



# Annual Report 2019-20

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# Welcome

I was delighted to sponsor Impact Arts' exhibition and photocall at the Scottish Parliament at the end of 2019, as they celebrated the end of their 25th Anniversary year. It was a fantastic afternoon and the young people I met were full of enthusiasm and able advocates for the Creative Pathways programme they were on.

The exhibition enabled Impact Arts to showcase their work and engage supporters with the cause, as well as raising the profile of the organisation with MSPs. My colleagues and I had the opportunity to discuss the work Impact Arts carry out with children, young people, older people and communities across Scotland and to see first-hand examples of artwork and creative designs produced by participants. It was great to see how Impact Arts help young people realise the

possibilities open to them for the future, through harnessing their creative talents and drawing out employability skills. Impact Arts are also doing important work helping to tackle isolation and loneliness in older people, improving the well-being of vulnerable groups across Scotland and encouraging integrating creativity into community development.

The work being done by Impact Arts is creating lasting change – benefiting not just those taking part, but the wider community too. It is vitally important that people of all ages have access to artistic participation and involvement. I very much look forward to watching Impact Arts continue to change lives through creativity and the arts.

**Ivan McKee MSP, Glasgow Provan**





## Mission & Values

**We envisage a Scotland where everybody believes in the power of creativity to transform lives.**

Impact Arts has been working across Scotland for 25 years; supporting people and communities to transform their lives through creativity and the arts. We are recognised as one of Scotland's leading arts charities, delivering collaboratively with children, young people, older people and communities.

Working predominantly with vulnerable groups, we have a clear mission: to tackle inequalities in Scotland through Creative Engagement.

Impact Arts' objectives are to:

- help transform children and young people's lives through impactful arts and creativity;
- support older people to have the opportunity to take part in life enriching arts and creativity;
- help communities to grow, become strong and empowered through creative engagement.

Currently working across 9 of Scotland's local authorities, with approx. 5,000 people per annum, demand for our services has never been greater. We adhere to our five key values that characterise everything we do; Creativity, Integrity, Equality, Kindness and Ambition.

We strive to offer our artists the highest professional standards of employment as well as providing access to a comprehensive range of training, mentoring and practical experience of delivering community arts programmes.

# Jim Sweeney

## Chair

I am proud to present my first Annual Report as Chair of Impact Arts. It has been inspiring to witness the full staff team bring such commitment, energy and passion into their work and to see the life changing impact this has for individuals, families and communities.

A famous American attorney was once asked if he loved practicing law, he replied "Well yes I enjoy it but not half as much as practicing and playing my saxophone." This response says everything about how the arts are so critical to raising the human spirit and providing fulfilment, direction and meaning to our lives; helping us individually and collectively express our values, politics, spirituality, fears, hopes and aspirations.

Each project that Impact Arts delivers is unique and designed in response to the needs of its participants. This report highlights the enormous diversity within our work, and showcases the inspirational creativity that our artists bring to it. We are committed to providing life changing opportunities to all with whom we engage and we embrace and celebrate the diversity of this nation. We are engaged with all age groups and with service users with myriad needs and backgrounds.

I would like to offer thanks to outgoing Chair Theresa Shearer who has done a superb job of leading the Board over the last few years and supported the organisation to grow and prospered. Our recent Governance review provided great positive comfort to the Board and despite many external pressures our finances remain sound and our Governance strong.



Our Leadership team underwent significant change in 2019/20 reflecting our growth and the successful award of larger scale national contracts. The fact that we can attract such a high calibre of candidate to Impact Arts reflects the positive light in which we are seen.

At the time of writing, we are still in lockdown. Covid-19 has brought home just how much the arts is critical to a healthy society and how, now more than ever, we need outlets for creativity and expression. This period has demonstrated to me, just how important the arts and creativity are for ensuring the mental wellbeing of our most vulnerable people and never before have our charitable objectives been more relevant. I am immensely proud to lead an organisation which embraces the challenge posed to those most at risk from the present situation. We thank the government and our many funders and patrons for helping us through the present crisis and our staff and volunteers for their commitment and willingness to respond in such a positive manner.

