



Building Aspirations

February 2026

**YEAR
TWO
REPORT**

UK YOUTH

intact
INSURANCE

Contents

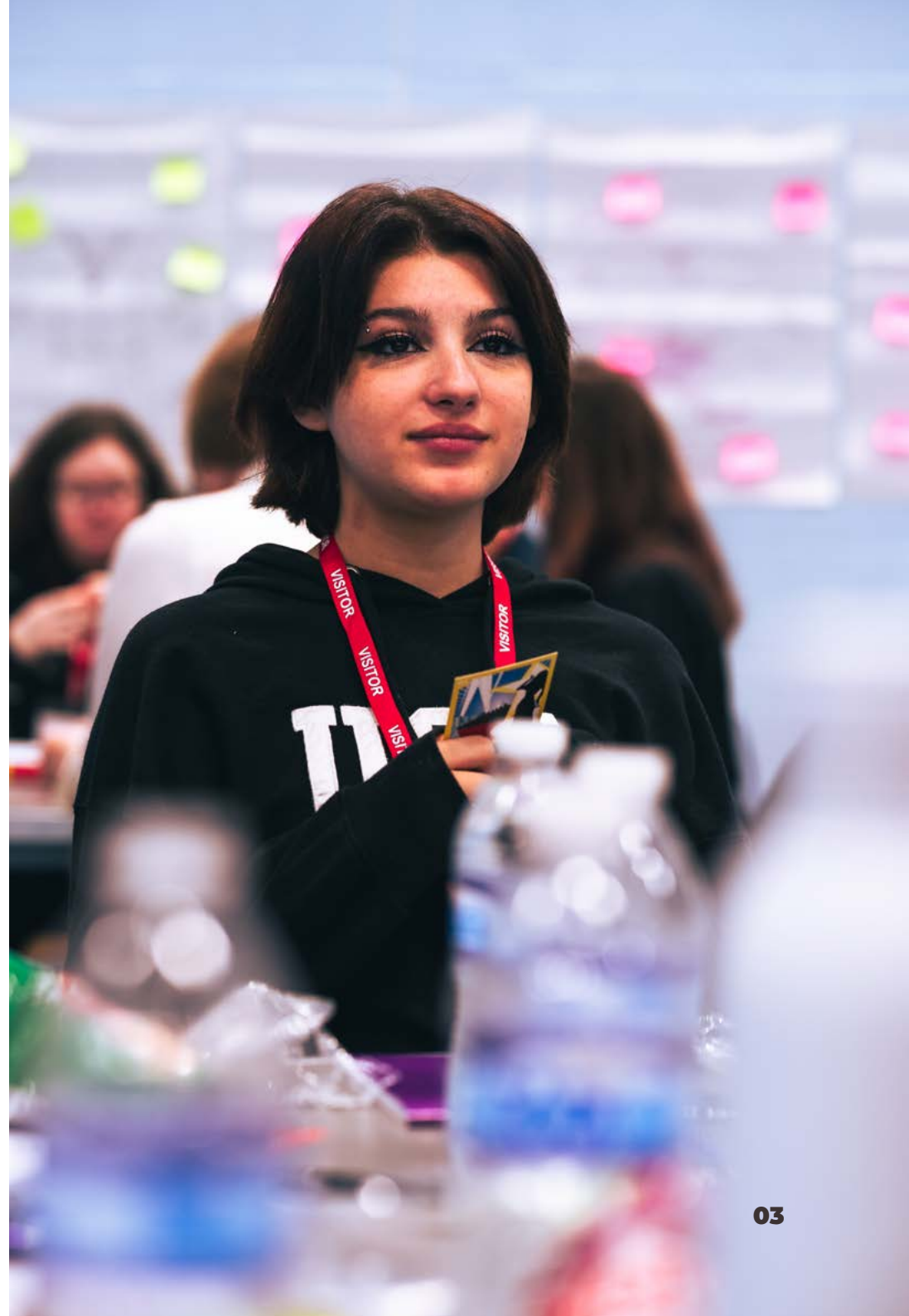
- 03** Programme overview
- 06** Participation and reach
- 08** Young people's Outcomes: Outcome 1 and Outcome 2
- 12** Delivery Partner Outcomes: Outcome 3
- 15** Scholarships
- 18** Local Leads and volunteering engagement
- 23** Amplifying our impact
- 25** Key learnings and recommendations for Year Three
- 27** Engagement beyond the programme
- 29** Conclusion

UK YOUTH



[intact]
INSURANCE

Programme overview



About Building Aspirations

Across the UK, too many young people are struggling to access meaningful opportunities. Nearly one million 16–24-year-olds are currently not in employment, education, or training, reflecting a labour market that is often difficult for young people to enter.

