from volunteering and was a way of putting down on paper what skills I gained and improvements volunteering made in different areas of my life'; and
 - 'I felt supported and had someone other than my line-manager to speak with, this is particularly important when difficulties arise between the volunteer and the line-manager.'

Benefit to Project Partners

- 3.16 Volunteers believed they benefited their host company/ project partner in a number of ways, ranging from their time and commitment to the provision of training, knowledge, and fresh ideas. Volunteer feedback on this subject included:
- 'I helped organise, plan and implement various projects. I was able to lead the other volunteers and gain an insight into management. This all helped save the community project officer time and money';
 - 'Provided them with much needed help and support and was able to work on things for them that often get pushed aside due to other priorities';
 - 'Felt like I had made a real difference to the communities which I worked in, by improving the environment. I personally gave the company time, any knowledge I had gained from my studies, as well as enthusiasm';
 - 'Took the place of about 30 of the usual volunteers, who only worked 2 hours a week'; and
 - 'They gained six months work from a skilled instructor and also trained up an instructor that would go back and work for them in the future';

Overall Impressions

- 3.17 Overall three-quarters (75.0%) of volunteers believed that ProjectScotland had provided them with high quality beneficial volunteer experience, while just less than a quarter (23.8%) believed ProjectScotland provided them with average quality volunteer experience.

- 3.18 The survey invited volunteers to comment on their overall ProjectScotland experience and the impact it had on their economic situation. This produced some interesting and useful sound-bites - both positive and negative.

Positive Qualitative Responses

Skills and Experience

- 'I now work alongside many ProjectScotland volunteers in my work place who are getting experience and skills that no other volunteering service can provide';
- 'Please do what you can to let other people have this experience and let me know what I can do. Thank you. I have some of the best memories from ProjectScotland';
- 'I feel that ProjectScotland has been invaluable in helping me to find a career which I find challenging, rewarding and above all, enjoyable. I am infinitely happier and healthier as a person, which means less money spent on health care. I enjoy my job, which means there is less chance of days off through 'sickness', which has a detrimental effect on the economy';
- 'ProjectScotland is a really good chance for people to try something different or that they would normally find difficult to get experience with. Without them I may never have ended up in the job I am in now, which I am happy to get up for each day and actually enjoy working'; and
- 'I think that organisations like ProjectScotland can simply change people's lives... It changed mine and I am so thankful, the reason being that I was going nowhere in life and now I am doing everything I thought I would never have the skills or opportunity to do!'

Changing Direction

- 'Firstly, before my placement, I already held a position at university to study psychology and business studies. I wasn't completely sure that this was what I wanted to be doing. Having worked in a marketing and fund-raising department, I realised that it was exactly what I wanted to do and I now aspire to work in fund-raising in the future and even start my own business. Without the experience provided by ProjectScotland, I don't know if this would have happened. What all this boils down to is the fact the ProjectScotland is such a rich and rewarding experience, so much so that I am always recommending it to people. And the best part is it's not only the volunteer who benefits, it's also the company, the people they help and the community and country at large;' and
- 'I'm starting up my own business. Without the training opportunities I received through ProjectScotland it wouldn't have happened'.

Finance

- 'I have a greater awareness of money and have complete control over my finances.'

4 ECONOMIC IMPACT ASSESSMENT

Introduction and Background

- 4.1 The following sets out the Headline Economic Impacts, which would be derived from the operation of ProjectScotland, in terms of quantitative values. In addition, this chapter sets out the basis of the estimates, their rationale, and source references for the assumptions used.
- 4.2 The quantitative impacts set out in this chapter can be regarded as the base level benefits, and conservative values for measures employed in this assessment have been used throughout. Research on the values of economic impact of volunteering is not extensive with only limited case study material being available and not always using the same base data or assumptions. The assumptions used here are those which are considered robust, but a great many other positive impacts and benefits will accrue to the economy through volunteering. However, these are not quantifiable, and hence are covered elsewhere in this research in terms of qualitative benefits.
- 4.3 The basis of this research was as follows:
- Consultation with a representative sample ProjectScotland Voluntary Partner Organisations;
 - Consultation with a sample of ProjectScotland volunteer mentors;
 - Internet-based survey of ProjectScotland volunteers; and
 - Research of relevant research into the comparative or benchmark quantitative values of the economic impact of volunteering.
- 4.4 The values set out here are incomes / salaries; new business start-up turnovers; and efficiency savings to the turnovers of Volunteer Partner organisations. All benefits are assumed to be retained within the Scottish economy and that there would be no 'leakage' outside the country, to elsewhere.