Finally, I'd like to say a big thank you on behalf of all the staff, artists and participants to my Board who have been unstinting in their commitment and support for a cause we all believe so passionately in.

**Jim Sweeney MBE**

# Fiona Doring

## Director

This last year has arguably been one of the most successful and exciting periods of Impact Art's 25 years of operations, as we find ourselves working with more people across an even wider geography than before. As we grow our vision remains at the core of all our work and our focus is set on bringing about transformational change through the power of creativity and creating positive change to the lives of many; one person at a time. As stated by the Scottish Cabinet Secretary for Economy, Fair Work and Culture "how a nation values its culture and heritage, its creative people and its communities gives an insight into its wider values", and we welcome this year's Scottish Government's Cultural Strategy that speaks very clearly about culture's transformative potential in relation to cultural, social, economic and environmental prosperity. This is something we have been working towards, and demonstrating, for over two and a half decades and hearing our messages being echoed at Government level is both refreshing and empowering.

These transformational changes are only brought about thanks to the fantastic team and the diversity of skills and enthusiasm they bring into their work and the lives of each of our participants – whether they be our member's at Govan's Craft Café; the Care leavers engaging with our Make It your Own Programme; the young people involved in CashBack to the Future and Creative Pathways; or the children and families benefiting from our life changing Art Therapy programmes. It is our people that make Impact Arts what it is today and 2019/20 has been a period of significant growth and we have invested by securing longer-term artist contracts as well as a dedicated Youth Workers and Pastoral Support.



I am particularly proud to see our work recognised by a number of awards this year, and also by the wide range of funders that invest in our programmes and seek to bring about positive change through our approach. This year has included Skills Development Scotland's National Third Sector Funding, that ensures we are able to deliver vital youth focused employability work across 6 of Scotland's Local Authorities; and a 5th year of Scottish Government CashBack funding that allows us to continue to work with 100s of young people from areas of multiple disadvantage – empowering them to explore who they are and to develop their confidence and aspirations in a safe and creative space during the summer and after school.

It would be remiss of me to ignore the dramatic changes brought about as a result of the Covid-19 outbreak. Our financial year ended abruptly with its arrival and lockdown. As ever, the Impact Art's team amazed me with their resilience, adaptability and enterprise, and I look forward to reporting on this in 2021. However, as always, when I reflect back on the past year I am amazed at just what has been achieved. Every quote within this report tells the story of a life transformed and is the reason that we exist.

Thank you to all of our valued funders, our beneficiaries, board, staff and volunteers who have helped make 2019/20 such a successful year!

# Organisational Highlights

**We're delighted to present the Impact Arts Annual report for 2019-2020. Showcasing the wide range of work undertaken with children, young people, older people and communities across Scotland. This year also saw us celebrate our 25th Anniversary giving us the opportunity to look back at the achievements of the last quarter of a century, but also allowed us to look to the future and explore how we move forwards with some exciting new plans.**

2019-20 was an incredibly positive year for us, and those we work with. We continued to produce award winning work with children and young people and our projects with young people grew, and accounted for 76% of our turnover. The year also saw us significantly expanding our team which ensured we were able to meet a growing demand for our services – which this year extended to almost 5,000 participants from across 9 of Scotland's Local Authorities.

Towards the end of the year Covid-19 arrived and significantly impacted the way we work. However due to the flexibility and forward looking nature of the organisation and our people, we were able to continue to deliver many of our programmes, virtually, during lockdown and beyond and adapting to Government guidelines and identifying new ways of working. Where this was not possible, innovative new approaches ensured we continued to reach out to some of the most vulnerable members of society and that we responded to the needs of all those we work with.



## Children & Young People

During 2019-20 we offered a range of programmes for over 1500 children and young people including; creative outdoor play sessions, art therapy, diversionary summer & year-round projects for young people; employability programmes for those aged 16+ and tenancy sustainability programmes for young people leaving care.

Creative Play sessions at Inch Park in Edinburgh launched; connecting children with nature through creative play. The sessions are designed to encourage children to develop creative skills, confidence outdoors and help them make new friends. We hope to be able to further develop our offering throughout 2020/21.

