



Kazzum Arts

Pathways Project

Final Evaluation Report

September 2022

"I'm learning about new friends and new cultures. I'm not afraid anymore to meet someone from a new country. It has helped me start new conversations. This workshop is very important to me." Young Person (Creative Wellbeing Group)

"They are the best art and drama/creative organisation that we have contact with who work with young refugees and asylum seekers. Others are never as good as Kazzum. They have a really good understanding of this group." (External stakeholder)

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Introduction

Kazzum have been supporting refugee and migrants through creative activities for over 15 years. The Pathways Project was established in its current form by Kazzum in 2014 and was funded by the National Lottery Community Fund and several smaller Trusts and Foundations¹ for a period of four years from August 2018 to September 2022. Richard Malfait and Sophie Cottrell (the report authors) were contracted by Kazzum to provide independent evaluation support to the project in three forms:

- Initial review and development of internal evaluation survey tools and how to use these.
- Completion of an interim evaluation in 2020/21 including review of data and feedback gathered by Kazzum, supplemented with key stakeholder consultations to identify impact and learning.
- Completion of a final evaluation in 2022 including review of key data, internally gathered feedback and supplemented with key stakeholder consultations to identify impact and learning.

The interim evaluation of the project was completed between November 2020 and January 2021. The Interim Evaluation Report with midpoint findings and recommendations is available from Kazzum and can be reviewed on request. Consultation responses and data analysis specifically from this, the final phase of evaluation in 2022 can be reviewed in Appendix 1 of this report.

The final and interim phases of independent evaluation combined included consultations with 39 individuals who were identified and invited to provide feedback by Kazzum. These stakeholders included 11 members of the Kazzum team (eight of whom were Artist Facilitators) who have helped to deliver the Pathways Project, and 12 other stakeholders from partner organisations who engaged with Pathways. Additionally, four young people who participated in the Brighter Futures element of the programme were also interviewed by phone and 12 young people from the Young Voices group were interviewed by a member of the Kazzum core team. The final evaluation process also included a

¹ London Catalyst; The Swan Mountain Trust; Dentons Charitable Trust; The Austin and Hope Pilkington Trust; The MBILI Charitable Trust; The Endeavour Fund; Tesco bags of help.

desktop review of internally recorded data and feedback from approximately 300 young people who have participated in the different Pathways Project activities, groups and workshops.

The summary of findings and recommendations set out in the main body of this report draw upon both the interim and final evaluation processes. General feedback and findings from consultations with all stakeholder groups were highly consistent with those from the interim evaluation consultations and strongly emphasised the high value and positive impact of all the project activities.

The interim and final phase evaluation would not have been possible without the help and participation of all the contributing stakeholders, and we are grateful to everyone who has given their time and shared their views in this process.

The Pathways Project - an overview

"These times were the best in college. It improved everything about my life. The communication, interview positivity. This is really important, it's not maths and boring things. It was very fun. I hope you come next year." (Participant, Young Voices)

Kazzum Arts provides opportunities for children and young people to explore creativity at times in their lives when they are most in need of support. Innovative, playful, multi-disciplinary projects are facilitated that aim to encourage social and reflective skills, enabling young people to foster positive relationships and experience an increased sense of wellbeing. The work of the organisation is underpinned by a commitment to offer a Trauma-Informed Practice approach. There is a focus upon meeting the social and emotional health needs of young people affected by displacement and trauma by providing opportunities for them to regulate stress, reduce isolation and develop skills. Throughout the past 31 years Kazzum has also worked with many groups, large and small, across London to meet the emerging needs within different communities and to amplify the voices of young people settling in the UK. The project was led by the Project Manager and a team of freelance Artists and Facilitators,

with support and oversight provided by Kazzum's core management and administration team. Core Pathways activities and outputs fall into four main categories:

Training workshops (Young Voices) with ESOL students at John Ruskin College: Facilitators established a 'Young Voices' group which engaged with newly arrived students at the start of the term. A series of workshops were delivered using music, rhythm, drama, and storytelling to teach confidence, communication, and team-building skills in a fun and engaging way. Over the four-year delivery of the Pathways Project, 30 workshops were delivered with 168 ESOL students, most of whom had recently arrived in the UK.

"I improved my speaking and listening. (Now I am speaking in public outside of college and I learnt how to get to know people." (Young Person)

The work also incorporated a 15-week training programme which supported 52 students to develop their communication and interpersonal skills, build networks and have fun. Participating students received between two and five AQA unit awards each in: Introduction to Public Speaking; Team Building; Communication Skills; Confidence Building; Understanding Others Using Empathy and Honesty. They also went on trips across London and the southeast.

"I like their approach – it's not always focused on the final product but more about the process and adapting to the individual Young Person and what they want to do and how they want to do it. They encourage young people to try things and (the young people) bond and work in a team when they do this work. There are always games and a discussion to start with and this helps people to get to know each other. There's no-one like Kazzum." (External stakeholder)

Creative Wellbeing Workshops: Over the course of its delivery Kazzum delivered 92 workshops with Young Roots, The Refugee Council, CARAS, Shpresa and Brighter Futures. The workshops engaged 479 participants and supported young migrants through creative arts activities, helping to develop skills and support mental and emotional wellbeing.

"(I liked ...) learning, new friends and new cultures. I'm not afraid anymore to meet someone from a new country. It has helped me start new conversations. This workshop is very important to me." (Young Person)

"Their digital offer is brilliant – they have been the light at the end of the tunnel because Shpresa didn't have the time or the skills for the games. Now Shpresa do these games themselves for young people as they have learnt how to do this – they use the tools/resources Kazzum gave them and do this work in the same style e.g. asking people how they feel at the end of the session and doing an evaluation at this stage. It's been so so brilliant. The legacy of their work is great." External stakeholder.

*"Every single game and activity made me feel excited to show how I really am."
Young Person.*

"Making art with the clay is very good because you can make whatever is in your dreams." (Young Person)

Awareness-raising, education and Refugee Week activities: Throughout Refugee Week each year, the Kazzum delivered creative writing workshops and assemblies which encouraged students to reflect upon the experiences of young asylum seekers and refugees. This work highlighted the positive contributions of migrant communities and aimed to build empathy and challenge negative stereotypes. In total, over the four-year delivery, 4254 children and young people participated in Refugee Week activities and workshops in schools across London, Kent and Essex.

"I learned that you have to stand up to intolerance and it taught me to understand racism better." (Student)

"Kazzum Arts have consistently delivered powerful and motivational assemblies and workshops at our school over several years. They shine a light on refugees, the many reasons why someone has to migrate from their country and the difficulties and challenges that they face. The assembly and workshop are pitched perfectly and every year the students develop their understanding of hugely important and complex issues within society." (Teacher)

Lockdown restrictions in 2020 and 2021 required that awareness-raising and education themed activities be adapted, especially in relation to planned Refugee Week events that became unfeasible. During this period the project produced three animated poems, one entitled 'Help them feel at home', a second entitled 'What you know about patience' and a third entitled 'Joe like this'. Overall, these animations were viewed online 19,725 times. Accompanying resource packs based upon the animated poems were produced to support remote learning and have now been downloaded 5908 times.

"I learned the meanings to the words immigrant, racism and what they mean and to raise awareness of the dangers that is happening and to try to help them the best I can." (Student)

Additional resource development: Kazzum also developed a range of accessible remote resources throughout the Pathways Project to support project activities during the pandemic lockdown. These included a therapeutic colouring-in book, a 'GameJam' online facilitation guide, and 'Grounded' wellbeing resources. These resources were then developed and used by the project facilitators and have also been shared with partners or made generally available (through website access) to support work with young people. Examples of the work produced by the Pathways facilitators and by young people who have engaged with the Pathways project can be reviewed on the Kazzum website (<https://www.kazzum.org/resources>).

"The resources they have produced are fantastic. We love them. For example the videos and lesson plans. They're really well produced. Their work really resonates with our approach." (External stakeholder)

These adapted activities and outputs proved very popular and greatly extended the reach of Kazzum and specifically the Pathways Project beyond that normally expected or achieved.

Brighter Futures: Kazzum Arts also co-facilitated Brighter Futures; a collaborative project delivered with Praxis Community Projects. Through weekly workshops, campaigns, and events, Kazzum supported the group to advocate for the rights of young migrants and ran twice weekly online sessions during the pandemic (<http://www.brighterfutureslondon.co.uk/>). In-person weekly engagement was resumed when lockdown restrictions were lifted.