Young people face a range of barriers, including:

- ➔ Limited access to work experience and entry-level opportunities
- ➔ Rising anxiety and mental health challenges
- ➔ Short-term or inflexible employment schemes that do not meet their needs


Building Aspirations was created to address these challenges through a partnership between UK Youth and Intact Insurance. The programme provides a local, youth-work-led approach to employability, supporting young people in communities that Intact Insurance serves.

At the heart of the programme is the role of the youth worker. Youth workers build trusted relationships, support wellbeing and confidence, and help young people develop the skills and ambition needed to take their next steps. They also act as a vital link between employers and the young people they support.


In Year Two, Building Aspirations expanded its reach, from four to six Delivery Partners across Halifax, Leeds, Liverpool and Manchester. Intact Insurance Local Leads worked together with Delivery Partners to provide high-quality employability support, employer engagement, and scholarships to help young people move towards education, training, and work.




Programme Outcomes:



Outcome 1
Young people feel better equipped to start their journey to employment



Outcome 2
Young people value their interaction with the programme



Outcome 3
Youth workers value delivering the programme

Year Two Highlights

Reach

222 young people enrolled

197 completed the programme

delivered by **6** Delivery Partners

Outcomes

By the end of the programme, there were **significant improvements** across key Outcomes

85% felt **positive about their future** at work

78% knew what **job might suit them**

76% had **high ambitions**

Delivery Partner Impact

Partners **adapted the programme to meet local needs**, embedding employer and colleague engagement in ways that reflected their communities

Scholarships

93 awards

totalling £36,193 **supported young people into education, training, and employment pathways**

Colleague Impact

Intact Insurance colleagues played a **central role through workshops**, mentoring, insight sessions, and scholarship panels.

at least **25** volunteers contributing

over **100** hours of support

Participation and reach



PARTICIPATION AND REACH

73%

were NEET

22%

at risk of becoming NEET

45%

of participants lived in the **top 30% most deprived areas** of England

44%

were aged 18-19

56%

aged over 19

63%

identified as men

35%

as women

2%

in another way

Year Two saw the programme expand into new areas, increase delivery capacity, and support more young people to build skills, confidence, and career aspirations. The table below shows the growth in reach between year 1 and 2 and we are pleased to share we have achieved over and above initial per annum targets.

Metric	Year One	Year Two	Target per annum	% change from Y1 to Y2
Delivery Partners	4	6	6	↑ 50%
Young people taking part	135	222	180	↑ 64%
Scholarships awarded	54	93	35	↑ 58%

Young people's Outcomes: Outcome 1 and Outcome 2



Outcome 1

Young people feel better equipped to start their journey to employment



Outcome 2

Young people value their interaction with the programme



"I've learnt how to build a CV, talk to employers, and present myself with confidence. Programmes like this are so important – I didn't realise how much I'd grow until I started." - Daniel, young person from Rise Up in Manchester

Case study

Somat, young person with YABCA



“I feel much more optimistic about my future because the modules gave me interview skills and how to talk to people. The bursary has also helped me start my perfume business.”

Through Building Aspirations, Somat developed essential employability and life skills, including interview preparation, communication, and interacting confidently with others. The programme helped him understand how to answer interview questions effectively and present himself in professional settings - skills he believes are vital for building a successful future.

Somat also describes feeling significantly more optimistic and hopeful as a result of the programme. The supportive, youth-centre environment gave him space to learn, practice, and grow, and he felt the programme benefited everyone involved.

A key highlight for Somat was access to a Scholarship through Building Aspirations, which enabled him to take a major step towards entrepreneurship. He used the funding to grow his perfume business, investing in stock, banners for events, and materials for fun days and markets. This financial support provided the push he needed to turn his idea into reality.

