



Programme Evaluation for Beyond Social Services - Youth United Programme (YUP)

February 2018



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## About the study

#### **BSS Youth United Programme**

Beyond Social Services is a charity dedicated to helping children and youths from less privileged backgrounds break away from the poverty cycle. We provide guidance, care and resources that enable families and communities to keep their young people in school and out of trouble.

Beyond's vision is that by 2025, every child and youth in Singapore, despite a disadvantaged background has the opportunity to refuse a lifestyle of delinquency and welfare dependency.

#### **Beyond Youth United Porgramme (YUP)**

The youth united programme (YUP) was developed to provide a nurturing environment to help fend off delinquency and other potentially harmful behaviours. More specifically, the YUP sets out to achieve the following goals for the youth:

- > To gain confidence and a sense of belonging through sports and arts
- ➤ Have more opportunities to learn through homework supervision and creative skills
- Receive opportunities for leadership in their own neighbourhood

#### Problem Statement: Beyond recognizes the need for a scientific outcome measurement (Impact):

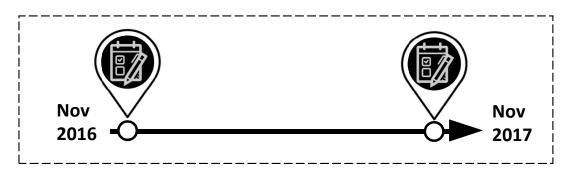
VWOs in Singapore often know the importance of assessing the impact of their programmes but lack the resources or the capacity to set up a scientific framework to measure the outcomes achieved. Unfortunately, most of the times the proxy metrics chosen to report results are outputs (no. of participants/families served). This impact evaluation was designed to address this common shortcoming and measure real outcomes (change in behavior, attitudes) and attribute them to the programme activities and interventions.

#### Impact Evaluation – BSS YUP (i)

Main goal: To conduct a programme evaluation on YUP and understand what kind of impact it has on participants

To conduct a programme evaluation\*, we first tracked YUP participants attending all of BSS' programmes measuring their perceptions and self-assessments before and after 12 months of programme participation.

We first established a baseline rating of participants on several measurable attributes (see slide 6), then reassessed them on the same measurable attributes a year later. By comparing the ratings collected during the baseline (Time 1) against the ratings collected after a year (Time 2) in YUP, we were able to determine if there was any change in YUP participants. Participants completed a face to face, pen and paper based questionnaire.



<sup>\*</sup>Note: In conducting this impact evaluation, participants ratings on the measured attributes at time 1 and time 2 individually is not the main concern of this report/analysis. The main focus of this impact evaluation, is the change on the measured attributes across time.

#### Impact Evaluation – BSS YUP (ii)

On top of this, a **control group** comprising of similar neighborhoods was included to show that the change that occurred due to the YUP programme and not other external factors (e.g. SG Economy, Gov Subsidies/Initiatives etc.).

These external factors would be equally applicable to both treatment and control group and hence any unique impact on the treatment group can be attributed to Beyond Social Services' work on the ground.

Т	Control group		
Short presence	rt presence Medium Presence Long Presence		No presence (Control)
less than 6 months	6 months to a year	more than 1 year	No BSS presence
45, 48, 49 Stirling Road 104, 105, 106 Jln Bukit Merah	25 Jln Berseh 811 French Rd 71, 72 Redhill Rd Jalan Tenteram 1 Maude Road	641, 626 Ang Mo Kio Ave 4 645, 647 Ang Mo Kio Ave 6 91, 92, 93 Henderson Rd 89, 90 Redhill Cl 55, 56, 57, 58, 59, 61 Lengkok Bahru	104, 106 Commonwealth Crescent 61, 62 Geylang Bahru 5, 6, Beach Rd 115 Jalan Bukit Merah

<sup>\*</sup>Note: In conducting this impact evaluation, participants ratings on the measured attributes at time 1 or time 2 individually is not the main concern of this report/analysis. The main focus of this impact evaluation, is the change on the measured attributes across time.



# **Evaluating Effectiveness** of YUP

#### **Evaluating the effectiveness of YUP**

#### Hypothesis Formation: What we expect to see after 12 months...

- 1. YUP participants should have improved their rating scores while those not in the programme have no changes (Comparison of Treatment Vs. Control)
- 2. We expect **length of presence** to be a mediating factor. For the neighborhoods where Beyond has been present for a longer time, these neighborhoods should be faring better than those neighborhoods where Beyond has only been present for 6 months only (comparison of neighborhoods where Beyond has been present for less than 6 months Vs. 1 2 years Vs. More than 2 years)
- 3. To try and **pinpoint which aspects of the programme** (e.g. different types of activities conducted, number of programmes attended) are driving the positive change.

#### Community development framework

Broadly speaking, Beyond's work comprises of bringing people from these target groups to work together in solving issues and sharing their gifts.