Over 800 Art therapy sessions were delivered to children across Glasgow and North Ayrshire and a new partnership with Glasgow's Health and Social Care Partnership allowed us to deliver Art Therapy to 15 children aged 5-16 in Kinship care.

2019/20 saw us deliver our year round diversionary programme for the 5th year thanks to Scottish Government CashBack for Communities funding. Our CashBack programme saw unprecedented levels of re-engagement in education/training and allowed these vital members of the community to develop their communication skills, confidence and aspirations in a safe and creative space.

We secured new funding for our flag ship Creative Pathways programme via Skills Development Scotland's National Third Sector Fund. Engaging with over 100 young people using creative and environmental focused work to bring them all closer to employment.

Our tenancy sustainability programme for care experienced young people, Make it Your Own (MIYO), continued and was delivered across 5 local authorities to over 40 young people. Our Renfrewshire MIYO, delivered in partnership with the local Authority, ran for its 4th year bringing benefit to over 27 adults experiencing homelessness.

Working in partnership with North Ayrshire Throughcare Aftercare and Community Education, we also engaged and inspired 32 care-experienced young people aged 14-25 on the Express Yourself programme. Helping individuals develop their personal and artistic skills, interests and ambitions for the future.

## Older People

During 2019/20 Craft Café (Glasgow & Edinburgh) and Creative Café (Edinburgh) members took part in various creative activities throughout the year, including upcycling furniture, soap making and knitting items to help with animal rehabilitation in Australia following the devastating bushfires. They also took part in a number of community fairs and markets; selling their artwork to help buy materials for the project and showcased their work at exhibitions at the Tramway in Glasgow and Out of the Blue Drill Hall in Edinburgh.

81% of older members engaging in these programmes demonstrated an increase in their physical and mental health over the year, and 70% reporting they felt they now had a better quality of life since joining the groups.

## Communities

In 2019/20 we worked with the Dalmarnock community and McTaggart Construction, exploring the role of the River Clyde on east end life. Local school pupils created bright and colourful 'East End is The Best End' hoardings that broke-up the white wall surrounding the construction site, as well as being a point of celebration for local children and their families.

## Listening

Thanks to funding from the Corra Foundation, 2019 saw us employing our first ever Listening expert who has created a listening culture within the organisation, and has ensured an effective feedback loop between the organisation and the young people we work with. As a result we now have a group of Youth Ambassadors, the 'Sketchy Youths' who are working hard to create listening platforms for other young people and are being supported to develop their role within the organisation.

2019/20 has been a successful year for Impact Arts with the help of valued funders, beneficiaries, board members, staff and volunteers. Delivering creative projects and working with some inspiring individuals and communities throughout the year. It has been a period of significant expansion within the Impact Arts team and we have invested in securing longer term artist contracts and dedicated Youth Worker and Pastoral Support to ensure that our young people are supported to achieve their maximum potential. We have also offered more training opportunities to ensure our front line staff are equipped with the tools required to support the people with whom we work who experience a huge range of barriers in their lives which prevent them reaching their potential.

## Awards 2019-20

### WINNER Creative Edinburgh Awards

Creativity Award, for *Knight at the Castle* in partnership with Historic Environment Scotland

### WINNER The Scottish Women's Awards

Contribution to Arts & Culture:  
Fiona Doring

### FINALIST Ayrshire Business Awards 2019

Ayrshire's Best Business (0-10 employees) & Best Business in the Community

### FINALIST Herald Evening Times Streets Ahead Awards

Best Green Initiative for  
Creative Pathways Glasgow



## A Year in Numbers

**4866**

people engaged in creative activity with Impact Arts: projects, events & exhibitions.

**2697**

people participated in creative projects led by Impact Arts

**2169**

people attended events as audience members

**71%**

of children showed improved confidence and self-esteem

**70%**

of older participants reported an improvement in their quality of life

**603**

people participated in community projects

Our Work

# Children & Young People

We aim to transform children and young people's lives through impactful art and creativity.