Today, Somat sees Building Aspirations as a turning point - giving him the confidence, skills, and resources to shape his future and build a career on his own terms.



YOUNG PEOPLE'S OUTCOMES: OUTCOME 1 AND OUTCOME 2



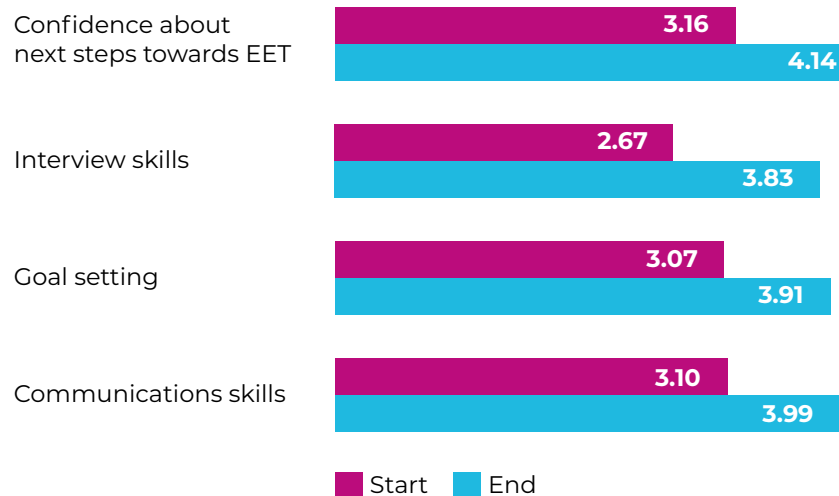
Watch one of our short-form case study videos [▶](#)

Over the course of the programme, participants' development in employability skills, self-confidence and career aspirations was clear.

Employability skills

At the start and end of the programme, participants scored themselves on various measures related to employability skills development and levels of confidence in taking steps towards their next education, employment or training opportunity. On the 1 to 5 scale (5=high), scores increased substantially during their participation in the programme with the largest overall improvement seen in interview skills.

Participants' average self-score (1=low, 5=high)



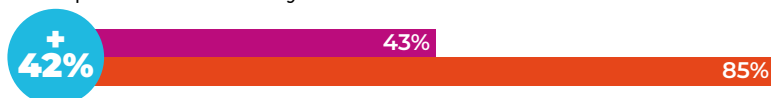
YOUNG PEOPLE'S OUTCOMES: OUTCOME 1 AND OUTCOME 2

Future Aspirations

The proportion of participants reporting greater aspirations for work also increased. By the end of the programme, 85% of young people felt positive about their future at work – almost twice as many compared to the start. By the end of the programme, 78% of participants knew what kind of job might suit them and 76% had high ambitions for their future careers.

It was also notable that the number of young people who did not agree with any of the aspiration statements dropped from 36 participants (20%) to zero by the end of the programme. This demonstrates a meaningful shift in outlook among those who initially felt uncertain or disengaged about their future towards more positive, constructive aspirations and optimism.

I feel positive about my future at work



I know what kind of job might suit me



I have high ambitions for my future at work



None of these



These findings demonstrate a wide-ranging positive impact on young people's employability, equipping them with the skills, confidence and awareness needed to better navigate future career choices and succeed in work.

Enjoyment and appreciation

While different aspects of the programme stood out for different young people, they told us the most important benefits of Building Aspirations were:

- ✓ financial literacy
- ✓ interview skills
- ✓ self-confidence
- ✓ networking opportunities
- ✓ awareness of expected professional behaviours in the workplace
- ✓ practical job-seeking knowledge
- ✓ increased resilience and more positive mindset
- ✓ increased clarity of career plans
- ✓ realising their own strengths or potential.

It was clear from qualitative feedback that many young people underwent a meaningful shift in mindset over the course of the programme – overcoming fears, recognising and starting to pursue their dreams and taking on helpful maxims such as “my own efforts will give me my rewards”, “a non-linear career is not to be feared” and “there is always another chance”.

Young people also valued the group-based nature of Building Aspirations, which helped them to recognise common challenges, feel less alone and fostered peer support. For example, one young person said that the most important thing they gained from the programme was “Meeting with other people who needed help like me”.

Young people are very likely to recommend the programme to their peers, granting the programme an overall Net Promoter Score of +64, which can be considered ‘very good’.