- Activating local leadership around shared issues, interests and strengths
- Mobilising external resources to help communities develop from the inside out
- Create and hold the space for cooperation and co-creation to occur around the values of compassion, social justice, social inclusion and community

Effects observed here are <u>directly</u> from participating in YUP; specifically the programme attributes

Effects observed can be the result of overall engagement in the community such as better neighbourly relations, youth activities and positive spillover effects beyond direct participants

Effects observed here are assumed to happen when both those in YUP and those not in YUP had improved on particular dimension



Type 2
Local community

Type 3
National

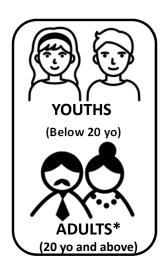
## YUP has had a positive impact on participants' personal empowerment and perception of the neighborhood characteristics

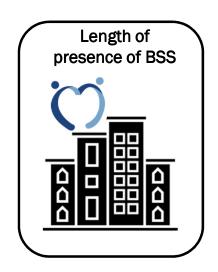
Statements	Index 1 Social resources in the neighborhood	Index 2 Neighborhood characteristics	Index 3 Network of support & social connections	Index 4 Integration into the community	Index 5 Personal empowerment	Index 6* Future and aspirations
Safety for Yourself						
Safety for your Children						
Friendliness of the neighbours						
Availability of medical facilities		$\langle \rangle$				
My current life situation						
My ability to take control of things in my life						
My ability to handle problems/conflicts in my family					$\langle \langle \rangle$	
Being able to share my concerns with those living in this neighbourhood			$\langle \rangle$			

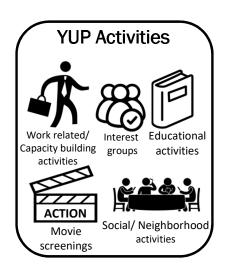
<sup>\*</sup>Note: After collecting the first wave of data from participants, majority of ratings were in the high 90%. We suspected that participants displayed a response bias to these questions, which is a common occurrence in face to face surveys, and have removed this section from the analysis

Did those in the YUP programme, significantly improve on their ratings; while those <u>not</u> in the YUP programme remain unchanged?

#### To address this question, we looked at ...









<sup>\*</sup>Note: the adults here were answering on behalf of their children who were in the Beyond programme

#### YUP Activities and Engagement levels [Admin Data]



Interest groups

(n=112)



Social/ Neighborhood activities

(n=249)

Inclusion and Cohesion



**Educational activities** 

(n=86)



Work related/ **Capacity building** activities

(n=25, Low n)

Movie screenings

Sports	Neighborhood meet ups	Educational enrichment (e.g. field trips, excursions)	Job fairs
Arts	Home visits	Reading classes	Capacity building (e.g. seminars, skills training, self-help)
Others (e.g. Cooking)	Food ration distributions	Homework support	
	Outings	Tuition	7777
	Donation in kind	Pre school education	ACTION
	Family Strengthening		Movie screenings
	Community Building		(n=11, Low n)



Based on the number of YUP activities attended, participants can be grouped into..

Engagement	Description	
<b>Low</b> n= 115	Attended less than 2 YUP activity	
Medium n= 56	Attended 2 to 7 YUP activities	
High n=27 (low N)	Attended more than 7 YUP activities	

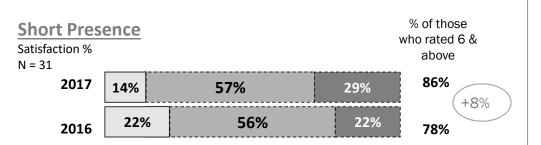
#### **HOW-TO-READ: Slide Beyond Presence: Youths** Statement of interest <u>Orientation</u> Ability to handle family problems/ conflicts This line ~ Ability to handle conflict/ problems in my family Similar to the summary table previously, here we have included sample size across t Here the grey bubble All scales are from 0 to 10 where 0 is 'Not represents the difference in % Here the average scores are between the number of plotted on a graph, color coded. respondents who rated 6 and above for 2016 and 2017 For e.g. the grey line is referring to the Treatment (Youth & Short presence) This is another way to present the data side of the slide While the green bubble 1 in the line graph. 1 which plotted mean here indicates a phs are broken down significant Table here shows a summary of improvement in scores ; "0 to 5", "6 to 8" and the mean scores for 3 different from 2016 to 2017 3 here are color coded length of Beyonds's presence Vs. 1 similarly to the line graph. control group. Green dotted line indicates that there is a significant effect. Q12. On a scale from 0 to 10 where 0 is 'Not Satisfied at All'and 10 is 'Very Satisfied', please rate how

Q12. On a scale from 0 to 10 where 0 is 'Not Satisfied at All'and 10 is 'Very Satisfied', please rate how satisfied or dissatisfied you are with the following:

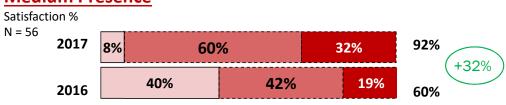
#### Personal Empowerment

YUP programme youths improved significantly in their ability to handle conflict/ problems in their families. The impact was only significant for neighborhoods where Beyond had been present for more than 6 months.