Table.1: Headline Economic Impacts - using Minimum Wage Baseline

Value	Value Assumption	%	Value (£m)
V1	Annualised Volunteer Numbers	100%	6.00
V2	Business Start Ups	4.3%	0.84
V3a	Employment Impact	46.7%	1.307
V3b	HE / FE Impact	36%	2.016
V3c	Returners to volunteering	11.1%	0.507
V4	Supporting Jobs	n/a	0.297
V5	Voluntary Partners Bottom Line Impact	n/a	8.70
V6	Welfare Benefits Saving	n/a	1.705
Total Impact			£21.375m

Basis of Rationale

4.5 The economic impact of ProjectScotland occurs on various levels: the value of the time spent volunteering, the additional value generated once volunteers leave arising from an uplift in earning power, the value to partner organisations and savings in welfare benefits. Economic value is generated on a cyclical basis rather than in a single year. Therefore it is best thought of as the value generated during the volunteering period plus the value generated subsequently by improved opportunities and outcomes for the volunteers of that period.

4.6 Table1 sets out the basis of estimation of the total economic impact of volunteering through the Project and also the individual components, on the following basis:

Annualised Volunteer Numbers

4.7 The basis of the impact estimation is the 1,400 volunteers who have passed through the Project during the period of this review.³ It is assumed that:

- Employment Value Equivalent - this represents the value when the volunteers are in 'employment' within the Voluntary Partner organisations. They are assumed to be 'paid' on the basis of the statutory minimum wage of £5.52 per hour and an annual salary equivalent of approximately £10,000.
- Annualised Full Time Equivalent - these volunteers will have been actively engaged in work for a period less than 12months and therefore it has been assumed that the 1,400 volunteers are on average employed through the Project for 6months, and that they spend 30hrs per week in this activity. Further, it is assumed that an average full time week is 35hrs and that the volunteers are active 85.7% of the time.

4.8 Overall therefore the total annualised time represents $1,400 \times 50\% \times 85.7\% \times £10,000 = \underline{\text{c£6.million.}}$

Business Start Ups

4.9 It is assumed that a small number of volunteers will pass through the project and as a result start up their own businesses. From the Survey of Volunteers this number is shown to be 4.3%, representing a total of 60 volunteer business start ups over the lifetime of the project.

4.10 Estimating the exact value of a business start up is difficult as there are large variations in types of businesses, survival rates and their financial success. The initial average annual turnover of a successful start up business is £52,000.⁴ However, it could be that not all business start-ups achieve this. Therefore in estimating the economic contribution of volunteers that proceed to starting up a business it is assumed that the value would lie between the annual average wage in Scotland of c£24,000 and £52,000. An average of £38,000pa is assumed, which represents an uplift in income of £28,000 over the minimum average wage. Therefore the annualised economic value of these business start ups represents $700 \times 4\% \times £28,000 = \underline{\text{c£0.843million.}}$

Employment Impact

4.11 It is assumed that those volunteers who proceed into full time employment following their involvement in the project will command an income greater than the minimum average wage of £10,000. From the consultation with the Project Partners this is considered to be c£14,000, as a result of the greater confidence imbued within the volunteers through their involvement within the Project, and indeed the benefits of pre-employment training. This is reinforced by findings from the volunteer survey.

³ For the purposes of this report period of this review is the first two years of ProjectScotland.

⁴ For those businesses that survive for 21 months. Source: Princes Trust, Institute for Employment Studies, 2003.

Volunteers indicated that their earnings increased by £4,000 on average after volunteering with ProjectScotland. Thus the benefit of Project involvement is an income uplift, mainly within the voluntary sector, of +£4,000 per annum. From the Volunteer Survey the number within employment is identified as 46.7%.

- 4.12 Thus 46.7% of the total 700 represent 327 volunteers employed with an uplift in income of £4,000, and a total benefit of **£1.308million**.

Higher Education and Further Education Impact

- 4.13 From the Volunteer Survey 36% of volunteers return to HE or FE. It is assumed that the uplift in income over the statutory minimum wage, which results of graduating from HE / FE is +£8,000 and an income of £18,000. This scale of average income has also been confirmed from the consultation with Project Partners. The uplift in value is only taken as that in the 1st year of employment following completion of involvement in the Project, and where the Project's effect can be more reasonably attributable.