“I really enjoyed the programme as it taught me a lot of things like interview skills and learning about what my aspirations are. The interview skills I learnt helped me get a part time job” - Azam, young person from YABCA in Leeds

Delivery Partner Outcomes: Outcome 3

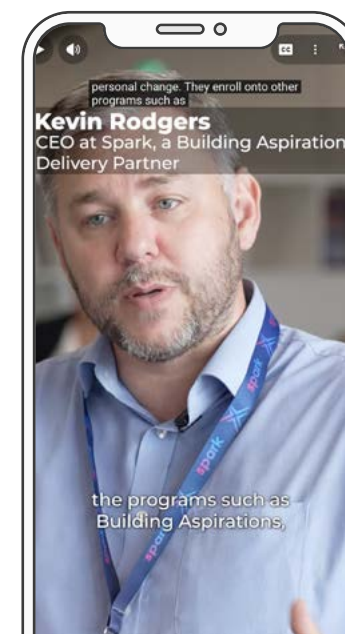


Outcome 3

Youth workers value delivering
the programme



DELIVERY PARTNER OUTCOMES: OUTCOME 3



Watch one of our short-form case study videos

Youth workers fed back how valuable they consider Building Aspirations as an employability programme. Their observations of young people's development - and often complete transformation – are moving testament to the impact of Building Aspirations and set out in case studies in this report. Youth workers emphasise the programme's impact in encouraging young people to develop clarity and purpose in their job search as well as nurturing vital qualities such as self-esteem, growth mindset and resilience.

Year Two has not only supported young people to grow in confidence and ambition but has strengthened Delivery Partners' long-term employability offers. Youth workers have shared repeatedly how much they value Building Aspirations, for several it has become a key part of their offer.

For example, ACE CIC in Halifax shared:



“From an organisational perspective, ACE has gained valuable experience and expertise in working in partnership with a large private sector organisation, Impact, and links with a major employer. It has also given ACE the confidence and understanding of being able to run a project across multiple sites, but most importantly, that ACE can be resilient, expand its delivery and continue to support young people who are NEET through a recognised programme of delivery that is successful.”

Several Delivery Partners have embedded elements of the programme into their core provision and built ongoing relationships with employers.

DELIVERY PARTNER OUTCOMES: OUTCOME 3

Delivery Partner progress

Greater Manchester Youth Network (GMYN), Manchester

- ✓ Adapted the curriculum to meet the needs of disabled, neurodivergent, and care-experienced young people as well as those with English as a second language
- ✓ Embedded the programme across multiple projects within their Work Readiness and Education offer
- ✓ Young people progressing into work placements, training, and self-employment
- ✓ Planning regular employer engagement events to create further opportunities

Spark, Liverpool

- ✓ Integrated elements of the curriculum into wider youth provision
- ✓ Strengthened relationships with local employers
- ✓ Local Lead remains actively involved at board level
- ✓ Some participants have progressed into employment

YouthFed, Liverpool

- ✓ Intends to continue delivering the curriculum beyond the funded period

Rise Up, Manchester

- ✓ Has embedded the programme as a core part of their employability offer
- ✓ Delivered to over 100 young people locally
- ✓ Local Lead has created job opportunities for participants

Yorkshire Association for Business Community Action (YABCA), Leeds

- ✓ Strengthened employability pathways through partnership with a local college

Advancement of Community Empowerment (ACE CIC), Halifax

- ✓ Built confidence delivering multi-site programmes in partnership with a major employer
- ✓ Strengthened links with the private sector to support young people who are NEET

Scholarships



SCHOLARSHIPS

All young people who completed the programme were eligible to apply for up to £750 from the Building Aspirations Scholarship Fund. The fund was designed to help participants take their next step into education, training, or employment.

Funding could be used for:

- ✓ Training or accredited courses
- ✓ Further education or learning opportunities
- ✓ Equipment required to support training or career progression

Applications were reviewed by joint panels of UK Youth and Intact Insurance colleagues.

Most applications were successful, though some were partially funded where requests did not fully meet the criteria. For example, some applications included items not directly linked to education, training, or career progression. In these cases, panels funded the elements that clearly aligned with the fund's purpose, ensuring support remained focused and the available budget reached as many young people as possible.