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All too often children and young people across Scotland do not experience the childhood they need, want and deserve. We know that creative experiences contribute enormously to children's development and wellbeing. The younger the child, the greater the impact.

In response, we offer a range of programmes for children and young people including: creative outdoor play sessions, art therapy, diversionary summer and year round projects for teenagers and employability programmes for 16+. No matter what the project, we work on the basis that high-quality, creative experiences are key to positive change and vital to a child's health, wellbeing and life chances.

We work with young people on the basis that creativity can be a vehicle for positive change. We value innovation in our programmes - encouraging our team of artists to base projects on their own practice, to take risks, and to strive for quality creative engagement - while remaining committed to the interests of our young people first and foremost.

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**1438**

young people engaged in projects

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**415**

acreditations gained by young people

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**343**

achieved positive onward destinations



# Nurturing Wellbeing

**Art Therapy provides positive outlets alongside wrap-around therapeutic support and can develop an individual's self-awareness, resilience, and confidence.**

Working with fully qualified and experienced art psychotherapists our Ayrshire and Glasgow Art Therapy programmes reach out to those under 12, experiencing severe trauma as a result of family addictions/breakdown, abuse and/or multiple disadvantage and poverty. Sessions offer a safe space for children to express, understand and work through difficult thoughts and feelings, and to help develop coping mechanisms and emotional resilience. Many of the children engaged have experienced Adverse Childhood Experiences and the therapy aims to mitigate against the lifelong impacts that these stresses can have upon their health and behaviour.

71% of those we work with show an ability to cope as a result of our work; and are able to access mainstream education, and maintain relationships within kinship care.

During 2019/20 our learning recognised that whilst individual therapeutic work was having

huge beneficial impact, this was deepened and increased when parents or carers became involved - particularly when the dynamic between them was having a negative effect on those involved. Acknowledging this and introducing Dyadic Therapy into our offer has enabled children and carers to see each other in a more positive light; expectations on the relationship were managed and realistic and the children were able to find security in relationships that they have otherwise doubted.

In 2019/20, Impact Arts partnered with Glasgow's Health and Social Care Partnership, delivering Art Therapy to 15 children aged 5-16 in Kinship care. This pilot project was a test of change that was proven to improve the stability of kinship placements and prevent placement breakdown. Given the large numbers of children currently living in kinship care in Glasgow, we recognise that there is the opportunity to deliver more lasting benefits to more children across the city.

## 806

one-to-one art therapy sessions delivered

## 72

children engaged in one-to-one art therapy

## 71%

showed improved confidence, self-esteem & ability to cope

**“ The children who took part in the Therapeutic Group project are a lot more settled in class and presenting as more calm. There has been a tangible, positive difference.**

Headteacher

Within the first month of launching art therapy in North Ayrshire, we had received nearly 50 enquiries and the service was fully booked for the full first year of operation. In that time we have engaged our target of 30 children. This 3 year programme provides therapeutic arts psychotherapy to children, young people and families experiencing multiple disadvantages and a wide variety of complex needs including those affected by parental/carer drug/alcohol misuse.



# Improving Life Chances

## Creative Pathways

Throughout the Central Belt of Scotland, Creative Pathways is helping to introduce unemployed young people with little or no experience of environmental issues to nature, environmental awareness and green skills through practical, creative and fun projects. As well as building confidence and developing employability skills, the project is helping to provide a lasting legacy for the local community by creating new urban/green spaces.

In July 2019, thanks to Skills Development Scotland's National Third Sector Funding and National Lottery Community Fund for Our Bright Future programme, we have been able to increase delivery across central Scotland via our Creative Pathways programme and have worked with 105 young people across 6 local authorities. This creative employability programme offers young people the opportunity to work with inspiring artists over a 12 week period, gain vital qualifications and showcase work to friends and family. Over 12 weeks, using creativity as an engagement tool, (and positive environmentalism as a focus), young people (aged 16-26) are supported to develop vital employability skills, gain qualifications and identify their own individual skills and strengths – all of which support them to move on to a wide range of positive destinations including training, further education, work and volunteering.