- 4.14 Thus 36% of the total 700 volunteers per annum represent 252 volunteers employed with an uplift in income of £8,000, and a total benefit of **£2.016million**

Returners to Volunteering

- 4.15 Based upon the Survey of Volunteers, 11.1% return to volunteering activity in some capacity following their involvement in the Project. Rather than assume that those going back into volunteering generate an employment value equivalent, as for V1 above for 'Annualised Volunteer Numbers', we have applied an iterative process of economic value generation.

- 4.16 This iterative process assumes that once those returning to volunteering finish their period of volunteering they follow the same pattern as the first round of volunteers i.e 4.3% start up their own business, 46.7% gain employment, 36% go into education and 11.1% return to volunteering. On this basis it is estimated that Returners to Volunteering represents an economic benefit of **£0.506million**.

Supporting Jobs

- 4.17 From the consultation with Project Partners it is apparent that a number of jobs have been created to support, service, and maintain the volunteers within the Project Partner organisations. No average has been taken across the 120 Project Partner organisations, but rather a 'floor level' of actual FTE jobs created.

- 4.18 It has been confirmed that the Forestry Commission has created 11FTE jobs at a salary average of £22,000 per annum, RNID created 1FTE at £20,000 per annum, and BTCV created 2.5FTE jobs at £14,000 per annum. In total this represents a benefit of **£0.297million**.

Voluntary Partners' 'Bottom Line' Impact

- 4.19 Research⁵ demonstrates that volunteers do have a positive impact upon voluntary organisations' activities, and do generate positive added economic value. Examples of £60,000 and £85,000 have been drawn from such recent research, and these values have been used to establish a mean figure of £72,500. It seems intuitive that the beneficial 'bottom line' effect might well relate to the turnover of the voluntary organisation in terms of a percentage, but no data are available to demonstrate this quantitative causal relationship. Thus this mean value has been used and applied to each of the 120 Project Partner organisations, resulting in a total benefit of **£8.7million**.

⁵ 'Measuring the Impact of Volunteering on Social Economy Organisations': Volunteer Development Scotland (January 2007)

- 4.20 Further evidence is potentially available related to the positive impact on the morale of mentors of the volunteers from 3rd party business organisations. It is also known that such organisations produce regular 'Q12' Surveys of levels of staff / employee satisfaction and levels of engagement, and this is believed to be able to be converted into a quantum value impact upon turnover. A number of major organisations fulfil this mentoring role, and data are still being sought as to the potential quantum of impact. Should this become available it will be built into the estimation of impact.

Welfare Benefits Saving

- 4.21 A further benefit of volunteering is considered to occur with the removal of Project volunteers from Job Seekers' Allowance and hence receipt of welfare payments. This is interpreted as a positive impact in as much as it represents a saving to the public purse.
- 4.22 Job Seekers Allowance is £46.85 per week and for 52wks would represent £2,436 per person. It is assumed all volunteers would be in receipt of such an allowance before entry into the Project and hence the annualized total volunteer population of 700 x £2,436 = **£1.705million.**

Sensitivity Analysis

- 4.23 A number of the assumptions employed within this assessment are on the conservative side and could potentially be increased in value. What is clear is in terms of a sensitivity analysis these values might vary significantly from those stated above. In particular there are data published by ProjectScotland⁶, which suggests that over a two year period to 2006, through 1,294 volunteers, and 1million 'community hours', an economic benefit might accrue through the Project in that period of £13million. To test the estimates above and estimate a range for the economic impact of ProjectScotland two alternative scenarios have been assessed.

Estimates Based on Average Weekly Wage Base

- 4.24 The basis of this scenario is information quoted in the 'Annual Digest of Statistics on Volunteering in Scotland 2006' by Volunteer Development Scotland. This quotes values equivalent to £13 per hour for volunteer benefits. Further enquiry as to the basis of these values has shown that this is based upon the average Scottish wage of £23,659 per annum,⁷ which is equivalent to £13 per hour. Clearly this is significantly greater than the rate used in the assessment above at £5.52 per hour (c£10,000 pa).
- 4.25 However, if the £13 per hour figure was to be used within the assessment a further benefit of £7.786million would accrue in terms of value v1, and value v3c. However this would be balanced by no values at all for value v3a and v3b, where no uplift would accrue on those gaining employment and those who returned to HE / FE. Thus this would result in a total benefit of £25.84million, in contrast with the estimated £21.375million.