"Before joining Brighter Futures and Kazzum I was not a vocal person. I was reserved and didn't have friends. It (participating) has helped me to communicate and express myself. Art can help you help you express (yourself) in different ways. Now I'm more verbal, speak my mind. I wouldn't have done this before but can now. They give me space to express myself." (Young Person)

"It's allowed me to showcase my creative side. Freewriting. When you just write. Things you have in you. Poetry. I realised some of my talents. It gave me a voice." (Young Person)

Summary of findings - based on the interim and final evaluation processes

*"For me I feel like my voice has been heard by other people. We try to speak up about the issues. For people who don't have status - it's complicated. When I came here it changed my life - they gave me hope and helped me to speak about my issues when I didn't have status and to make sure my mental health is good."
(Young Person)*

Feedback from Kazzum's Pathways Project team, from stakeholders in partner organisations and most significantly from young people themselves was consistently positive throughout the interim and final phase of our independent evaluation of the Pathways Project. Review of internal monitoring and evaluation data gathered by Kazzum further confirms the value and impact of the Pathways Project for young people from refugee backgrounds. Key findings and learning points that draw upon the feedback and data review in both phases of evaluation are summarised below:

Successful project delivery: The Pathways Project has been effectively and successfully delivered by Kazzum despite the unprecedented delivery and accessibility challenges caused by several waves of the Covid-19 pandemic and lockdown restrictions during 2020 and 2021. The main project outcomes and areas of impact that Kazzum aimed to deliver have each been achieved and supported in the areas described in the original funding application to The National Lottery. Key impact and output indicators, including the numbers of young people engaged, sessions delivered and information sharing activities have surpassed project targets in many areas. Some key output statistics that indicate the scale and scope of engagement facilitated through the Pathways Programme in its four-year delivery period include:

- 168 young people participated in 30 Young Voices workshops at John Ruskin College.
- 52 young people took part in a 15-week training programme at John Ruskin College.
- 479 young people participated in 92 Creative Wellbeing workshops delivered with the Refugee Council, Young Roots, Shpresa and CARAS.

- 4254 children and young people participated in school-based Refugee Week activities and workshops in London, Kent and Essex.
- Awareness-raising animations produced by the Pathways Project were viewed online 19,725 times.
- Overall, Refugee Week and awareness-raising resources including animations, quizzes and posters were downloaded 5908 times from Kazzum's website.

Positive impact and value for young people: Feedback from young people who have participated in the Pathways Project groups and sessions has been gathered internally by Kazzum throughout project delivery and also through the independent evaluation consultations. Reviews of workshop evaluations and all other forms of feedback confirms how highly young people have valued their relationship with Kazzum team members and the Pathways Project. For example, in final phase evaluation consultations for Young Voices:

- 91% (10/11) self-evaluated their participation in Young Voices as being a 'helpful and positive' experience.
- 73% (8/11) said that they had made new friends by participating in Young Voices.
- 91% (10/11) said that their English had improved through Young Voices participation.
- 91% (10/11) said that they had learnt new skills and information that would help them in the future.
- 91% (10/11) said that participating in Young Voices had positively changed them and how they feel about themselves.

Comments often referred to the opportunities provided through the project to have fun, to dance and make new friends, to build social confidence, share experiences and to feel a sense of inclusion:

"(It's been helpful for) ... building skills, improving my English and building my confidence to speak up. I like to make friends and we get to know each other's likes and dislikes and cultures." (Young Person).

"I Improved my confidence. I am a very shy person." (Young Person)

This was echoed in the final phase evaluation with young people participating in creative wellbeing workshops:

- 93% of young people confirmed that 'I had fun with others'.
- 86% of participants said 'I expressed my ideas and feelings'.
- 85% of young people felt 'I learnt something new'.
- 100% of young people confirmed that 'the workshop made me feel good'.

Many also specifically referred to Kazzum's activities as being a 'safe space' in which they could improve their English, express themselves, have a sense of voice, build their self-confidence, experiment with creativity and gain new interests.

"My Mondays changed completely. I was just at home doing nothing but when I came here, I met many people, you made us laugh, your games are amazing, I don't have words, you helped us so much at this difficult time." (Young Person

"I saw in myself that I can do more in the future. It was fun having you guys here. I learned a lot about communication skills. I belong here now." (Young person)

Several also emphasised the impact and value of their involvement in Pathways groups in terms of their mental and emotional welfare:

"It's been good for my mental health definitely. I always looked forward to the sessions. I'm looking forward to storytelling at the moment. As human beings - we have so many things in our head that we never get the chance to explore. We were told to come up with different ideas (in the workshop) - I never knew that I was this capable of thinking things up." (Young Person)

"It really helps my mental health - 100%. It's refreshing to have a place to go and just talk and have people listen. They validate your experiences and feelings. One of the sessions at Brighter Futures was to write a poem based on a phenomenal woman - each person writes a sentence. It was great." (Young Person)

"The group feels like sisters and mothers to me. If I got to a session feeling low my mood changes after the sessions. They helped me learn how to write poems." (Young Person)

Several young people and practitioners in both Kazzum and partner organisations reflected that these types of experiences and opportunities have often been lost or unavailable to many young people as a consequence of war and flight. Relating this feedback to the aspirations, aims and target outcomes of the Pathways Project, it is clear that through the groups and sessions social isolation has been reduced whilst the emotional wellbeing, confidence, communication skills and opportunities for creativity and self-expression have been enhanced for many young people.

"Kazzum's sessions make a big difference to the lives of these young people – they improve mental health and social skills and enable them to have fun. One Young Person said: 'I'd forgotten to have fun.'" (External stakeholder)

Many more examples of feedback from young people are included in the main body of this report. Further examples that help to illustrate the value and impact of the Pathways Project can be reviewed in Appendix 1.

Efficacy of the model: Kazzum's model of engaging, training, and supporting a team of Artists and Facilitators with different arts-based specialisms in the delivery of Young Voices, Creative Wellbeing, Refugee Week activity and Brighter Futures workshops and groups has been confirmed as both effective and highly valued in all forms of evaluation feedback. A key strength identified is the combination of arts-based facilitation expertise and activities delivered by a team with substantial organisational experience and understanding of the issues and needs of young people from refugee and migrant backgrounds. It is clear in the feedback from young people and their support organisations that this is a valuable and very unusual (several have said unique) combination of skills and knowledge. Kazzum's longer-serving core team and Artist Facilitators have accumulated in-depth experience of working with vulnerable, isolated (and often traumatised) young people from refugee backgrounds which informs and enhances their understanding of the needs and issues for young people and enhances their ability to provide them with specialist and valued support.

Trauma-Informed Practice: Kazzum have effectively developed and embedded a Trauma Informed approach in the delivery of their work and in the training and support of their teams. This has been possible through the provision of an induction for new team members and on-going training for existing staff offered alongside opportunities for reflective practice. The value and importance of this

approach has been repeatedly stated in the evaluation feedback of Artist Facilitators, the core management in Kazzum and in the feedback of some external stakeholders. Its value is also implicit in the feedback of many of the young people attending Pathways Project groups and activities who have commented on the way that they have felt listened to, understood, and supported by Kazzum team members. All of Kazzum's freelance facilitators have undertaken in-house Trauma-Informed Practice training (cascaded through Kazzum's Artistic Director). Facilitators have also undertaken NSPCC Child Protection training. The core staff team have engaged in a variety training to provide additional support and knowledge to facilitators and inform project delivery.

"This has been a very productive partnership – they know our client group really well and are very supportive and have a very caring approach to our young people. (External stakeholder)

They have nice interactions with our young people and will adapt sessions. They have a good rapport with the young people – this is very precious for us. They are very therapeutically informed in terms of working with trauma and are aware of what these young people have been through. Their trauma informed approach is so helpful." (External stakeholder)

"The move to Trauma-Informed Practice has been amazing – others say they do this but they don't. Kazzum were one of the first to do this and it's really helped the team of facilitators to understand how the brain works. The effect on the team and the facilitators has been massive." (Artist Facilitator)

Reflective Practice and team support: Kazzum's Artist Facilitators and core management team members identified the adoption and development of a 'reflective practice' approach and the provision of regular access to reflective practice sessions, facilitated by therapists, as being an important foundation and strength in the delivery of the Pathways Project. The approach has provided valued opportunities for reflection and learning on both a team and individual basis. Several internal stakeholders also commented on the excellent and fast support they experienced from managers (even when staff positions were vacant) as well as the helpful peer support they were able to draw upon. The reflective practice approach was identified as an important component of this.