Across all of the Creative Pathway programmes uptake has been high with participants creating green spaces in the most unlikely of locations – all helping to improve local communities and allowing them to move on to positive destinations upon completion of the programme.

**105**

young people engaged in Creative Pathways projects

**78**

accreditations gained by Creative Pathways participants

**“The course has been good for building my personal confidence. It has helped me develop my interpersonal skills, and allowed me to take a leading role in a group setting, which I would never have expected myself to take.**

Creative Pathways Young Participant

In North Lanarkshire the young people designed an eco-friendly greenhouse on wheels, made entirely of plastic bottles at Summerlee Heritage Museum. The young people also helped to create a wheelchair accessible path within the gardens for the public to use and set up an environmental Instagram page.



## Connect 2

Delivered in partnership with Move On and Fare, Connect 2 works with young people from the West of Scotland who are at risk of disengaging from school and who have no formal qualifications or skills that will allow them to enter further education, training or employment. The project is recognised as filling a vital gap in provision for young people at stage 1 in the employability pipeline.

Working from a range of secondary schools the partners work with participants over an 8 week period, for two days a week with workshops covering employability skills, team building, conflict resolution and building resilience. Participants are able to gain practical experience in a real working environment, including SCQF-accredited certification in Health and Safety, First Aid, Food Hygiene, and Manual Handling, as well as a Dynamic Youth or Youth Achievement Award. Where young people are experiencing additional barriers, support is intensified and enables young people to take the next steps to progress positively in their lives.

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# 60

accreditations  
gained by Connect 2  
participants

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# 98

young people  
engaged in Connect 2  
programmes

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## CashBack to the Future

CashBack to the Future provides those aged 14-19, from areas of multiple disadvantage and/or facing a wide range of barriers the opportunity to engage in an unforgettable creative experience through which they are able to explore their identities, increase their confidence, self-esteem and aspirations.

Young people work with visual artists, filmmakers, photographers, digital artists, musicians, performers and actors as part of fun, engaging, fast-paced workshops.

Broken down into two programmes - CashBack to the Future (Run across Scotland during July) and CashBack Nights (term time, after school sessions) the programme offers an inclusive, safe space for vulnerable young people to be inventive and imaginative without fear of judgement. As a result of engagement, and the trusting relationships that develop between participants and the team, our young people gain a multitude of soft and meta employability skills, as well as Dynamic Youth Award accreditation and is proven to improve their life chances in education and employment.

**“CashBack has made me who I am today, I used to have no confidence, but I have grown so much - I barely recognise myself in videos I starred in years ago.**