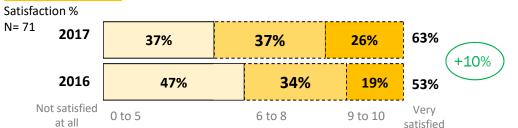




#### **Medium Presence**

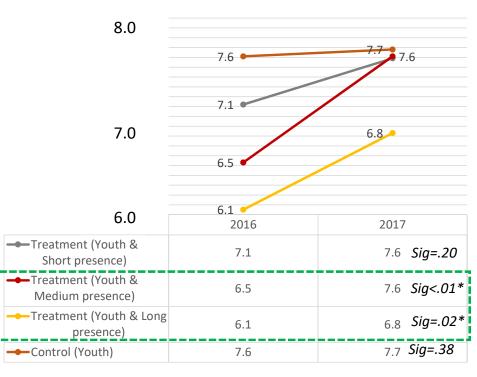


#### **Long presence**



#### Ability to handle conflict/ problems in my family

#### Change in mean rating scores from 2016 to 2017



Q12. On a scale from 0 to 10 where 0 is 'Not Satisfied at All'and 10 is 'Very Satisfied', please rate how satisfied or dissatisfied you are with the following:

#### **Drivers of improvement**

In particular, youths who attended YUP interest groups, social/neighborhood and educational activities showed an improvement in the ability to handle problems in their families. The effect of engagement was less clear, as both high and low engagement showed significant improvements



#### Ability to handle conflict/ problems in my family

Change in mean rating scores from 2016 to 2017

#### **Engagement levels**



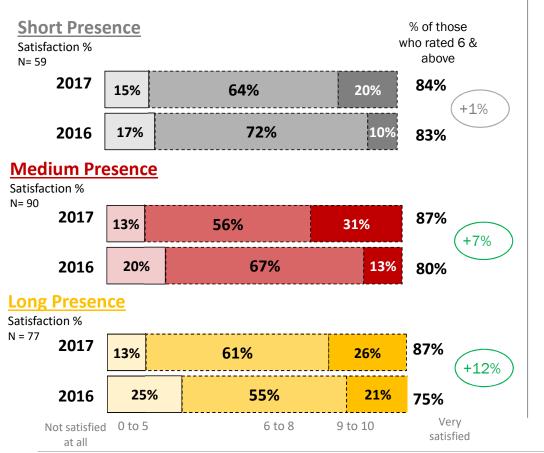
#### Types of YUP activities



#### Personal Empowerment

Adults in YUP reported significantly higher ratings for their current life situation. Similar to the findings for youths previously, this improvement was only for neighborhoods where Beyond had been present for more than 6 months.





#### My current life situation

#### Change in mean rating scores from 2016 to 2017



Q12. On a scale from 0 to 10 where 0 is 'Not Satisfied at All'and 10 is 'Very Satisfied', please rate how satisfied or dissatisfied you are with the following:

#### **Drivers of improvement**

Participation in YUP social/neighborhood activities was the activity driving the improvement of ratings to "my current life situation" for adults. Those in the least engaged group improved significantly, while the more engaged group's improvements were not yet statistically significant.



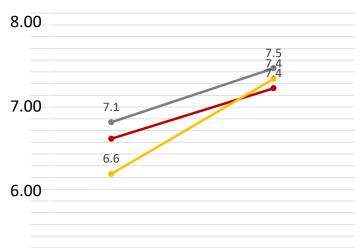
#### **Beyond Presence: Adults**

My current life situation

#### My current life situation

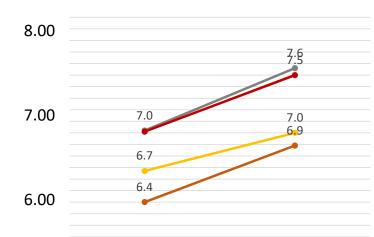
#### Change in mean rating scores from 2016 to 2017

#### **Engagement**



	2016	2017
Treatment (Low engagement)	7.1	<sup>7.5</sup> Sig=.03*
Treatment (Medium Engagement)	6.9	7.4 <b>Sig=.11</b>
Treatment (High Engagement)	6.6	7.4 Sig=.10

#### Types of YUP activities



	2016	2017
Treatment (Interest group)	7.0	7.6 <b>Sig=.07</b>
<ul><li>Treatment (Social/ Neighborhood activities)</li></ul>	7.0	7.5 <b>Sig&lt;.01*</b>
Treatment (Job capacity)	6.7	7.0 <b>Sig=.64</b>
Treatment (Educational)	6.4	6.9 Sig=.12



#### What's happening on the ground, what's causing the positive change?

In particular for the youth interest groups, youths share their problems with their group leader as well as one another and learn new ways to cope with problems.