⁶ 'Scaling up for Society's Benefit' - ProjectScotland

⁷ Annual Survey of Hours and Earnings - ONS (2005)

Table.2: Headline Economic Impacts - using Average Weekly Wage Base

Value	Value Assumption	%	Value (£m)
V1	Annualised Volunteer Numbers	100%	14.195
V2	Business Start Ups	4.3%	0.843
V3a	Employment Impact	46.7%	n/a
V3b	HE / FE Impact	36%	n/a
V3c	Returners to volunteering	11.1%	0.097
V4	Supporting Jobs	n/a	0.297
V5	Voluntary Partners Bottom Line Impact	n/a	8.70
V6	Welfare Benefits Saving	n/a	1.705
Total Impact			£25.84m

Estimates Based on Prince's Trust Wage Base

- 4.26 The Prince's Trust uses a value of £12,584 as an Employment Value Equivalent for volunteer benefits (again this is greater than the rate used in the assessment above of c£10,000 pa). The basis of this information is quoted in 'The Cost of Exclusion', Prince's Trust, 2007. If the £12,584pa figure was to be used within the assessment a further benefit of £1.366million would accrue in terms of value v1, and value v3c. However this would be balanced by reduced values for v3a and v3b, where less of an uplift would accrue on those gaining employment and those who returned to HE / FE. Thus this would result in a total benefit of £21.245million, in contrast with the estimated £21.375million.⁸ Clearly these two amounts are similar, and would appear to validate estimates above.

Table.3: Headline Economic Impacts - using Prince's Trust Wage Base

Value	Value Assumption	%	Value (£m)
V1	Annualised Volunteer Numbers	100%	7.55
V2	Business Start Ups	4.3%	0.843
V3a	Employment Impact	46.7%	0.463
V3b	HE / FE Impact	36%	1.365
V3c	Returners to volunteering	11.1%	0.322
V4	Supporting Jobs	n/a	0.297
V5	Voluntary Partners Bottom Line Impact	n/a	8.70
V6	Welfare Benefits Saving	n/a	1.705
Total Impact			£21.245m

Conclusion

- 4.27 The conclusion of the impact assessment is that ProjectScotland has generated at least £21.375million of economic benefit in the Scottish economy. The economic benefit of each individual that volunteers with ProjectScotland is estimated at around £30,000.
- 4.28 It may be possible to develop the analysis further to investigate the net benefit per individual which would consider all costs involved in running the Project. This would provide further insights that could be used for optimising the return to the Scottish economy.

⁸ If an uplift of £4,000 over the base wage was to be assumed for those gaining employment (as opposed £14,000) total economic impact would be £22.194million.

- 4.29 What is also clear is that ProjectScotland has generated a significantly higher proportion of claimants on Job Seekers Allowance who remain in work having moved from welfare benefits after six months. Research has shown⁹ that generally almost 50% of such claimants who have moved into a job have returned to claimant status within 6 months. In contrast ProjectScotland figures show only <5% of volunteers return to such benefit claimant status - clearly a major success of the project.

⁹ 'Skills drive to boost workforce' - BBC News 24 (28/11/07) - <http://news.bbc.co.uk/1/hi/education/7097125.stm>

5 OVERALL CONCLUSIONS

Quantitative impacts

- 5.1 The quantitative impact of ProjectScotland is assessed by estimating:
- An 'Employment Value Equivalent' of £6m for time spent volunteering through the Project;
 - An uplift in value to the economy once volunteers leave the Project and go on to start a business, gain employment, enroll in higher or further education (and then gain employment), or return to volunteering. The accumulative value is approximately £4.7m;
 - The benefit to partner organisations of approximately £9m; and
 - Savings in welfare benefits of £1.7m.
 - In total, it is estimated that ProjectScotland adds **£21.4million** to the Scottish economy.

Qualitative Impacts

The Mentoring Benefit

- 5.2 There are a number of mentors who are also part of the adopting Partner organisation. This has been something which has come about through the initial phase of the project and was not part of the ideal design. ProjectScotland have identified the benefit of separating the mentor from the partner organisation is the more optimized and preferred choice for mentoring benefit.
- 5.3 However it is clear that many of the external mentors have benefited from the experience in terms of their own productivity and enthusiasm. Studies have shown the relationship between companies who adopt these approaches towards a positive bottom line. - See "Times Best Places to Work."