CashBack Participant

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# 91%

of young people  
showed improved  
confidence

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# 231

new CashBack  
participants

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# 221

went on towards  
positive destinations

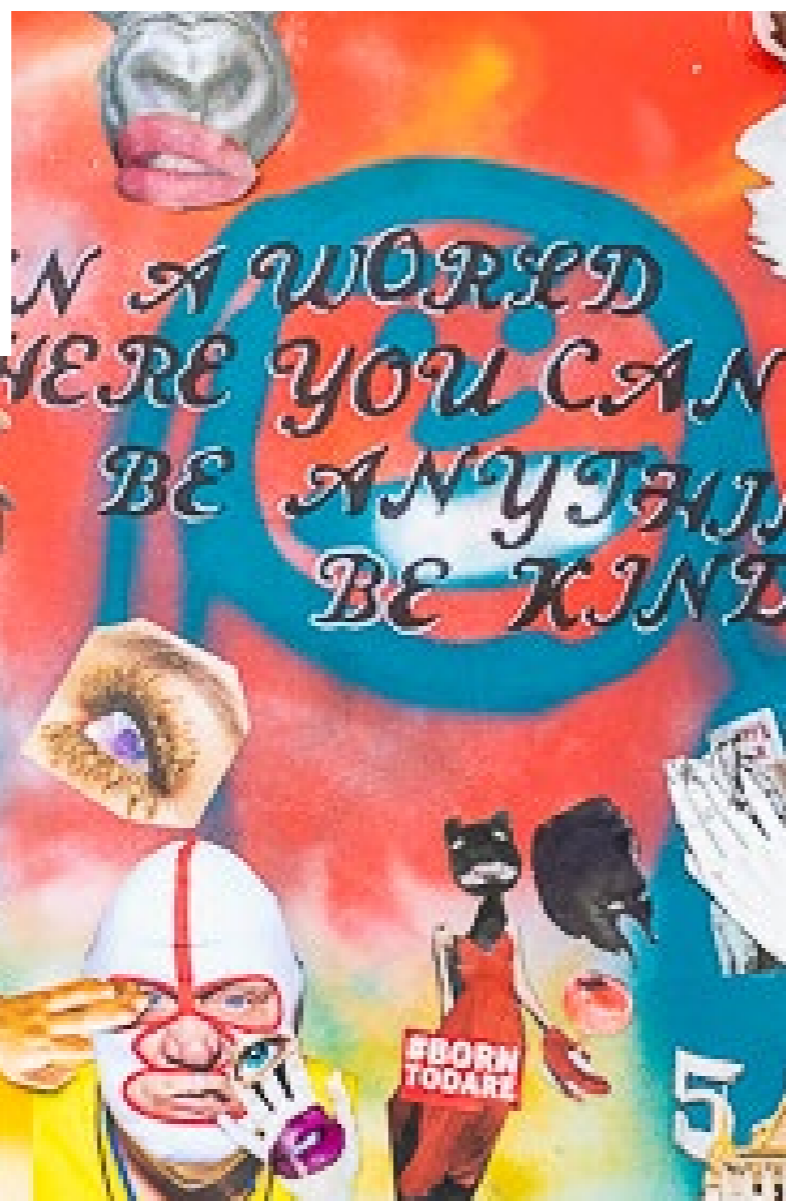
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# 184

showed improvement  
in SHANARRI  
indicators\*

\* Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, Included



## Make it Your Own & Express Yourself

Launched in 2019, thanks to funding from the Life Changes Trust Home and Belonging Fund, and working with Care Experienced young people and adults, the Make it Your Own programme supports participants to sustain their first tenancy and improve in confidence and wellbeing. Run by trained artists and interior designers, workshops centre on planning, design and practical skills; helping participants transform their new house into a home in which they feel comfortable and that reflects their personality.

Additionally, each participant is:

- supported on a 1:2:1 basis and through a personal development plan enabling them to focus on future goals and increase their aspiration
- supported to manage a shopping budget
- given a starter pack of basic materials, (including paint, brushes, hammer and measuring tape)
- provided with a wider range of inspiration trips throughout the programme.

To date the MIYO team have worked with 44 care experienced young people, across 4 local authority areas. Helping young people with crucial life skills and giving them the best possible start in life. Delivered in partnership with Renfrewshire Council MIYO Renfrewshire is in its 4th year having successfully supported 27 adults to sustain their tenancies in the past 12 months.

Working in partnership with North Ayrshire Throughcare Aftercare and Community Education, Impact Arts engaged and inspired 32 care-experienced young people aged 14-25 on the Express Yourself stage 1 programme.

**“ I can leave my personal life behind and concentrate on what I’m doing, not stress about what’s happening and I feel a big sense of achievement. It makes me feel like I’ve done something positive with my week, whatever else is going on.**

Participant

MIYO participants are able to get involved in upholstery, upcycling small pieces of furniture and creating soft furnishings including cushions, blinds and curtains. They learn skills like sewing, woodworking, upcycling, canvas art, painting, decorating and more.



# Developing Creative Talent

Our artists continue to use the arts to tackle complex societal issues in fun, captivating ways and we ensure we use the highest quality artists and creative talent to engage our young people.

In 2019/20 we continued to deliver our music project, CoCo out of the Performing Arts Space within HMYOI Polmont. Musicians Ross Fergusson, Taj Chana and Steven Buckby work with 147 young men and women in song writing, music production, band skills, instrument tuition, MCing, DJing, singing, creative writing, performance and story-telling. Through a sense of accomplishment and success, participants have become better equipped for a positive future beyond the institution.

This year we also provided creative writing workshops which supported young fathers to create storybooks for their children. Accompanied by participant produced illustrations, toys and sensory books, this approach helped deepen bonds between father and child despite the physical barriers experienced.