This provides the youth with a platform to discuss issues; and over time develop a peer support group. Somehow, something very natural is occurring in the community, where groups are forming on their own accord, building up relationships to support one another.

This creates sustainable change even with reduced guidance by Beyond staff and/or volunteers.

#### >Ability to handle conflict/ problems in my family

- Neighborhoods where Beyond has been present for 6 months to a year (Medium presence) showed a 32% improvement in their ability to handle conflict. This includes neighborhoods such as Jalan Bersah, French road, Redhill, Jalan Tenteram and Maude road.
- Particularly those engaged in interest groups had a 15% improvement in ratings on their ability to handle conflict after only a year of attending the activity.

#### > My current life situation

 Particularly for social/neighborhood activities, adults reported an 8% improvement in ratings on their current life situation. This suggests that the community engagement not only improves perceptions and empowerment among the directly engaged youth, but also among their parents and loved ones.

#### Personal Empowerment

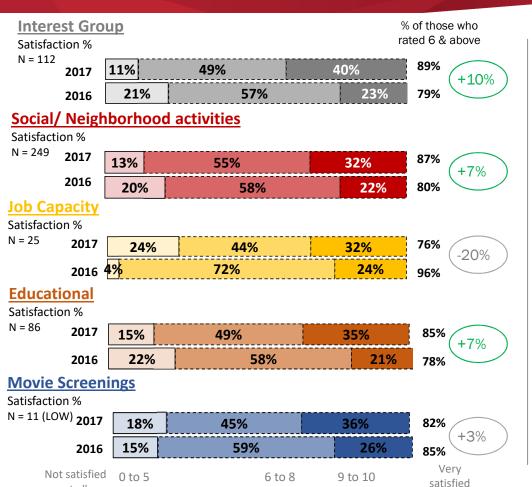
at all

Participants of YUP interest group, social/neighborhood and educational activities had a significant improvement in their ability to take control of things in their life.



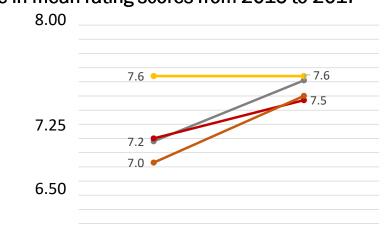
**YUP Activities** 

My ability to take control of things in my life



#### My ability to take control of things in my life

Change in mean rating scores from 2016 to 2017



	2016	2017
→ Treatment (Interest group)	7.2	7.6 <b>Sig=.04</b> *
Treatment (Social/ Neighborhood activities)	7.2	7.5 <b>Sig=.04</b> *
Treatment (Job capacity)	7.6	7.6 Sig= 1.0
<b>─</b> Treatment (Educational)	7.0	7.5 <b>Sig=.02*</b>

Q12. On a scale from 0 to 10 where 0 is 'Not Satisfied at All'and 10 is 'Very Satisfied', please rate how satisfied or dissatisfied you are with the following:

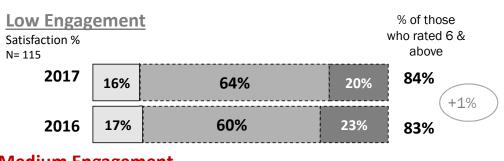
#### Personal Empowerment

YUP participants who had high levels of engagement also showed the most pronounced improvement in their ability to take control of things.

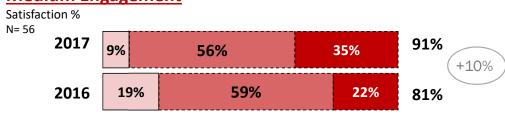


#### YUP Engagement

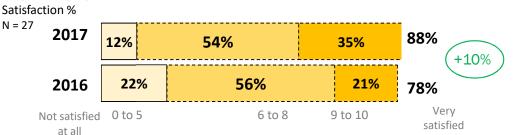
My ability to take control of things in my life