To promote fairness, Delivery Partners were invited to resubmit applications where additional context could strengthen the case. This recognised that some young people may find it difficult to fully articulate their needs in writing, and allowed youth workers to provide supporting evidence.

In total, **£71,004** was requested and **£36,193** was awarded, representing **100% of the available scholarship fund**.

121 applications submitted

93 young people awarded funding

53 applications partially approved

40 applications fully approved



Average amount requested **£587**

Average amount Awarded **£389**

Funding supported: Accredited courses, IT and specialist equipment, tools required for specific training courses

Case study

Hana's story

Hana's application (name changed to protect the person's identity) from the Manchester-based youth organisation, Greater Manchester Youth Network (GMYN) wasn't originally successful with being awarded funding. This was due to requesting equipment that didn't relate to any further training or learning that would support their career goals. To support equity and fairness, UK Youth reached out to all 6 youth organisations to ask if youth workers would like to request reconsideration on behalf of any of the young people who had originally been unsuccessful. Hana's youth worker decided to put her forward again because the young person had found it challenging to put her own case forward. This is Hana's story:

Hana is living with anxiety and PTSD. They found the programme rewarding and said in their own words:

“It felt good knowing I'm not the only one who struggles with perfectionism. Having the opportunity to discuss my fears helped me realise that there are things I can work on. This was eye opening for me”. Hana also enjoyed the Ikigai activity to help them find a career path that felt right for them. The activity involves finding a 'reason for being' by looking at different aspects of what you enjoy (see diagram). Hana said “I learnt about Ikigai, I have never heard of this before and before completing the activity I didn't know exactly what I wanted to do but now I have a better understanding. I like things that are hands on, creative, and active.”

Hana found that she had a passion for photography and their youth worker stated to the board that “I have seen and heard firsthand about their passion for photography and how this has made them come out of their shell. It is her way of expressing herself which is vital for her wellbeing... she desperately wants to take part in this photography course to further develop her skills, she asked me directly to work with them on a saving plan for a camera if their Scholarship Fund application was rejected.”

The decision was made to award Hana with £498 for a camera and a photography course.

“The scholarship would give me a chance at something and have a positive impact on my mental health and wellbeing. In the future I'd like to explore being freelance or potentially work in an educational, community or youth work setting, sharing my knowledge and experience to help others.”



Local Leads and volunteering engagement



“Intact employees demonstrated that all young people, despite their circumstances, can succeed. They shared their own journeys in a way the young people could really relate to.” - Youth worker, YABCA, Leeds

LOCAL LEADS AND VOLUNTEERING ENGAGEMENT

Employer and colleague engagement is a core part of Building Aspirations. In Year Two, Delivery Partners reported support from **at least 25 Intact Insurance colleagues**, contributing **over 100 hours of volunteering**. Their involvement provided practical employability support, real-world insight, and direct progression opportunities for young people.

Volunteers supported delivery across all locations through:

- ✓ CV and interview workshops
- ✓ LinkedIn and job application sessions
- ✓ AI and digital employability modules
- ✓ 11 x Insight days and workplace visits hosted at Intact Insurance
- ✓ Mentoring and mock interviews

Delivery Partners consistently described Intact volunteers as approachable, committed, and inspiring. By sharing their own career journeys and challenges, volunteers helped young people feel more confident and comfortable engaging with employers.



Watch one of our short-form case study videos [▶](#)

Named Local Leads played a critical role in building trusted relationships with Delivery Partners, enabling tailored support that reflected local needs. In several locations, volunteering extended beyond workshops to create direct progression opportunities, including:

7 exclusive job vacancies shared with young people

3 young people interviewed for roles

5+ progressed into employment

3 progressed into volunteering

6+ mentoring relationships initiated

Local Lead impact in action

Rise Up, Manchester

Intact Insurance Local Lead Daniel Brady played a key role in strengthening the partnership with Rise Up, embedding meaningful employer engagement throughout delivery. Through strong relationships with staff and young people, he helped bring real-world insight into the programme.

- ✔ Mobilised over 30 colleagues to support workshops, mock interviews, and workplace experiences
- ✔ Enabled young people to shadow staff and engage directly with professionals
- ✔ Supported a cohort focused on digital and technology careers
- ✔ Worked with Intact's recruitment team to create live underwriting opportunities

His leadership increased colleague engagement and gave young people tangible pathways into professional careers.