Alongside engagement in creative activity, participants are offered the opportunity to complete an Arts Award. This requires participants to demonstrate a number of key skills and learning and we were thrilled that 72 participants achieved an Arts Award during 2019/20.

**“ I haven't felt so happy in years, I forgot how much I loved live music.**

Participant

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## 147

young people worked with Impact Arts on CoCo courses



Our Work

# Older People

At Impact Arts, we understand the role played by arts and creativity in improving the nation's wellbeing.

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**At Impact Arts, we understand the role played by arts and creativity in improving the nation's wellbeing. We know too that as a result of life changes, older people can find themselves having to deal with various physical and mental health problems. This is only compounded when accompanied by feelings of isolation and having little life stimulus.**

Craft Café (Glasgow & Edinburgh) and Creative Café (Edinburgh), provide creative solutions to these issues by offering safe, social and creative environments where older people can learn new skills, renew social networks, and reconnect with their communities. The activities, self-directed by members, harness the joy of creativity, artistic expression and learning.

Craft Café, operating out of Elderpark Community Centre 4 days a week, as well as a number of care homes and community setting, provides and encourages choice and freedom for its 100+ members, many of whom are living with increased dependence on others and a feeling of reduced autonomy as a result. The focus of support follows the individual, allowing them to see that they matter, that their lives, stories, artistic expressions and wisdom deserve to be acknowledged and celebrated. We are most grateful to the funders, including Elderpark Housing Association and The National Lottery Community Fund that have allowed us to run this service for ten years.

Creative Café, was launched this year, in partnership with Inch Park Community Sports Club. Self-directed activities explore kinetic art, botanical illustration and more – all intended to



foster the intrinsic joys of creativity, artistic expression and learning. As a result of these activities, older people experience greater confidence, self-esteem and quality of life, often feeling more engaged and more involved. This in turn gives them the confidence to see and do things differently and leads to raised expectations, inspiration, and motivation to make important lifestyle changes.

Members of both groups showcase their work at exhibitions and sell their pieces at Christmas Markets and fayres (this year raising over £1,000 to help buy essential resources). In 2019/20, Glasgow Craft Café members held their yearly exhibition at The Tramway in Glasgow, where, for 5 days, visitors were treated to a visual feast of framed art work, sketchbooks to peruse and a beautiful range of digitally printed textiles. In Edinburgh's Out of the Blue Drill hall Craft Café members from Viewpoint Care Home held their exhibition that celebrated their enormous achievements by showcasing a selection of their paintings, illustrations and handmade items.

In 2019/20 we saw that the number of older people with long-term conditions increased and that many experienced high levels of physical inactivity and social isolation. Our older people's projects sought to help address this by offering help, promoting well-being and creating a space for social connection. In the same year 81% of our Craft Café members demonstrated an increase in their physical and mental health.

**“ The friendliness, the variety of activities, the staff.....are all brilliant, you are able to do stuff you would only dream of doing and would never usually get access to.**

Craft Cafe Member

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# 295

older people engaged in Craft Cafe

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# 81%

reported an improvement in their physical or mental wellbeing

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# 70%

reported an improvement in their quality of life

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# over half

felt less isolated as a result of attending Craft Cafe

**Our Work**

# People & Communities

We are committed to supporting and empowering local communities and their residents.

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# Creative Placemaking

**Working in partnership with a range of organisations, from housing associations to local community organisations we create meaningful impacts as a result of engaging and using creative techniques including: Creative consultation and arts master planning; community cohesion building; regeneration & environmental improvements and public art.**

Throughout all our community based work, individuals are placed at the heart of decision making – ensuring that they are co-designers in everything we do and deliver.

Throughout 2020 we were delighted to work with the residents of Dalmarnock, thanks to a partnership with McTaggart Construction and the Link Group. Working alongside residents as co-designers we explored the role of the River Clyde on East End Life, enhanced local public spaces and produced a 5 year art strategy that spoke back the ideas and projects articulated by the community – including an annual festival, documentary film making projects, communal garden sheds, graphic design and public art.