"The reflective practice is so so helpful – the 1:1 therapy is great but to be able to talk things through with colleagues and to hear their experiences is so helpful." (Artist Facilitator)

"The training is really good and I feel really equipped to work with this client group. I work for lots of different organisations and Kazzum is the best. The core team have been freelance and they understand how it is for people. They pay for evaluation and planning time as well as training time. They also understand how long planning takes and pay for a realistic amount of time for this. They also offer reflective practice which is really helpful." (Artist Facilitator)

Education and awareness-raising resources: The information and educational resources developed by the Pathways Project to help raise understanding and awareness of the experiences and issues for young refugees have been accessed and used by thousands of people, many schools and other stakeholder organisations across the UK. For example, 4254 young people participated in school-based Refugee Week activities and workshops in London, Kent and Essex. In post-workshop evaluation and feedback from 200 students, reviewed as part of the final phase evaluation process:

- 89% 'Agreed that they now know more about asylum seekers and refugees than they did when they got up this morning.
- 89% 'Agreed' that the session had helped them to 'better understand the difference between an asylum seeker, a refugee and people who come as migrants to the UK'.
- 89% 'Agreed' they 'now think differently about asylum seekers and refugees' than they did before today's session.

Review of the evaluation feedback gathered by the Pathways team from staff in each school confirmed the following:

- 83% felt that engagement with Pathways had 'increased student understanding of migration'.
- 83% felt that students had been 'encouraged to stand up to intolerance'.
- 83% felt that students had been 'supported in celebrating diversity'.
- 83% felt that students had been supported in 'developing empathy and emotional awareness of the experience of migrants'.

On a wider basis, awareness-raising animations produced by the Pathways Project and accessible through Kazzum's website were viewed 19,725 times. Other information, educational and awareness-

raising resources including quizzes and posters were also downloaded 5908 times. The adaptation of materials for digital and remote access use, in part necessitated, scaled up and accelerated by the Covid-19 pandemic restrictions, has been a major achievement and 'added value' area of the project. Stakeholders have emphasised the quality, relevance, accessibility and user friendliness of the resources produced.

*"We (Counterpoint Arts) don't usually produce educational resources. This was the first year that we'd done a schools packs. Kazzum featured a lot in it. We shared it through our own networks and also through the Southbank Centre."
(External stakeholder)*

"Their resources elevate and share the lived experiences of young asylum seekers and refugees." (External stakeholder)

"Even though it was on Zoom, the team were able to interact with the students, constantly asking them questions. They were able to explain really important issues in a way that the children could understand. The resources sent were age appropriate and have been used to great effect - thank you." (Teacher)

Partnership working and network participation: Kazzum are committed to maintaining good communication and working relationships with key partner organisations and refugee community organisations in Croydon, Tooting, Bethnal Green, and Forest Gate, enabling a wider geographical reach. The organisation is also an active member of the Croydon Young Refugee Network which reaches over 40 refugee groups, professionals and schools who work in and around the area. This approach helped ensure that Kazzum could effectively communicate and share Pathways' Project resources and information with other organisations working with young refugees. This proved to be invaluable throughout the pandemic and lockdown restrictions in 2020 and 2021. The collaborative approach and partnership working with Praxis, Young Roots, the Refugee Council, CARAS, Shpresa, Counterpoint Arts and John Ruskin College, were especially valued in helping to maintain contact and activities with young people during the Covid-19 pandemic in year 2.

"We really value the partnership and really enjoy working with them and hope to expand the work as much as we can." (External stakeholder)

Commitment, skills, and development in the Kazzum team: Key to the successful delivery of the Pathways Project and a theme in the positive feedback received from young people and partner

organisations has been the commitment, skills, and agility of the project delivery team. Working with individuals and groups of young people from refugee backgrounds who have often experienced severe trauma, multiple losses, separation and disruption, many of whom have very little English, is inevitably highly challenging. Whilst all of the Artist Facilitators who have helped to deliver the project over the past four years had proven skills in the Arts (and other areas), the range and level of previous experience in working with young people from refugee and migrant backgrounds has varied. The development of enhanced skills and understanding that enable Artist Facilitators to work effectively and sensitively with individuals and groups from refugee backgrounds has been identified as essential for maximising the engagement of young people in group sessions and activities. This enhancement of insight, understanding and facilitation skills have developed through experience, but have also been effectively supported through other processes including: training, practice observation and guidance of Kazzum's core team members, peer working arrangements, session evaluations and Kazzum's reflective practice approach.

"Staff are very professional in the way they engage young people. If someone wants to do something for example they will reassure them that they haven't forgotten them and that they will do it next week if they don't have time in the session – they will ask (young) people to lead sessions if they have an idea to do something and this really makes young people feel valued, validated and seen and important. They give (young) people responsibility and turn a weakness into something wonderful." (External stakeholder)

Co-production approach: Evaluation stakeholders in both interim stage and final phase consultations commented and valued Kazzum's 'co-production' approach that aims to encourage and facilitate the involvement of team members, partner organisations and young people in the planning and delivery of workshops as much as possible.

"Kazzum have a different approach to young people than other organisations – they try and become part of the group and participate in activities and welcome and encourage feedback. They encourage traditional dancing. The work is co-created and they don't just say 'this is the workshop – this is what we're doing'." (External stakeholder)

"Young people really appreciate being able to choose the theme of the session – Kazzum don't dominate. Also, how they ask about the theme is good – they offer 1st, 2nd and 3rd choices for people and by the end of the workshop all three choices will have been done. The young people are more committed and engaged when

they have chosen the activities. Their ideas are also accommodated." (External stakeholder)

Monitoring and evaluation: Kazzum has continued to demonstrate a commitment to monitoring and evaluation practices as an integral part of project delivery. Internal processes and tools, tailored to specific groups and project activities have been used to successfully invite and capture feedback from young people, teachers and stakeholders in other organisations on a routine basis. The commitment to effective, proactive monitoring and evaluation is a core strength in Kazzum's culture and practice, which enables it to easily draw upon a range and depth of feedback and data gathered through both internal and external evaluation processes. This information and learning is used to inform and support the development and co-production of activities in partnership with young people and Artist Facilitators.

Ongoing need: Young people and other stakeholders in both interim and final evaluation consultations have stated without exception, that there is an ongoing need for and great value in the type of activities and support provided by the Pathways Project for young people from refugee and migrant backgrounds. Most have identified the offer of arts-based groups and activities - delivered in safe and trusted environments, facilitated by skilled Artist Facilitators whose approach is Trauma-Informed and sensitive to the needs of vulnerable young people - as otherwise either unavailable, inaccessible, or unaffordable to young refugees and their support organisations.

"The impact of the work is phenomenal – people come with complex PTSD and no English and after 2 years they can often speak English well and consider Brighter Futures their family. It's radical to find a space where people feel they belong in the context of this government and they make change." (External stakeholder)

"In Newham we have been offered similar workshops doing arts and film activities. They offer free taster sessions but after 6 we have to pay which we can't possibly do so there is no comparison." (External stakeholder)

"I always enjoyed what we did. And it was great being part of a group and being able to talk with other people. We shared a lot of common things and I felt supported. Just being together. They (Kazzum) give you the tools and time to be creative." (Young Person)

Similarly, the high value and ongoing need for the awareness-raising initiatives, tools and resources that have been developed by and accessed through Kazzum's Pathways Project have also been consistently affirmed by stakeholders in both evaluation phases.

"The work in schools is also really important as they just put out the facts and ask people to make up their own minds. This encourages discussion around a topic used by governments to be divisive." (External stakeholder)

Recommendations

The recommendations offered below draw upon the findings from both the interim and final evaluation phases:

1. Aim to sustain and build on the delivery model and activities that formed the main elements of Pathways Project. The need for, value and efficacy of the work has been confirmed both by young people and their support organisations.
2. Aim to secure longer term (3-5 year) funding to enable the continuation and development of Pathways Project activities and groups.
3. Aim to sustain and retain the specialist skills and experience that Kazzum has brought together and developed within the full-time core staff team and bank of Freelance Artist Facilitators.
4. Subject to resource availability and partner organisation advice, consider offering longer programmes of sessions (for example 12 sessions rather than 6) - several stakeholders suggested that they would like an increased number of sessions in their respective activities and groups.
5. Aim to continue resourcing and enabling initial assessment and planning processes that involve young people, partner organisations and Artist Facilitators as much as possible - stakeholders highlighted this as being an important element in helping to ensure that groups and sessions were relevant, enjoyable and successful for young people.
6. Build on the development and popularity of information and activity resources that can be accessed and disseminated through the internet - the resources produced and shared during the pandemic were extremely well received. They were felt to be of excellent quality and easy to use.
7. Build upon the learning gained through the introduction of new methods of working during pandemic lockdown phases, especially in relation to remote working and communication within the team as well as with young people and partner agencies.