YABCA, Leeds

The partnership with YABCA showed the impact of consistent Local Lead involvement in creating inspiring, high-quality delivery. Local Leads Timon Pryce and Jenny Mayes supported cohorts through interactive, sector-relevant sessions.

- ✔ Delivered sessions including a highly rated AI job application workshop
- ✔ Hosted activities at the Intact office, giving young people exposure to a professional workplace
- ✔ Supported an employability event with 45 professionals from 22 local businesses
- ✔ Enabled a participant to interview award winners at a partner gala, turning aspiration into real experience

This approach strengthened confidence, expanded networks, and brought careers education to life.

Wider partner impact

Across Delivery Partners, Intact Insurance involvement:

- ✔ Provided relatable role models, including junior staff and graduates
- ✔ Enabled one-to-one mentoring and tailored employability support
- ✔ Created new employment and volunteering pathways
- ✔ Strengthened long-term employer relationships for youth organisations

In several cases, young people progressed directly into jobs or internships as a result of this engagement.

LOCAL LEADS AND VOLUNTEERING ENGAGEMENT

Colleague engagement by Delivery Partner

YouthFed, Liverpool

The Local Lead engaged multiple junior colleagues as relatable role models.

Employer talks, wellbeing sessions, and co-designed activities led to high engagement and strong feedback from young people.

GMYN, Manchester

Volunteers supported flexible delivery through world-of-work talks and mock interviews.

This tailored approach improved confidence, wellbeing, and relationships with Intact colleagues.

Spark, Liverpool

Local Lead coordinated significant volunteer involvement, including mock interviews, mentoring, and CV support.

Young people received tailored one-to-one employability support, with some progressing into full-time employment.

ACE CIC, Halifax

Local Lead supported teaching sessions and a workplace awards event.

Young people gained confidence through professional workplace exposure, with strengthened links to local employers and civic partners.

YABCA, Leeds

Local Lead facilitated direct employer engagement through office visits, careers insights, and “speed-dial” sessions with volunteers.

Young people gained a stronger understanding of career pathways and increased confidence speaking to employers.



“A lot of these workshops and programmes are happening at schools, colleges and even universities...It’s about creating opportunities for young people who wouldn’t otherwise be in those situations. It’s about reaching those that have failed to be reached before, and really opening possibilities to them and allowing them to open those possibilities for themselves.” - Kira, Youth Worker, Rise Up

Case study

Jacob, young person with Spark

Before joining the Building Aspirations programme, Jacob person felt uncertain about their future and pressured to rush into work without a clear sense of direction. Lacking confidence and unhappy with his CV, Jacob was unsure where to turn next.

Through the programme, he gained practical employability skills, including CV building and application support, which significantly boosted his confidence. Honest discussions and guidance helped open Jacob's eyes to new possibilities and the value of connections available through youth centres and programmes like this one.

With the support of youth workers and the Intact Insurance volunteers, Phoebe and Cassandra, who provided reassurance, encouragement, and practical advice, Jacob now has a clear pathway forward. What once felt directionless has been transformed into confidence, clarity, and a renewed belief in what's possible.



Amplifying our impact



AMPLIFYING OUR IMPACT

Communications activity focused on raising awareness of the programme and partnership impact. This included the production of long- and short-form case study films from an Intact-supported event delivered in Liverpool with Spark and Youth Fed, creating a bank of high-quality content to support promotion into year three of the partnership.

During **Youth Work Week**, we published a dedicated spotlight blog on [Rise Up and Building Aspirations](#), supported by a [combination of organic and paid social promotion](#).