Direct Impact in the Job Placement

- 5.4 Evidence has shown that there is an opportunity to match ProjectScotland Volunteer placements to different Partners organisations.
- Those where there is recognised Economic output benefits for Scotland, and
 - Those which were more socially and citizenship orientated (although there will be economic benefit derived from these)
- 5.5 The former are often organisations where there are labour shortages within the "sector" - such as forestry.

Influence and Changes to how 3rd Sector Organisations think

- 5.6 There is evidence that many 3rd Sector Organisations do not think through the impact of their activity in economic terms. ProjectScotland has the potential to change this by bringing this thinking to them. Simply by changing the application process to include some economic impact assessment will provide benefits to the Project and Scotland.
- 5.7 This is particularly important if the ProjectScotland Initiative moves forward with a need to draw in a cocktail of funding (both public & private sector).

Creating Linkages with FE and HE Sectors

- 5.8 Establishing more formal links with the Further Education Sector in particular will give greater pull through for the programme- this will match well with current government thinking and indeed funding to upskill as well as provide access and confidence opportunities.

Impact from the Change in Profile of Volunteers

- 5.9 There is considerable evidence through feedback that the ProjectScotland initiative has changed the profile of volunteers not just in age profile but eh additional skills and experience they bring. This has resulted in many pilot projects being looked at by some of the partner organisations that they would have found difficult to get off the ground otherwise.

Appendix 1

Volunteer Questionnaire

VOLUNTEER QUESTIONNAIRE



When did you finish volunteering with ProjectScotland?

3 months ago 6 months ago 12 months ago more than 12 Months ago

What are you doing now?

Education

- Full time University
- College
- Other - please specify

Working

- In a company
- In a charity organisation
- Started your own business

Unemployed

Training

Volunteering

Other please specify

Do you think that your time volunteering with ProjectScotland influenced this?

Totally A bit Not Really Not at all Not Sure

If ProjectScotland did influence what you are doing now, what was the key element(s) that made a difference. Pleas tick appropriate ones.

Help Others
Teamwork
Leadership

Career Prospects
Increase Confidence
Problem Solving
IT Skills
People Skills
Taking Responsibility

Organisational Skills
General experience of working environment
Specific skills
Other - Please specify

Have you had to use any of the skills or experience you got from your placement in your current position? If so what?

Has anybody you deal with now identified anything that you have done well which you believe relates directly to what you learned or developed within your ProjectScotland placement?

Yes No

If Yes what was that:

Do you think that mentoring helped you get more out of your placement?

Appendix 2

List of Charity Partners

Partner Organisation	Location	Key contact	Title
BTCV	Stirling	Jenny Adams	Volunteer Manager
Cornerstone	Aberdeen	Tracey Sim	Volunteer Manager
Impact Arts	Glasgow	Rachel Arnold	Volunteer Manager
National Trust	Edinburgh	Violet Dalton	Volunteer Manager
Forestry Commission	Ayrshire	Stan Corcoran	Volunteer Manager
SWT	Edinburgh	Peter Gilbert	Volunteer Manager
Voluntary Action Lewis	Stornoway	Iain MacKenzie	Volunteer Manager
Edinburgh Leisure	Edinburgh	Stewart Roy	Volunteer Manager
Recycle Fife	Crosshill	Jackie Dunsmuir	Volunteer Manager
Perth YMCA	Perth	Franny McGrath	Volunteer Manager
Kirkcaldy YMCA	Kirkcaldy	Liz Easton	Volunteer Manager
Edinburgh Sculpture workshop	Edinburgh	Vigdis Blaker	Volunteer Manager
Ace IT	Edinburgh	Jenny Ridge Jane Owen	Volunteer Manager
Scottish Executive	Edinburgh	Brennan	Volunteer Manager
Riding for the disabled	Glasgow	Louise Horn	Volunteer Manager
Scouts	Dunfermline	Bob Broderick	Volunteer Manager
RNID	Edinburgh	Phyl Meyer	Volunteer Manager
Bambury Centre	Glasgow	Karen McMonagle	Volunteer Manager
Bannockburn RDA	Stirling	Helen Kallow	Volunteer Manager
Firestarters	Glasgow	Lynn Howson	Volunteer Manager
Gallowgate & Calton Ch Project	Glasgow	Melodie Conlin	Volunteer Manager
Glasgow Museums	Glasgow	Isobel McDonald	Volunteer Manager
Inverness Blitz	Inverness	Robbie Paulin	Volunteer Manager
Ocean Youth Trust	Glasgow	Nick Fleming	Volunteer Manager