8. Continue to integrate the Trauma-Informed Practice and approach in the design and delivery of future projects and activities.
9. Continue to integrate Reflective Practice in all levels of team planning, support and supervision.
10. Continue to integrate and refine routine monitoring and evaluation practices into future project delivery models - these have helped Kazzum to capture valuable feedback and data that has informed reflective practice and planning processes. Combined with supplementary independent evaluation the learning and impact evaluation data also informs and strengthens future development and bid writing processes.
11. Review and consider the range of stakeholder suggestions on learning points, possible needs and areas for future improvement or development (these are set out in the main body of the interim and final evaluation reports).
12. Celebrate the achievements of the Pathways Project with the delivery team - the project was successfully adapted and delivered, achieving its target outcomes and continuing to provide valuable specialist support, creative and fun activities for young people throughout despite the challenges of the pandemic and lockdown restrictions.

Concluding comments

The following note, also previously included in the Interim Evaluation Report, was written to Pathways Artist Facilitators by a group of young people on the conclusion of their Creative Wellbeing workshops in Shpresa. It reflects the nature and warmth of feedback received from young people across all areas of the Pathway Project delivery and it feels appropriate to share it again on their behalf in the closing evaluation comments:

"We have shared a lot of jokes and laughs when we were blue, you made us happy when we were sad and shown us that life is not so bad. We all could not wait until the Monday to come to see you guys, to dance like a fool, to act weird and laugh with loud voices. Crazy times, isn't it. Memories which will stay in our

heart for all the rest of our lives. People change and things go wrong but remember life goes on. Everybody needs someone who can make them laugh when they think they will never smile again and you guys were always there for us. We maybe were sad but you put a smile on that hopeless faces. We were down, you lifted us up. Maybe before coming into the session we have been down from our worries but you wiped our tears with the lovely games which we shared with one another. You made us realise to take the good with the bad and smile when we are sad. We will always remember and love those people who made us happy when we felt sad and lonely. You guys have been the reason that there have been days when we have felt happy. We wish you guys well in life. Thank you from the bottoms of our hearts. Thank you from all of us at Shpresa."

We hope that this report provides a useful summary of the impact, value and learning that was achieved through the delivery of the Pathways Project and that it will usefully inform Kazzum's planning and delivery of future work. Despite the unprecedented challenges posed by the Covid-19 pandemic and lockdown, Kazzum successfully established, adapted, and delivered the project and its activities, supporting and achieving its planned outcomes with and for young people. Stakeholders from all groups have emphasised the value of the project and of Kazzum's work in providing opportunities for young people to access, enjoy and benefit from arts-based activities with their peers and with the encouragement and support of Artist Facilitators. Kazzum and the Pathways Project team should be proud of their work and project delivery. We will be pleased to respond to any queries on the evaluation findings or process and look forward to completing the follow-up evaluation in the final phase of the project delivery.

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Appendix 1: Summary of final phase evaluation responses (2022)

Final phase evaluation consultations were conducted by the evaluation team with Kazzum's Pathways team members, external stakeholders and young people across each of the main elements that formed the Pathways Project. The questions used in final phase evaluation consultations were tailored by Kazzum to match the different stakeholder groups and activities. Kazzum also provided the evaluation team with stakeholder feedback that was gathered by Artist Facilitators during the third and fourth year of the project implementation. This appendix presents summaries of the data provided and examples of the consultation responses as noted in interviews with the evaluation team.

Pathways element: Young Voices

Final phase evaluation consultations were completed with eleven young people, one external stakeholder and two internal stakeholders (Artist Facilitators). Summaries and examples of consultation responses are grouped under stakeholder categories below:

Internal and external stakeholders

General impact and value for young people: Feedback on the value and impact of the Young Voices element of the Pathways Project was consistently positive across each stakeholder group, with each rating it as 'High' or 'Very High' in interviews.

- *They are very flexible with the differing levels of the learners and are really able to motivate most of the young people – they're brilliant.*
- *I was very happy for the connections built (with young people) over lock down. Young people thrived with us being there in person each session. It was very steered to their interests. We engaged a wider group than we normally would with general arts activities.*

Future need: All three stakeholders 'Strongly Agreed' that there is a need for this type of work (Young Voices) in future. Comments included:

- *It can be quite scary for people coming to the UK and some have left war zones – it's hard to speak in front of others and to trust or do team work. This process really helps people to develop confidence and teachers don't really have the time for this.*
- *It's so important for young people to have a voice and a platform through which to be heard – when I was younger I didn't have this – I never felt listened to at school or within the family by teachers or my parents and so it's great for these young people to do this through drama, music or making posters for example. The work is participant led.*
- *It gives young people an opportunity to see that other people take what they believe and experience seriously. We show them they can have a creative time. Some people say 'this is our time to laugh' a chance to play and make friends without pressure. They've taken out games and adapted in their circles. Role play gives people confidence in interacting with others. In only five weeks sometimes we see the impact on Young People - increased confidence and willingness to try things.*

Artist & Facilitator experience with Kazzum: When asked to rate their experience of working on the Kazzum Pathways Project, the Young Voices Artist/Facilitators indicated 'High' and 'Very High'. Comments included:

- *I say 'High' because the Young Voices programme is important and has the potential to make a lot of difference and I love working with the young people. It's not 'very high' as there are challenges when working with colleges for example. The bureaucracy and timetabling issues can be problematic. There could be better planning around this. For example, there was a maths class scheduled for part of the time of the session so young people couldn't attend it all. This is an important part of the enrichment programme for young people. Also, the problems facing these young people are sometimes beyond the scope of this project to resolve. However, the ongoing training is good and the participation and co-creation is good too (between staff). However, there could be even more opportunity for artists to take the lead.*

The quality of support provided for both Young Voices practitioners was also rated as 'High' and 'Very high' by internal stakeholders. The effectiveness and value of 'reflective practice' and supervision was a consistent theme in the feedback of external stakeholders in all aspects of Kazzum's Pathways Project delivery:

- *I'd love more reflective practice and training as I find it so helpful. Staff are great though as they always check in with me and offer advice if I need it but also allow me to plan and are not too controlling – they trust me which I like.*
- *I know I can always reach out if I need anything and staff would always help.*
- *I'd love more 1:1 reflective practice with a drama therapist but we don't need more planning and evaluation time as a team.*
- *The planning at the beginning was really useful and smaller groups to do the planning was very successful. The digital structure around it (the sessions) is very good - it enabled me and facilitator to work online and to gather feedback online with shorter and less duplication. The end of session evaluation questions for young people often needed a lot of explanation. We need to check how people experienced it and possibly adapt if needed. There has been support all the way through.*

Learning points, improvement and development suggestions: All three Young Voices stakeholders were invited to offer suggestions on learning points and recommendations to inform planning or improve Kazzum project delivery in future. Responses included:

- *If our wellbeing is being looked after then we can help young people with theirs in the same way. I'd love even more reflective practice and training – I love training and the trauma-informed training has really helped me to understand what's happening in the brain when people are traumatised.*
- *I did one 1:1 reflective practice session (with a drama therapist) and I really enjoyed it so I'd like another. I can't make the time of the group one though.*
- *I think it would be great to start doing summer schools and to maybe set up theatre-based workshops where young people can then perform there. We did a trip and it was great –*

relationships between staff and young people really changed and developed through this. We went into central London and on a boat trip and had lunch.

- *We could also do more in John Ruskin College on wellbeing.*

Similarly, stakeholders were asked to comment on any specific needs or activities for young people that they think Kazzum should consider or prioritise in future project delivery or development:

Closing remarks: Closing remarks from the Young Voices stakeholders in final evaluation consultations included:

- *This is amazing work – I work with lots of other organisations and am trying to work with less but I'll always stay with/keep Kazzum. It's like a family.*
- *Kazzum are doing really important work in the Pathways Project.*
- *These have been one of the most successful sets of workshops that we run. We had a bit more individuality on it. I'm pleased with the way it's going.*
- *The end of year trip was really good after the restrictions of COVID – this is a good strategy to do this.*

Young people

Positive experiences: 91% (10/11) self-evaluated their participation in Young Voices as being a 'helpful and positive' experience. Responses included:

- *In my country we don't do things like this. We just work all the time. It is something different.*
- *It has been very useful because we use our bodies and language.*
- *(I've enjoyed ...) ... new activities, new experiences and new Games. I love it!*
- *(It's been helpful...) for public speaking because I was shy.*
- *I made friends. It was different activities and a new experience. I learnt a lot that I didn't know before.*

Making friends: 73% (8/11) said that they had made new friends by participating in Young Voices.

Improving English: 91% (10/11) said that their English had improved through Young Voices participation.

- *When I came to this country I did not speak English.*
- *My English is the same (he has very good English).*
- *(My English ...) is better.*
- *I learned names I didn't know before.*

Learning new skills and information: 91% (10/11) said that they had learnt new skills and information that would help them in the future.

Emotional impact and feelings: 91% (10/11) said that participating in Young Voices had positively changed them and how they feel about themselves (including their self-confidence, feeling happy, self-esteem, speaking English and making friendships).