Key results:

Facebook

👁️ **366,000** views 🗨️❤️👍 **438** engagements 🖱️ **408** link clicks

LinkedIn

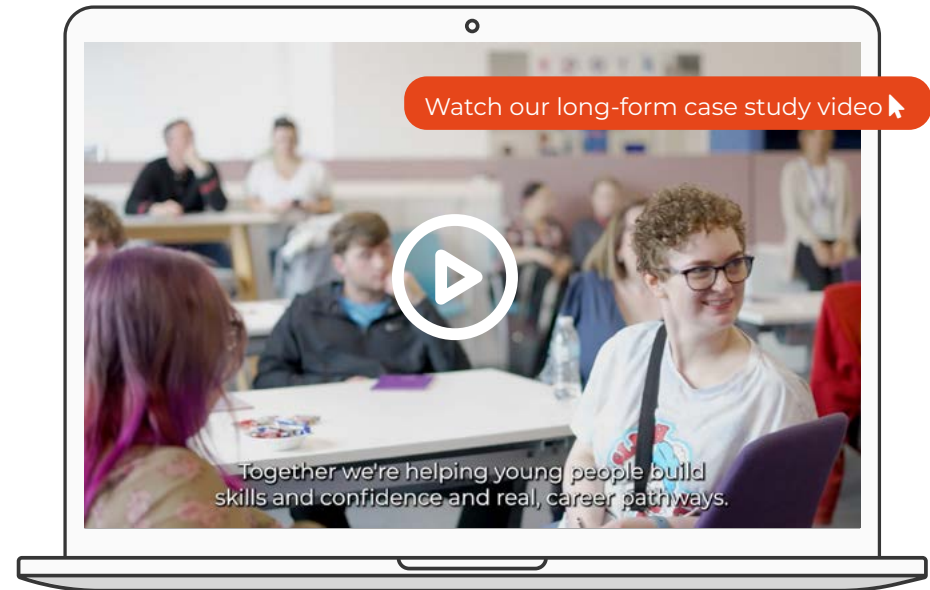
👁️ **118,866** impressions, reaching 🗣️ **44,439** users

Instagram

Over 👁️ **2,000** views on organic content

Volunteers Week

[Intact Insurance volunteer spotlight content](#) achieved an **8.35% engagement rate** on LinkedIn



This activity helped:

- ✓ Raise awareness of the programme among young people, youth organisations, and employers
- ✓ Highlight the role of Intact Insurance volunteers and local partnerships
- ✓ Create reusable content to support recruitment, funding, and partnership development in Year Three

Overall, communications activity strengthened the visibility of the programme and reinforced the value of employer and colleague engagement in supporting young people's progression.

Key learnings and recommendations for Year Three



KEY LEARNINGS AND RECOMMENDATIONS FOR YEAR THREE

Key learning

What we observed in Year Two

What we will do in Year Three

Flexibility drives impact

The programme's flexibility enabled Delivery Partners to tailor content and structure to their cohorts. For example, Spark adopted a modular approach, while others found 2–3 day delivery most effective for maintaining engagement. This adaptability led to strong outcomes and meaningful skills development, with partners embedding elements of Building Aspirations into their wider provision.



We will formally embed flexibility into programme guidance, giving Delivery Partners autonomy over group size, cohort structure, and delivery format within a clear framework. Induction and programme packs will provide structure, quality standards, and practical guidance.

Integrated relationships strengthen delivery

Youth workers reported feeling well supported by both UK Youth and Intact Insurance. The partnership model added value beyond funding, with support described as accessible, consistent, and collaborative. Named Local Leads improved coordination and trust. In a small number of cases, clearer definition of roles and responsibilities and additional support from UK Youth would have reduced misunderstandings around engagement expectations.



At the start of Year Three, roles and responsibilities for Delivery Partners and Intact Insurance Local Leads will be clearly defined. UK Youth will introduce structured check-ins and feedback loops to strengthen communication, alignment, and shared accountability.

Scholarships are powerful but processes can improve

Scholarships are reaching those most in need and are more flexible than many alternative funding streams. They are opening pathways for young people who may otherwise face barriers to education or training. However, some participants found the written application process challenging, criteria were not always clear, and national panel timelines could delay decisions.



Delivery Partners will manage an allocated local scholarship pot, enabling decisions at the point of programme completion. UK Youth and Intact Insurance will remain involved to ensure fairness and quality assurance. Clearer criteria, simplified guidance, and training will improve accessibility and consistency.

Cross-partner learning accelerates innovation

Delivery Partners demonstrated high levels of innovation, adapting delivery to suit local contexts and achieving strong outcomes. There is clear value in creating structured opportunities for partners to learn from one another.



UK Youth will introduce regular peer-learning sessions to share practice, solve challenges collectively, and strengthen consistency across locations while preserving local responsiveness.