#### **Medium Engagement**



#### **High Engagement**



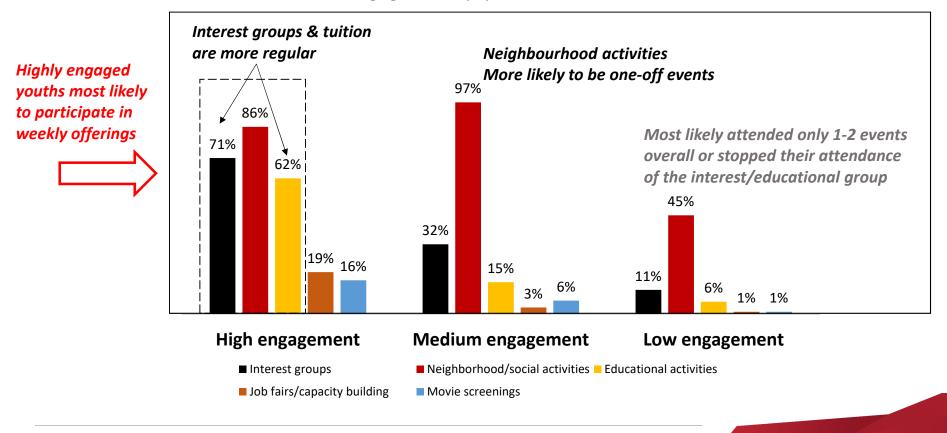
#### My ability to take control of things in my life

#### Change in mean rating scores from 2016 to 2017



Q12. On a scale from 0 to 10 where 0 is 'Not Satisfied at All'and 10 is 'Very Satisfied', please rate how satisfied or dissatisfied you are with the following: YUP participants with high engagement were much more likely to participate in interest groups, social/neighborhood and educational activities. This suggests that increased participation in any of these types of activities also increases their inclination to engage more in other areas with their peers.

#### Engagement by type of YUP activities



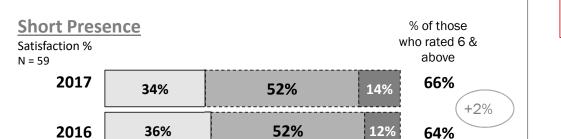
#### Network of social support

Neighborhoods where Beyond had been present for 6 months to a year, adults reported a significant increment in ratings on being able to share their concerns with those living in the neighborhood.

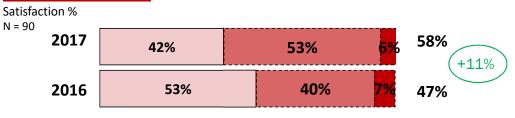


#### **Beyond Presence: Adults**

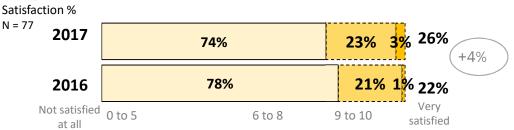
Being able to share my concerns with those living in this neighbourhood



#### **Medium Presence**

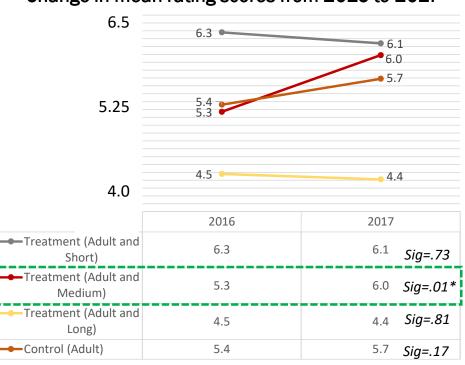


#### **Long Presence**



## Being able to share my concerns with those living in this neighbourhood

#### Change in mean rating scores from 2016 to 2017



Q12. On a scale from 0 to 10 where 0 is 'Not Satisfied at All'and 10 is 'Very Satisfied', please rate how satisfied or dissatisfied you are with the following:

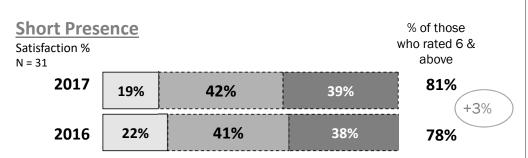
#### Neighborhood characteristics

For the neighborhoods that Beyond had been present for more than a year, youths reported a significant improvement in feeling safe. No such effects were found in the control group.

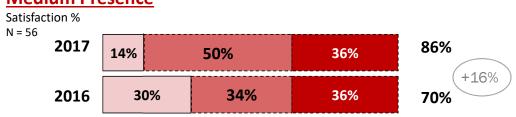


#### **Beyond Presence: Youths**

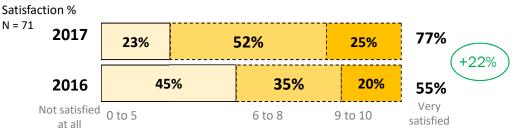
Safety for yourself



#### **Medium Presence**

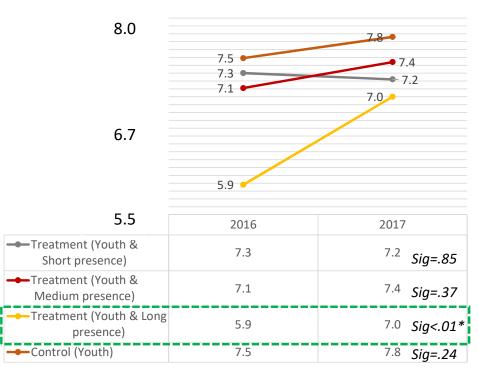


#### **Long Presence**



#### Safety for yourself

#### Change in mean rating scores from 2016 to 2017



Q12. On a scale from 0 to 10 where 0 is 'Not Satisfied at All'and 10 is 'Very Satisfied', please rate how satisfied or dissatisfied you are with the following:

#### **Drivers of improvement**

Participation in YUP social/neighborhood and educational activities might be driving improvements in feeling safe. Additionally, those who were highly engaged were more likely to show such improvements.



#### **Beyond Presence: Youths**

Safety for yourself

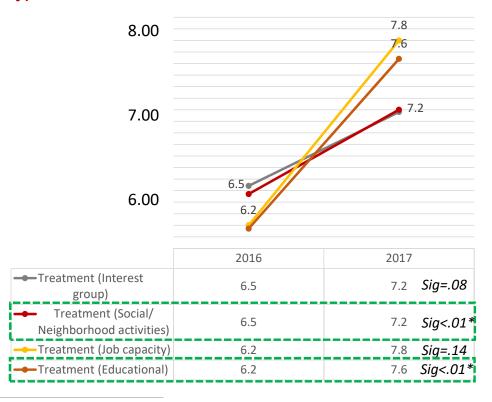
#### Safety for yourself

#### Change in mean rating scores from 2016 to 2017

#### **Engagement**



#### Types of YUP activities



#### Neighborhood characteristics

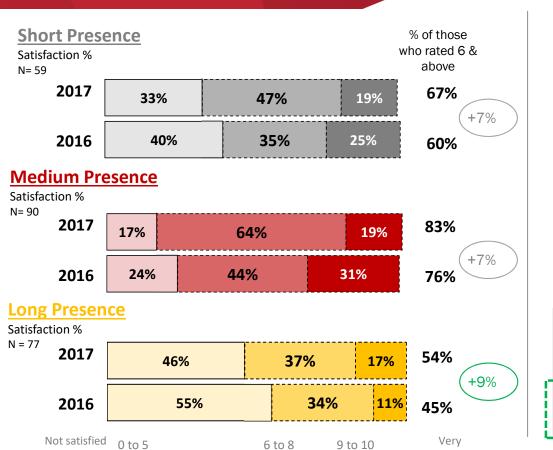
at all

Mirroring the findings of the youths, there was a significant improvement in adults' rating of safety for their children, particularly for those neighborhoods where beyond had been present for more than a year. The control group on the other hand, showed a significant drop in ratings.



#### **Beyond Presence: Adults**

Safety for your children



#### Safety for your children

#### Change in mean rating scores from 2016 to 2017



Q12. On a scale from 0 to 10 where 0 is 'Not Satisfied at All'and 10 is 'Very Satisfied', please rate how satisfied or dissatisfied you are with the following:

satisfied

#### Key Improvements on perception of safety explained

#### Safety of neighborhoods

Safety for yourself Safety for your children

#### What's happening on the ground, what's causing the positive change?



For neighborhoods such as Henderson, where beyond has been present for more than a year, there were more conversations between the youth and parent volunteers. These parent volunteers encouraged the youth to go home earlier; and not stay out during the wee hours of the morning.

Additionally, Beyond staff shared that overall things were getting more controlled, as they observed problems related to alcohol & drugs consumption in the neighborhoods.

This shows that prolonged community engagement (even if not always effective on an individual level) can help a community to create positive behavioural change over time. After planting the seeds of change, the community carried through the change and impacted both the youth and adults.

#### Why did this not work in Jalan Bukit Merah?

However, for the neighborhoods where Beyond has been present for less than 6 months, such as Jalan bukit merah, there has been a spate of traumatising incidents in 2017 (kids getting arrested for escooter theft, a father killing a child, and the presence of gangs and drinking people hanging around the void deck in the night). Thus this might explain why these neighborhoods showed no change at all.

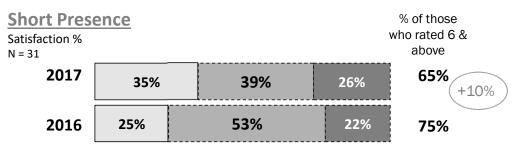
#### Neighborhood characteristics

Youths in YUP showed an improvement in the ratings on friendliness of neighbours. This was only effective for the neighbourhoods where Beyond has been present for more than a year (+24%).