- *I am very happy when I come to the group.*
- *I have more confidence.*
- *I am more confident.*
- *I have improved my English.*
- *It (participating) has improved my confidence. I am a very shy person.*
- *I feel happy because I am not shy when I am here.*
- *I feel happy because I got a new experience.*
- *I am more confident and can more easily communicate with other people. I am more happy.*

Value and benefit for other young people: 81% (9/11) felt that other young people enjoy or benefit from being involved with Young Voices.

- *Some (other young people) weren't talking at the beginning and are now talking a lot.*

- *(They get ...) improved confidence*
- *They look happy, I can see from their faces.*
- *We are friends. We enjoy being together.*
- *They are here and they come every week.*

A rare (unique) place and project: None of the young people who completed evaluation interviews knew of other organisations like Kazzum that work with young people.

Future need for this type of group and place: 91% (10/11) felt that it is important for young people like them to be able to come to a place and activities like those they accessed in Young Voices.

Improvement suggestions and final comments: When asked, none of the young people offered any suggestions for improvements to the Young Voices work. Final comments included:

- *Role play is really nice - its helps improve confidence. I like it.*
- *Thank you for choosing us.*
- *I am so happy. When I am here I am happy. It is sad that it is the last day.*
- *This has been really nice. No words to describe it.*
- *It was amazing. I loved the trip and spending time with all of you. Thank you.*

Pathways element: Creative Wellbeing

"For the first time I was shy but coming to the Girl's Group I have more confidence and made friends." Young Person.

In total during year Four, 22 Creative Wellbeing workshops were delivered with Young Roots, Shpresa and the Refugee Councils Girls Group. This included four workshops that were delivered with Brighter Futures groups when six scheduled workshops with CARAS had to be cancelled whilst they were moving premises.

Overall, 83 young people participated in Creative Wellbeing workshops. This figure is broken down by organisation as follows:

Organisation	Participant numbers
Shpresa	40
Brighter futures	8
The Refugee Council (Girls Group)	10
Young Roots	25
Total participants	83

External stakeholders

Final evaluation consultations based on the agreed evaluation questions for the Creative Wellbeing stakeholders were completed by the evaluation team with three lead workers based in the external organisations where the groups and workshops were delivered (the Refugee Council, Shpresa and Young Roots) and with five Artist Facilitators who facilitated the groups. Responses are summarised below:

Engagement: External stakeholders were asked how well (or not) they thought that the young people in their respective groups had engaged with the workshops. One felt 'Very well' whilst two replied 'Quite well'. Follow up comments included:

- *They are very patient and flexible as young people can be late and chaotic and it's often a very large group (of up to 60 people). No one is forced to participate but if you want to join in you can – it's OK to join in and OK not to as well. They come up with great games which are run really well and are designed to be fun, to keep their attention and to keep the group together.*
- *The 'drop in' nature of our group can make engagement challenging - there are different people every week and people come and go. It also runs alongside other activities in our club so people can choose whether or not to join in.*
- *We had feedback from the girls - they really liked the sessions. They would have liked more in terms of music and dancing, games. More energy needed in the workshop to engage the girls - to get the spirits up. Usually about 5 people. They (Kazzum) acted on the feedback which was good.*

General impact and value for young people: The lead workers were also asked to identify anything that they thought the young people enjoyed or gained from taking part in the workshops:

- *Young people really appreciate being able to choose the theme of the session – Kazzum don’t dominate. Also, how they ask about the theme is good – they offer 1st, 2nd and 3rd choice for people and by the end of the workshop all three choices will have been done. The young people are more committed and engaged when they have chosen the activities. Their ideas are also accommodated.*
- *They enjoyed the ability to be creative, become more confident and to try new things – many will not have done this sort of thing before and may not have expected to enjoy it.*
- *They definitely enjoyed the dancing and music. They relax and they have a good laugh. Other activities improved their confidence. They want to have a good time.*
- *The staff at Kazzum are amazing. Young people appreciate how they are respected by staff – they will always stay and eat with the young people which other professionals don’t tend to do. The young people love that. They don’t feel there is up or down in terms of power dynamics.*

Impact against intended Pathways Project outcomes: The lead workers in the Refugee Council, Shpresa and Young Roots were asked to rate how well (or not) they thought the Creative Wellbeing groups encouraged and helped young people in the areas that form the primary target outcomes for the Pathways Programme. There responses are shown in the table below:

How well do think Kazzum help young people to...	Very	Quite	Other	Not very	Not at all	DK
... learn new skills	2	1				
... feel that their voice is heard and valued	2		1			
... increase a sense of inclusion	2	1				
... improve their mental health and wellbeing	2	1				
... feel less isolated	2	1				

Follow up comments included:

- *Young people really learn new skills – they learnt how to design tee shirts for Refugee Week and are doing a display to campaign for issues such as the right to work. They went to New York last week and worked with a Turkish group and exchanged tee shirts in a workshop – they had spare materials and took these and then passed their skills on to this new group. This way they taught the Turkish group how to design the tee shirts and then they had the same tee shirts after the 2 hours.*
- *Sense of voice – the workshop designing the tee shirts gave them confidence – in Refugee Week they participated in Refugees for Refugees and campaigned for the right to work. They raised awareness of the issue and wrote to two sympathetic local MPs.*
- *The impact of the Creative Wellbeing workshops might be greater if they were with the same group every week - currently the workshop is delivered during our 'drop-in' session so the attendance is inconsistent. Possibly, the group could be scheduled as a discreet session on a different day for people who have elected to come. Then only interested people would come.*

Unexpected issues and outcomes: Lead workers in external organisations were also asked whether there were any unexpected issues or outcomes that came out of the workshop:

- *Being able to learn a skill and pass on that skill to others was wonderful.*
- *They are also learning good techniques to combat loneliness – many live alone and have very little money so learning to grow something or draw or do art is helpful for them. They took seeds and grew little plants which they can watch growing day by day. Painting and drawing are also useful ways to combat loneliness. They often don't want to say they're lonely but they are.*
- *Through the group they engage themselves and can be happy.*
- *We use the games they (we and the young people) have learnt from Kazzum after they have gone and engage the young people this way.*

Quality of facilitation: When asked to comment on the quality of workshop facilitation, two external stakeholders rated it as 'High' and one indicated 'Very High'. Comments included:

- *This is 'very high' in some cases but not in others where people are not as attuned to the group as they need to be. This is very specialist work and people need to get straight into being involved in young people's lives.*
- *The previous facilitators were more experienced at working with young refugees and asylum seekers and were able to engage the young people more.*

Learning points, improvement and development suggestions: Stakeholders were asked to suggest any learning points, possible areas for improvement or development of the Creative Wellbeing workshops to inform future planning and delivery:

- *They need to be all year round or at least have 26 week sessions – the ideas they bring are amazing. We have youth clubs five days a week and they cover issues such as benefits, education and housing and other topics like this but they can forget to have fun – staff also love it as they learn games to use.*

Future need: The external stakeholders were asked how important they think it is for young refugees and migrants to be able to take part in Creative Wellbeing type groups and workshops. All three responded 'Very Important'. Comments included:

- *The young people like these sessions the best.*
- *Some people have never tried these sorts of activities before - they worked with clay recently and this was very relaxing for the young people who are shy.*
- *Especially in the girls' group when they try new things or express themselves with music and dancing - they feel free to express feelings and emotions and ideas. They feel at ease in the setting and in the UK.*

All three external stakeholders also felt that it would be 'Difficult' or 'Very Difficult' for them to access similar workshops and activities of the same quality if they weren't offered by Kazzum:

- *There are other organisations with a similar offer but the quality may not be the same.*
- *It would be hard to get it for free – they could probably find someone else to offer it if they paid.*

- *Before Kazzum we had another workshop from another organisation - there is competition out there but Kazzum is great at what they do.*

All three stakeholders also confirmed that they would like to work with Kazzum in future to enable access to these types of groups and works for young asylum seekers and refugees.

Closing remarks: Closing remarks from the Creative Wellbeing stakeholders in external organisations included:

- *In Newham we have been offered similar workshops doing arts and film activities. They offer free taster sessions but after 6 we have to pay which we can't possibly do so there is no comparison.*
- *I am very grateful for all the work they do.*
- *It's been great to work with Kazzum.*

Artist Facilitators

General impact and value for the Young People: All five Artist Facilitators rated the impact and value of the Creative Wellbeing groups and sessions for Young People as 'Very high'.

Suggestions for learning points, improvement and development: Creative Wellbeing facilitators were invited to offer improvement suggestions and learning points to inform planning or improve Kazzum project delivery in future:

- *The planning is really good – staff went in and did a consultation so the artists had hard data and knew what young people wanted so they could focus on that. As a result, the workshops went really well (the best year so far since I've been at Kazzum) – they couldn't have gone better. However, what would have been helpful would have been to work more closely with partners so that the Kazzum work could dovetail in even better with what they are doing. For example, one partner was doing something for Refugee Week and they had a visit to the Home Office planned*

for campaigning purposes - it would have been great to have made the tee shirts in time for that so they could have worn them.