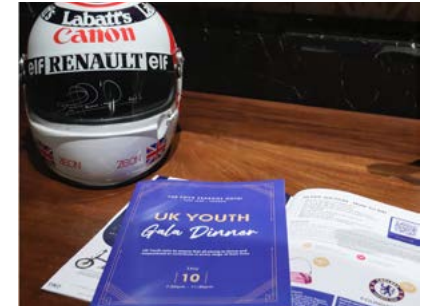
Engagement beyond the programme



ENGAGEMENT BEYOND THE PROGRAMME

Intact Insurance colleagues from across the business have gone above and beyond to support UK Youth's mission of widening the reach and deepening the impact of youth work, from taking on a challenge to volunteering their valuable skills and time. Thank you!

- ◆ Intact Insurance colleagues took part in the **London Marathon 2025** and raised over £20,000! We have a team of 8 colleagues taking part for the 2026 event.
- ◆ In June, the Intact Insurance leadership team spent two days at Avon Tyrrell volunteering and team building. They helped build a new bike skills area and improve the challenge course, creating more inclusive outdoor spaces for young people. A thank you post was shared on Instagram, Facebook and LinkedIn.
- ◆ 20 Intact Insurance colleagues helped raise £6,000 at the **2025 Gala Dinner**
- ◆ 9 mountain bikes were built and generously donated to Avon Tyrrell by Intact Insurance colleagues
- ◆ Plans are well underway for a **first-of-its-kind heritage auction** to take place over the summer of 2026, featuring archived items from the history of Royal Sun Alliance (RSA) and Intact Insurance to raise funds for UK Youth.



Conclusion



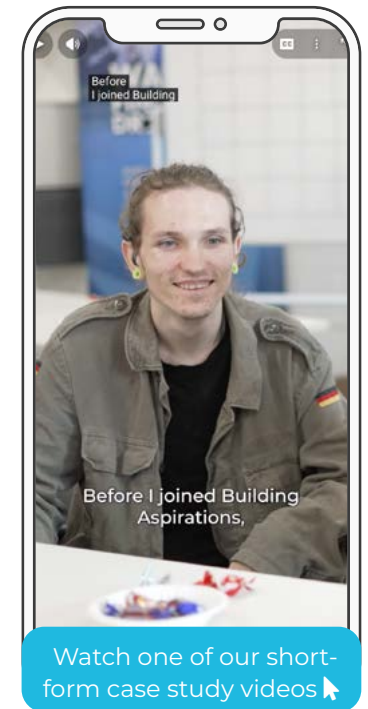
CONCLUSION



Building Aspirations continues to demonstrate the power of partnership in improving young people's confidence, aspirations, and access to opportunity.

Through the commitment of Delivery Partners, youth workers, and Intact Insurance colleagues, more young people than ever have developed the skills, clarity, and belief needed to take positive next steps.

We are hugely grateful to Intact Insurance for their continued support, both for the programme and towards the overall mission and vision of UK Youth. We look forward to building on these strong foundations in Year Three and beyond.



Case study

Amelia, young person with Youthled

After graduating with a degree in sound engineering Amelia felt uncertain about her next step and anxious about finding a job. Initially, Amelia needed intensive support for anxiety and managing her autism and so was referred to an additional autism-specialist support service.

Supported by her youth worker to try a Sound Check course, Amelia found that working in a music venue would be too overwhelming due to the noisy, busy environment. Working 1:1 with her youth worker it became clear that Amelia enjoyed researching and had in fact generated her own effective reference system for music in the past. With this in mind, she started applying for research opportunities.

At the same time Amelia took part in Building Aspirations, through which she obtained a paid internship working in the research department at Intact Insurance. This initially began as a 3-month placement but due to the success of the internship scheme this was extended to 6 months. Intact Insurance were so impressed by Amelia's work ethic and abilities that they offered her a job. She has since been promoted and is working in research and data.



“Being on the programme was a bit nerve racking at first but with the support from mentors, and them never giving up on me, I managed to look outside of the box and understand my skills better. When I was told about Building Aspirations I was really unsure but because of the support through Youthfed I thought I would give it a go. The opportunities that were given to me were perfect, Building Aspirations made me look at my transferable skills and I am really pleased to be in a good job with excellent colleagues.”



UK YOUTH

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