#### **Beyond Presence: Youths**

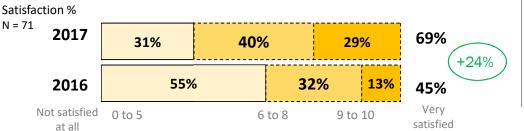
Friendliness of the neighbours



#### **Medium Presence**

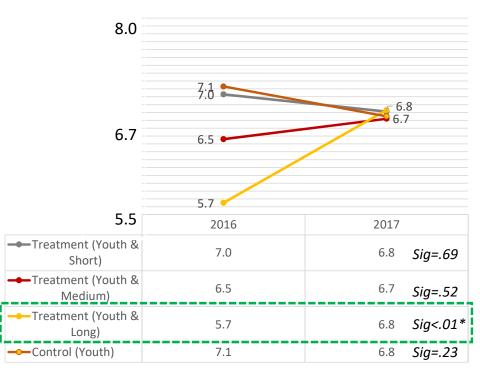


#### **Long Presence**



#### Friendliness of the neighbours

#### Change in mean rating scores from 2016 to 2017



Q12. On a scale from 0 to 10 where 0 is 'Not Satisfied at All'and 10 is 'Very Satisfied', please rate how satisfied or dissatisfied you are with the following:

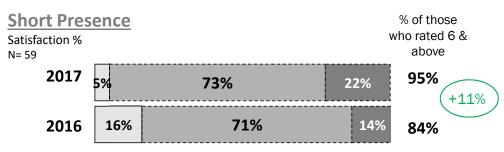
#### Neighborhood characteristics

Adults reported a significant improvement to the availability of medical facilities, only for those where Beyond was present for more than a year and less than 6 months

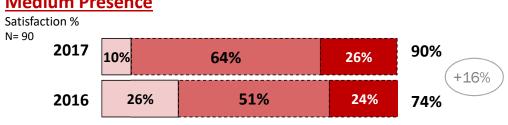


#### **Beyond Presence: Adults**

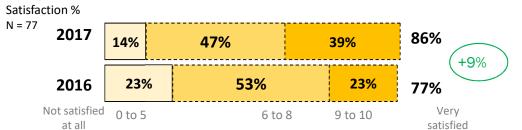
Availability of medical facilities



#### **Medium Presence**

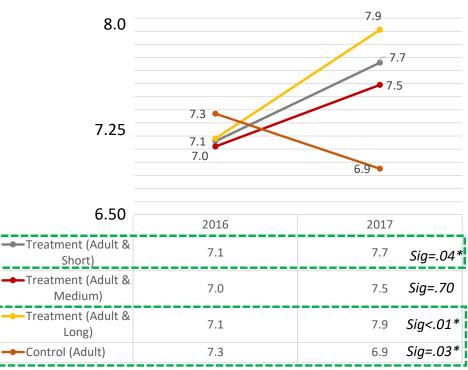


#### **Long Presence**



#### Availability of medical facilities

#### Change in mean rating scores from 2016 to 2017



Q12. On a scale from 0 to 10 where 0 is 'Not Satisfied at All'and 10 is 'Very Satisfied', please rate how satisfied or dissatisfied you are with the following:

## Key improvements for the availability of medical facilities explained



#### Friendly Neighbours

What's happening on the ground, what's causing the positive change?

There were a lot of large scale community events in place during 2017. This might have provided a platform for more neighbourly interactions to occur. Some of the parent volunteers (members of the same community) go door to door interacting with families and getting to know them; inviting these families to upcoming events and **in the process building trust and reassurance that community members care about one another.** 



#### **Higher Availability of Medical Facilities**

What's happening on the ground, what's causing the positive change?

Across all the Beyond involved neighborhoods, there had been a tie up with Mt. Avernia hospital, to provide health check ups at a affordable price right at those neighborhoods. This explains why the control group, neighborhoods where Beyond was not present at, did not show such positive change in ratings.

The data suggest a very direct correlation between the Mt. Avernia collaboration and the improvement in the community perception on medical facilities.

There were also cases where the treatment group did not improve but the control group showed significant drops in ratings. Suggesting that Beyond's presence may have played a role in maintaining the existing sentiment.

Respondents who were not in a neighborhood where Beyond was present, showed a significant drop in ratings on having a sense of community with those around them; while those in a neighborhood with Beyond present, showed no significant change.

#### Having a sense of community with those around me

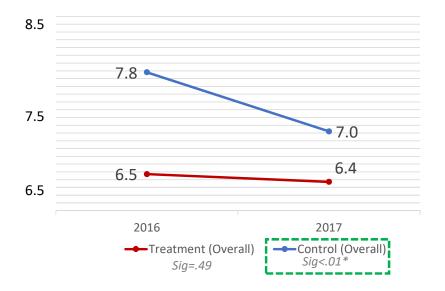
Change in mean rating scores from 2016 to 2017



Those in a neighborhood that Beyond was not present, showed a significant drop in ratings on having people they could share their problems with.