- *The evaluation process is really useful and a chance to articulate what hasn't yet been articulated – what's worked well and what's worked less well. It feels just as important for the facilitators as for the wider organisation to do this.*
- *It might be useful to focus upon sessions looking at what constitutes a healthy relationship and how to develop and maintain these. Not sure if it's better to have these discussions in a mixed group or whether it's better to split the boys and girls for this. It might be useful to talk about expressing emotions and keeping safe in relationships but these are sophisticated concepts that can be hard to explain through a language barrier. There is however evidence that refugees can be vulnerable to abusive relationships – refugees can be vulnerable in this context as power dynamics can be abused. Consent and communication issues can be hard to get across – might need to train an interpreter. Cultural and religious nuances also need to be considered.*
- *The planning they do is the most thorough of all the organisations I work with. I feel so supported and looked after. I also had a mid-way meeting with Kazzum and they handled it so well. They really hold the balance between supporting the practitioner by asking how we are and how we're finding the work alongside ensuring that the young people are getting what they need. So, they ask how they can support us as practitioners as well as how it is for participants and what can improve things for them. They consider everything and I always leave meetings feeling inspired to do more with the practice. I feel very aligned with the values of Kazzum. It's also great to have a co-practitioner – this feels really supportive.*
- *The Girls' Group was really successful and the girls got a lot out of it but there was one participant joining via Zoom instead of in person which wasn't always easy. It was sometimes hard to include them and there was the additional complexity of the language barrier for them. An interpreter might have helped but it's hard to plan for this as it's a drop-in session. Another participant interpreted for them but this isn't ideal as it can then change the experience for that Young Person too. I want the session to be accessible to those who can't come in person (this person lived a long way away) but it can be complex to negotiate. However, it was clearly beneficial for her.*
- *If we were able to do 12 week project it would really help – we could develop a product at the end of the process which has value for young people. Kazzum layout the value and offer to partners*

really well and this means they understand what we're trying to do – this is really helpful. It's all laid out so well.

Future need and accessibility: All five of the Artist Facilitators 'Strongly Agreed' that there is a need for this type of work (Creative Wellbeing) in future. Comments included:

- *This crisis isn't going away and this service really helps – it's amazing that we have this – people say other countries don't and it really makes a difference.*
- *We are working with some of the most vulnerable groups in society and if the nervous system isn't regulated then people can't do anything. We need to feel good and have friends and feel happy.*
- *I can see the benefits straight away - these young people are yearning for contact and are so open to exploring and having fun. This is new opportunity for them and they grasp it with both arms. I can see how it supports wellbeing and makes them feel happy and calm and relaxed. Kazzum lead by process and by offering a space and are not orientated to the product and this is great. It's all about how people feel. Sometimes we just dance and they love this – it makes them feel good.*

Support for facilitators: All five Creative Wellbeing facilitators rated the quality of support provided by Kazzum as 'Very High'. The effectiveness and value of 'reflective practice' and supervision was a consistent theme in the feedback of external stakeholders in all aspects of Kazzum's Pathways Project delivery:

- *The training is really good and I feel really equipped to work with this client group. I work for lots of different organisations and Kazzum is the best. The core team have been freelance and they understand how it is for people. They pay for evaluation and planning time as well as training time. They also understand how long planning takes and pay for a realistic amount of time for this. They also offer reflective practice which is really helpful.*
- *Staff are very supportive and respond the same day to emails. I've done the first day of Trauma Informed Practice Training (of 2) and this was very valuable – I appreciate the training.*
- *It's been seamless and I feel comfortable to express any issues with (my line manager) and accessing the office is easy.*

- *The structure is very good and the core team are great. The work is all underpinned by values and is participant led all the way through and this really shows. The core team take their role of looking after participants and practitioners really seriously and they really care. They've got it together – it's not chaotic like some organisations. There's often a lot of chaos at the centre.*

Closing remarks from Creative Wellbeing facilitators:

- *They do a really good job and it's a pleasure to work with them and to be part of the training and meetings – I really feel as though I'm part of Kazzum.*
- *Having a focus group at the beginning was good. Usually, we've gone in and done a 'getting to know each other' group but sometimes we don't get the information we need (in that session) as it's so exciting (group). The focus group helped pull out better information in advance and was super helpful. It led to us making a project that was more personal to them. Maybe - a halfway planning session would be good (fairly formal/structured.).*

Young people

End of session evaluations completed by young people who participated in Creative Wellbeing groups were consistently positive:

93% of young people confirmed that 'I had fun with others'.

86% of participants said they had 'expressed my ideas and feeling'.

85% of young people felt 'I learnt something new'.

100% of young people confirmed that 'the workshop made me feel good'.

Comments included:

- *Oh I love this!*
- *You know what, after going home and looking at my t-shirt. I actually like it, I think it looks really good*

- *I really like doing something like this, I've never done t-shirts before.*
- *This is great that we can take it home and use it.*
- *It was fun and I enjoyed the drawing. Drawing made me feel good.*
- *You always try to make happy all the guys, you teach them different art.*
- *You guys (artists) are very kind and nice people, that's why you bring every time nice things like drawing, clay, painting and some other games.*
- *I have been here for only one month, I am happy here.*
- *I really want you to come back here.*
- *I enjoyed and had fun.*
- *Playing games and having fun and we are working together*
- *I like to come to do the activities and have fun with you*
- *It made me feel good.*
- *I felt good and happy after the session.*
- *First of all I love dancing. This workshop has already changed my mood, I'm feeling happy and relaxed.*
- *When I came I was feeling tired but now I'm feeling okay and good.*
- *I feel calm, relaxed and happy.*
- *I enjoyed everything, especially the dance. I enjoyed everything as always. Art was nice, dance was nice. I feel happy.*
- *I made friends there and I see new people*
- *I feel calm, relaxed, happy, good, excited*
- *I was able to meet new friends, engage in different activities such as drawing and be creative by making puppets.*

Pathways element: Refugee Week

"Kazzum Arts have consistently delivered powerful and motivational assemblies and workshops at our school over several years. They shine a light on refugees, the many reasons why someone has to migrate from their country and the difficulties and challenges that they face. The assembly and workshop are pitched perfectly

and every year the students develop their understanding of hugely important and complex issues within society." School stakeholder.

Students (in schools)

In post workshop evaluation and feedback from 200 students:

89% 'Agreed that they now know more about asylum seekers and refugees than they did when they got up this morning.

89% 'Agreed' that the session had helped them to 'better understand the difference between an asylum seeker, a refugee and people who come as migrants to the UK'.

89% 'Agreed' they 'now think differently about asylum seekers and refugees' than they did before today's session.

Teachers

Review of the evaluation feedback gathered by the Pathways team from staff in each school confirmed the following:

83% felt that engagement with Pathways had 'increased student understanding of migration'.

83% felt that students had been 'encouraged to stand up to intolerance'.

83% felt that students had been 'supported in celebrating diversity'.

83% felt that students had been supported in developing empathy and emotional awareness to the experience of migrants.

Evaluative comments from teachers and students included:

- *I like how we got to do a poem. It was a fun activity with meaning.*
- *I really enjoyed this class because we've learnt new words and written a poem.*
- *I've learnt that if you go to a new country you can try and get help and that people will help you.*
- *I enjoyed today because we got to write down our ideas about refugees and learn facts to help us.*

- *I got to do fun activities about refugees and asylum seekers and then write a poem about how to be a friend to them.*
- *Everything from the assembly to the workshop was fantastic- thank you so much!*
- *I like learning about the refugees and watching the video.*
- *I liked writing the poem and sharing it with the class. I especially enjoyed the activities in the booklet.*
- *I loved the teacher quiz because although we tell children about refugees and we know who are refugees the adult quiz actually showed that we need to do more. Thank you.*
- *The assembly was really engaging - the students especially enjoyed the two teachers going head-to-head in the quiz. The workshop allowed the Year 6 students to build on their knowledge of migration and refugees. They were able to develop empathy for Joe and his situation as well as use their writing/poetry skills to express emotions and feelings felt by someone in his situation.*
- *Amazing delivery of the assembly and sessions. We would like more of these projects. Facilitators were outstanding. It was well resourced and managed.*

Artist Facilitators

General impact and value for young people: Both Artists rated the impact and value of the Pathways Project as 'Very High' for Young People.

Learning points, improvement and development suggestions: Both stakeholders were asked to identify learning points and to offer suggestions and ideas on how the Refugee Week activities could be improved or developed in future.

- *Kazzum understands the intricacies of working with specialised groups of people as they've worked in this sector for so long now – there is huge institutional knowledge and experience and training. There is not much research in the sector and Kazzum have 10 years of experience to draw upon. It could and should be rolled out to help others.*
- *We've just finished Refugee Week and reached 2000/3000 young people, but it would be great to reach 200,000 – we need to scale up the work. The packs for schools are all ready and are great so*

there isn't even a need for Kazzum facilitators to go in – schools can do the work themselves. It also needs political will to get this into the curriculum.

Support for facilitators: Both Refugee Week stakeholders rated the quality of support provided by Kazzum as 'Very high'.

- *(The managers) oversee the work quite closely but I like this as they tell me what needs to be done. Sometimes we disagree but then one of us will let it go. The standard of care towards the work and the facilitators is excellent – not many companies do this better. Most people did nothing over COVID but Kazzum carried on the reflective practice and kept paying people which they didn't need to do. I hope it carries on.*
- *The move to Trauma-Informed Practice has been amazing – others say they do this but they don't. Kazzum were one of the first to do this and it's really helped the team of facilitators to understand how the brain works. The effect on the team and the facilitators has been massive.*

Pathways element: Brighter Futures

Final evaluation consultations were completed using the targeted question sets provided by Kazzum with one external stakeholder and with four Young People who have participated in the Brighter Futures groups and sessions.

External stakeholder

Engagement: The external stakeholder was asked how well (or not) they thought that the young people in their respective groups had engaged with the Brighter Futures workshops. Their assessment was 'Very Well'. Follow up comments included:

Impact and value against target outcomes: The external stakeholder was asked to rate how well (or not) they thought the Brighter Futures groups encouraged and helped young people in the areas that

form the primary target outcomes for the Pathway Programme. There responses are shown in the table below:

How well do think Kazzum help young people to...	Very	Quite	Other	Not very	Not at all	DK
... learn new skills	1					
... feel that their voice is heard and valued	1					
... increase a sense of inclusion	1					
... improve their mental health and wellbeing	1					
... feel less isolated	1					

- *It mainly helps with their mental health - they do games, poetry writing and drama for example – many have immigration issues and this helps them to forget these for a while or to express themselves.*
- *They learn new skills such as how to write poetry and how to express themselves - they also learn English skills.*
- *The have found their voice and have expressed themselves through making a Podcast. They have also been trained to speak with journalists via art forms - we helped them use art as a form through which to express themselves.*
- *Isolation is reduced a lot through the Wednesday session - they are so happy to join in.*

Quality of facilitation: When asked to comment on the quality of workshop facilitation, the external stakeholder rated it's 'Very High':

- *They really have taught me a lot – there are people from very diverse cultures and they manage to do activities that include everyone and they always do something for all to enjoy which isn't easy. People are from different countries and all engage with the activities at the same time.*

Learning points, improvement, and development suggestions: Stakeholders were asked for suggestions and ideas on how the Brighter Futures activities could be improved or developed in future:

- *I would like them to keep the offer the same but just offer more of it – they already do great work but we'd love more of the storytelling for example.*
- *The creativity is really important and it's important to bring in and engage some of the more timid members.*

Future need: When asked to reflect on the need for young migrants to be able to take part in Pathways Project type groups and workshops in future, the stakeholder stated 'Very Important':

- *These young people often don't have the right to work in (the) UK and something outside the home is really important for them. It removes their mind from problems with their immigration status and their isolation.*

Closing remarks: *They're doing a brilliant job!*

Young people

Four young people were interviewed by the evaluation team in the final evaluation phase. Their responses are noted below:

What is your experience of working with Kazzum arts?

- *I went to many of the activities and sessions. I loved them all!*
- *It is a really good experience. I enjoy the environment and the arts workshops. They're always interesting. I have an arts and creative background (before I had to leave my country). It's good to experience that again. I studied art in 6th form and a year in fashion.*
- *I liked some of the activities, especially the creative side of projects.*
- *I went every week to the sessions. There were different subjects to talk about and activities like writing poems, speaking about the issues that migrants face. There were fun activities, playing games and watching. I was an asylum seeker but now I have refugee status.*

How would you describe a Kazzum workshop?

- *Macramé! I still do macramé at home. We also did another thing with rope but I can't remember what it was called and with paper (collage?). I always enjoyed what we did. And it was great being part of a group and being able to talk with other people. We shared a lot of common things and I felt supported. Just being together. They (Kazzum) give you the tools and time to be creative.*
- *We did lots of things - poetry, creative writing and even macramé that I'd never heard of before! I still do it now at home. We did fun things.*
- *It's been very interesting. Very nice actually. I get to learn things and we spoke at an online seminar with Kings College - got back into that environment.*

How well do think Kazzum support you to...	Very	Quite	Other	Not very	Not at all	Don't know
... learn new skills	4					
... feel that your voice is heard and valued.	4					
... feel part of a group	4					
... improve your mental health and wellbeing	4					
... be creative	3	1				

- *Before joining Brighter Futures and Kazzum I was not a vocal person. I was reserved and didn't have friends. It (participating) has helped me to communicate and express myself. Art can help you help you express in different ways. Now I'm more verbal, speak my mind. I wouldn't have done this before but can now. They give me space to express myself.*
- *Was my voice heard and valued? - definitely. Sometimes people want to put you down but now I can express myself. We can agree or disagree no problem.*
- *Being part of a group - it is like a little community that I feel comfortable in. I don't feel judged or looked down on.*
- *I learnt some very useful skills. They are very good at listening, they're patient and encouraging. Even if you think your ideas are terrible - they give me feedback - it's helpful and honest.*

- *After Brighter Futures they helped me get involved in volunteering at Kazzum and in PRAXIS.*
- *The group feels like sisters and mothers to me. If I got to a session feeling low my mood changes after the sessions. They helped me learn how to write poems.*
- *Sometimes we had painting sessions which I enjoyed.*

In your opinion is there anything that the group need or want that Kazzum doesn't offer?

- *Outdoor activities would be good. Having the best time indoors.*
- *Everyone has different things they're interested in. Trips and exploring different ideas and areas.*
- *To try and work with other charities – in places where people can go, gaining experience in other environments, at a time of life when they have the space and time. I used to be anxious a lot so volunteered in retail store – built confidence. Had to sort for myself – could have had help arranging.*
- *They're doing their best with them. Need to be more sessions like this – more different groups in different boroughs, not just Tower Hamlets.*

Is there anything you would like to say to Kazzum?

- *I'm glad we came across Brighter Futures – please keep coming!*
- *Thank you. It has really helped me. It's given me something to look forward to and helped me feel optimistic about the future.*
- *I like Kazzum and I got some work experience. I want other people to have the same opportunities.*
- *I really liked to work with them. (They) do a great job - very friendly staff. Every time we have a lovely time together.*

Appendix 2: Additional quotes from young people and external stakeholders

Young People

- *I laughed so much. I was thinking OK it's Zoom, we are not going to have that much fun, it's not like being in person with someone, but no, it was great! I had a lot of fun, that changed my mood so quick from being down.*
- *Thank you all of you guys, I've done things I wouldn't normally do and that means a lot. I feel I have really improved my skills especially my English.*
- *I was very nervous at the start but that changed over time because the group is very friendly.*
- *To speak English in future I need speaking and listening skills and Kazzum sessions has helped me to be more confident in future.*
- *I thought it was lovely to meet all of you. You are so kind. I'm so pleased that I was taking part in the sessions.*
- *Very kind people and my English has improved so much. I didn't think I would get this much more confident, but I have. Really.*
- *It's a good project I'm very happy.*
- *I really enjoy Kazzum I feel so happy to see new friends and meet each other*
- *I have learnt to be more confident speaking to people I don't know.*
- *We were able to share our experiences through poetry, rather than telling our story.*
- *The poems gave me a voice! We felt heard.*
- *The poetry and artwork enabled me to express how I am feeling.*
- *I don't have any more lessons I just come to college for you guys, Kazzum. I really enjoyed every session with you guys. Thank you for your amazing work. I hope you come next year.*

External stakeholders

- *The delivery and facilitation of sessions by Kazzum is always good and we like what is offered. There's always enjoyment and the staff and young people always enjoy their visits. They are very organised and understand the audience really well which we appreciate. It is really high quality of*

facilitation and the content is very tailored. There is no similar organisation. For us they are very useful - they create material online and send us resources for us to use with the girls. All for free and of their own initiative.