#### Having people I can share my problems with

Change in mean rating scores from 2016 to 2017

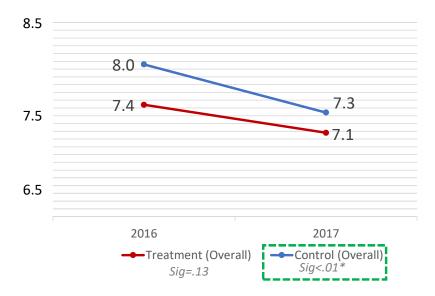


While both treatment and control groups showed some decline in overall trust levels, the control group dropped more (possible national level effect).

For the neighborhoods without Beyond, there was a significant drop in the ratings on having people they trust around them.

#### Having people I trust around me

Change in mean rating scores from 2016 to 2017



Beyond participants showed a drop in rating on having things to do in their free time and being able to shape how things are done in the neighborhood.

Across both types of neighborhoods, those with or without Beyonds' presence, youths showed a significant drop in ratings on having things/ activities to do during free time

#### Things or activities to do in my free time

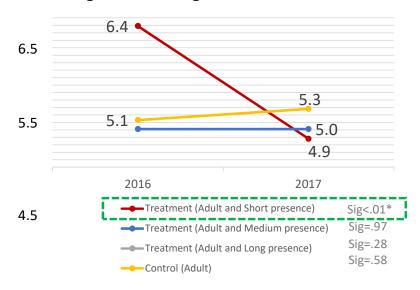
Change in mean rating scores from 2016 to 2017



Adults in the treatment group showed a significant drop in ratings on shaping things in their neighbourhood. Specifically those in neighborhoods where Beyond had been present for less than 6 months. This might also be related to the series of negative events which occurred in that neighbourhood.

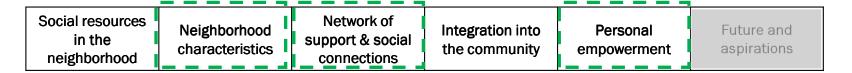
## Being able to shape how things are done here in the neighborhood

Change in mean rating scores from 2016 to 2017



#### What did we learn?

1. Overall, YUP was effective in positively impacting participants in 3 major areas:



- **2.** Both youth (YUP participants) and their parents/adults benefitted from the programme, however they did so on different aspects. For example, on personal empowerment, youths were able to better handle conflict in their families while adults felt better about their overall life situation.
- **3.** YUP activities driving the positive change appeared to more effective when conducted regularly (higher engagement with youths) and inspired those seeing change to engage across different areas (e.g. also go for tuition or neighbourhood/social activities). Although at times the sample size of the high engagement group was too small to show this consistently across all dimensions.
- **4.** The study also found that community engagement takes time and often less than a year of engagement did not show the same effect sizes as engagement in communities who already knew Beyond staff and volunteers for 12+ months. This confirms that long-term engagement (in the right areas and activities) is more likely to create sustainable change and positive impact on individual community members than intensive, but more short-term programmes.

#### Moving forward/Recommendations

- Engage the community members in discussions on why and where certain activities and levels of
  engagement showed more impact. Both BSS and the communities in each neighbourhood can
  magnify the benefits from this study by diving deeper into the possible explanations of the
  quantitative effects shown in this report.
- 2. Share the learnings and design considerations for impact measurements with the VWO community
- 3. Plan and restructure organizational processes further to enable in-house (free) measurements of ongoing change on a systematic and neighbourhood level.
- 4. Further Research: Consider another wave of data collection in November 2018 or 2019

  It would be interesting to continue following these participants for another year, to see how the impact manifests in participants after another year. Many of the observed effects seemed to magnify after a longer period of engagement by Beyond and would help to derive more detailed learnings for future programme design.



### Annex

#### Limitations of the Research Design

#### Limitations of the study (separate slide)

- 1. The sample size was rigorous enough to show many effects at the overall level, however, when drilling down into individual activities and neighbourhoods by activity the analytical power was reduced significantly. This left us with many absolute improvements which could not yet be proven to be statistically significant (further research required).
- 2. The integration of BSS administrative data from their CRM has to be considered a huge factor in the success of showing individual level effects in this study. However, more detailed tracking of participants beyond mere attendance of individual YUP activities would have been desirable the CRM does not include any qualitative data such as which youth ran into problems or whose families faced difficult situations. While desirable the effort & resources required to integrate such information as well might outweigh its benefits for further analysis (something to discuss with the leadership of BSS).
- 3. The study was implemented under real world ongoing community life conditions and external events such as crime (murder in one neighbourhood) could have (and likely have) confounded individual metrics such as the perception of control and safety.
- 4. Finally, the study did not control for intensity of Government help (e.g. Family Service Center and social worker activity) and there was a lack of data on what other VWO programmes might have impacted the control group.