- *Rather than waiting for COVID to be finished they made sure they were quick to support their young people and it has paid off.*
- *When they do Refugee Week work there is always an element of creating something as a team. For example, young people making artwork is part of a whole. It really helps with teamwork and having a common goal.*
- *All organisations are constantly learning how to best adapt to online working and Kazzum have been so helpful here. The videos about managing anxiety and having resources in different languages has been brilliant. Kazzum shared resources in July just when Young Roots were running out of inspiration so it's been very, very helpful – they used the resources with the girl's group online especially.*
- *(We are) very happy with Kazzum and excited to continue working with them and expanding the partnership. They are very responsive to suggestions and the communication is good.*
- *The work they do in colleges is great – I heard really good things about the work they did at John Ruskin. People can be very isolated in these settings and they can reach people who are very lonely by linking up with ESOL classes. The way they link with charities is good too (CARAS, Shpresa etc.).*

Appendix 3: Case studies

The case studies below were provided by Artist Facilitators during the interim and final evaluation processes. All names have been substituted to protect the identity of the young people.

Fatima

Fatima took part in a series of Kazzum Arts workshops exploring wellbeing and creative expression with the Refugee Council Girls' Group. She engaged in the overall theme of 'healing' using a variety of different art forms such as drawing, dancing, puppetry, drama, and crafts. When Fatima first started the workshops, she seemed unsure about speaking with others and sharing her thoughts and ideas with the group. Her confidence in the room was low, which was evident by her lack of eye contact and closed body language. She was hesitant to get involved in the activities without encouragement and support.

As the weeks progressed, she became more confident in answering questions, and speaking to the group even if she was unsure about how to word something in English. She took creative risks, such as leading a dance activity, and giving personal ideas within a drama exercise.

Over time, Fatima developed connections with the other girls and demonstrated confidence to collaborate, listen and respond. Her body language became more open and she started to give more eye contact with the group and was often seen smiling and laughing with the other girls. At the end of the series of workshops Fatima said, 'I feel calm, relaxed and happy'.

Alma

Alma was a young female, around 16 years old attending sessions with Young Roots. She took part in three of the five sessions. We first met when she took part in the first clay workshop. She responded intuitively to the tile making activity and made a sophisticated piece which she held proudly in her hands on completion.

When I first met Alma she seemed curious but hesitant to join the group. Her eye contact was minimal and she had closed body language, predominantly looking down at the table once seated. She seemed unsure about her artistic abilities and seemed taken aback when I reflected that I saw her as highly artistic. She told me that art was never something that had been given value in her life before.

After joining the group sessions three times, Alma had developed a significantly more trusting relationship with the facilitators and had made two clay pieces which she was proud of. Other young people expressed that they were inspired by what Alma had made and this promoted discourse within the group. In the last session, Alma was smiling and laughing with open body language. She had developed new connections and her presence seemed to enable other girls to join the largely male group.

A short personal case study contributed by a young woman (name changed):

"My name is Hafsa, and I am a young migrant. I discovered Kazzum Arts through my participation in 'Brighter Futures,' a regular group that Kazzum run as part their 'Pathways' programme, with another charity called 'Praxis Community Projects'.

As a volunteer, I have been involved with Kazzum for well over a year now, helping in the office with various tasks whenever I'm able to. Working with Kazzum is very exciting. I have learnt so much about how creativity can be used to make difficult topics easier to share. My first outside venture with Kazzum was around summer 2019 when I, along with Kazzum staff, went into schools to discuss, educate, and raise awareness about refugees. As a young migrant myself, it was very productive and inspiring to be able to educate young people about life as a migrant and share my experience with them.

Over the past year, I have been involved with several other projects and events organised by Kazzum. My latest project with Kazzum was to help create and write a script for an animation project that was to be used during this year's Refugee Week. It was also very exciting to record the voiceover for the animation.

I have thoroughly enjoyed working with Kazzum because the staff are always very supportive. They made my experiences easier to share and were always there to listen to me and my ideas. I enjoyed that my ideas and views are always very well respected. They treat me like one of their own – like another colleague as opposed to being a volunteer or participant. My space is always respected, and participation is never imposed on me. Everyone there is always very cheerful and passionate about whatever project is being worked on. It truly is an honour to be able to volunteer at Kazzum."

Suad

The first time I saw Suad enter the session he seemed nervous and reserved and his body language was very closed off. It took him a while to trust the group so at the beginning he was wary to get involved in the activities or discussions in the session. What I did find out about Suad was that he was new to the college and did not know anyone there. But what I believe helped him feel more confident were the warm-up games and the check in at the beginning. The warm-up games we did every week allowed the young people to feel more comfortable around each other. As it was just a bit of fun and creative play there was not any pressure on people feeling embarrassed or getting it wrong. The check ins allowed them to talk about how they were feeling, places they would like to go, hobbies. This allowed Suad and the group to get to know each other and build social connections with each other. And it allowed us as the facilitator to gauge the group and be aware of how the people in the group were feeling that day.

Through doing drama, storytelling and movement in a fun environment Suad was encouraged to build and develop a positive relationship with the other members in the group. Every week S became more and more confident - he was taking part in all the activities and even having the confidence to lead some activities. One session I remember clearly was when we went into lockdown and had to do all the sessions online. Suad was the only member in the group who came to that session that day which for someone in the beginning of the project who was nervous could have been quite difficult for him. We did a public speaking exercise where you had to create a role model who would give you advice when you needed encouragement. Not only did S write down the speech in English but also told it in front of the three facilitators on screen, which I believe is more nerve-wracking than doing it in real life because you can see everyone's reactions. He did the speech with confidence and a clear voice and

spoke about having faith in himself and being able to do anything if he put his mind to it. S also felt so included and comfortable in the group that he would show his private drawing he was doing at home.

From someone who knew nobody, and in his words generally did not have friends in the college, in the end what I saw was a young man become confident in public speaking, leadership skills and building positive relationships and who was able to make new friends.

Malia

Malia is an 18-year-old student, who was living over two and a half hours away from John Ruskin College. The Young Voices programme spanned 9 weeks in person and 15 weeks online. We delivered sessions that developed skills in confidence, collaboration, wellbeing, self-care, leadership, public speaking, acting, play, and storytelling.

Malia has been coming to the sessions since the very beginning of the programme and I have noted a dramatic improvement in her confidence and wellbeing. In the first session, Malia was extremely shy and did not say very much, although she was fully engaged in the activities. She did not seem very confident speaking English and spoke very quietly, with timid body language.

Over time I observed Malia come out of her shell, demonstrating leadership qualities, as she put herself forward to engage in a variety of tasks, including acting, game playing, group activities and self-reflection. When doing a body scan a few weeks in, Malia reflected on how relaxed and at ease she felt, and this is something we had witnessed in her as she began to relax more and more in the group setting. This was demonstrated through her increasingly relaxed and confident body language and the way she displayed a strong sense of play and a curiosity to try new things. When doing more sensitive and emotional work on wellbeing, memories and reflection, Malia would open up and share with great warmth and understanding.

Two notable moments of increased confidence include an acting session when Malia played a judge in a courtroom scene, the highest status character in the room. She held a strong physicality and spoke

with a dominating voice, demonstrating leadership and power, which contrasted the shy student who had first joined the sessions. Another great example of her increased confidence was during one of our final in-person sessions where Malia volunteered to deliver a speech she had written about the benefits of studying biology. She gave an incredibly thought-provoking speech, delivered articulately with poise and a sense of calm.

On the trip into central London, I observed Malia engaging with historic sites, educational moments and playful group time with real joy and enthusiasm. It was great to see her become more assertive, expressive and social!

Malia attended almost all of the in-person sessions, which showed her passion for the programme, especially given the long distance she had to travel in to get there for 9am on a Friday morning. On one of our final sessions she said to myself and the other female Kazzum staff member, "I have learned not to be shy about anything and I have learned that from you two!" I am delighted that we are able to be role models for young women like Malia, running sessions that empower them to feel more confident and at ease.

Appendix 4: Methodology and contributing organisations

In total 27 stakeholders from the organisations listed below fed into the interim and final evaluation phases, either through phone interviews with the external evaluation team or by completing an online survey based on the same questions. Contributing stakeholders were identified and invited to provide feedback by Kazzum.

Of the 39 stakeholders, 11 were Kazzum team members (eight of whom were Artist Facilitators) who have helped to deliver the Pathways Project and 12 other stakeholders from partner organisations who engaged with Pathways. These included: John Ruskin's College; Young Roots; Shpresa; Counterpoint Arts; CARAS; The Refugee Council and Praxis (Brighter Futures). Overall, sixteen young people were interviewed as part of the interim and final evaluation processes.

The evaluation process also included a desktop review of internally recorded feedback from more than 300 young people who have participated in the different Pathways Project groups and workshops delivered as part of this project.

All participating stakeholders in the interim and final evaluation processes were initially identified by Kazzum to ensure a cross-section of perspectives and contributions. Stakeholder participation was requested and agreed on a voluntary basis and on the understanding that individuals would not be named in the evaluation reports produced.