# Listening to Community Voices

As an organisation we are constantly seeking to develop as a result of feedback and evaluation. We believe that our work should be informed and shaped by our participant's experiences.

In 2019 we were fortunate to secure funding from the Corra Foundation to employ a Listening expert, Beth Farmer, who has guided us and supported us to formalise this commitment. Working with us over the last 12 months, Beth has helped to sustain a culture of listening and to create an effective feedback loop between young people and strategic decision makers; Leadership Team and Board. As part of this, Beth is supporting our group of Youth Ambassadors, The Sketchy Youths, alongside our Young Trustee, Rosa Hackett.

The Sketchy Youths have lots of great ideas and are currently working hard to create platforms for other young people to share their fresh perspectives and ideas. We are looking to create further opportunities for the Sketchy Youths to develop their role in the organisation and we are utilising the listening expert/peer listeners to shape and co-design various funding opportunities.

“ My main reason for joining The Sketchy Youths is that I want to help people – specifically other young adults – to invite them to engage with Impact Arts’ programmes as my experience has been so positive.

Sketchy Youth Member

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## 562

people engaged in communities projects

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## 15

‘Sketchy Youths’

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## 8

community projects delivered





# Plans for the Future

## The Factory

Impact Arts moved into The Factory in 2003 and we have used this as our headquarters ever since. It's home to all of our back office staff, and offers a flexible workshop and exhibition space from which we deliver many creative projects including young people's employability work and children's art therapy.

The Factory is owned by Impact Arts and is symbolically nestled between Dennistoun, the creative quarter in the East End of Glasgow, and Carntyne West & Haghill – two communities currently experiencing the second highest levels of deprivation in Scotland. Internally, The Factory has nearly 700 sq/m of space - however this is significantly underutilised and the building is not realising its potential as a community asset. Since taking ownership of The Factory, we have engaged 1000's of local people; every one of whom has benefited socially, emotionally, physically and culturally via a diverse range of programmes.

In 19/20, Impact Arts commissioned Do Architecture to undertake a Feasibility Study of The Factory, consulting widely with those we engage through our work, our staff and Trustees to ascertain key priorities for a Factory for the future. The proposals which resulted are ambitious, designing a building which is open, inviting and warm and reflects the aspirational and life enhancing projects that we deliver with local residents.

We want to respond to this by offering individuals and communities the opportunity to be more than their challenges, and to have the opportunity to do this in a space that inspires and is a tonic to everyday life. A space that encourages people to come together, to learn, to create and to find the meaning and potential in their lives. Currently The Factory is full of potential and we want to open up the possibilities that it offers: to be as a rich and valued asset for the local communities for years to come.

## Digital Transformation

As a result of the changes created by Covid-19 and the growth of our organisation, we have had to think about how we reach people and the systems and processes needed to do this effectively and in the simplest way.

Impact Arts have, until this point, delivered face-to-face work however in moving to a 100% virtual delivery model in March 2020 we became hugely aware of the vast opportunities that exist by offering participants alternative means of engagement; and how these help overcome some of the barriers to engagement they experience, including social anxiety and geographical isolation. Additionally Covid-19 has pressed upon us the need to quickly adapt to meet the needs of current and future participants, Covid-19 legislation, social distancing and associated guidance.

Combined, this has inevitably made us think about how we make best use of technology and how it might make a powerful difference to how Impact Arts communicates, delivers and works both internally and externally. We believe that it has the potential to make us more productive; can enable us to connect better with each other, as well as current and new participants; it can make us more sustainable and help improve the quality of life of participants and our workforce. The last couple of years of growth has clearly shown the need for us to upgrade and redesign our systems to ensure they reflect the larger, geographically dispersed team that we are.

As a result, we are currently undergoing a thorough and systematic review that explores our internal operating systems, and our delivery model through a digital lens. Covid-19 has fast forwarded our digital transformation journey and in 20/21 we will embark upon a service-design led approach which will explore the 'user journeys' travelled by our staff, participants and stakeholders in order to better understand how to improve their Impact Arts experience.



# Finance

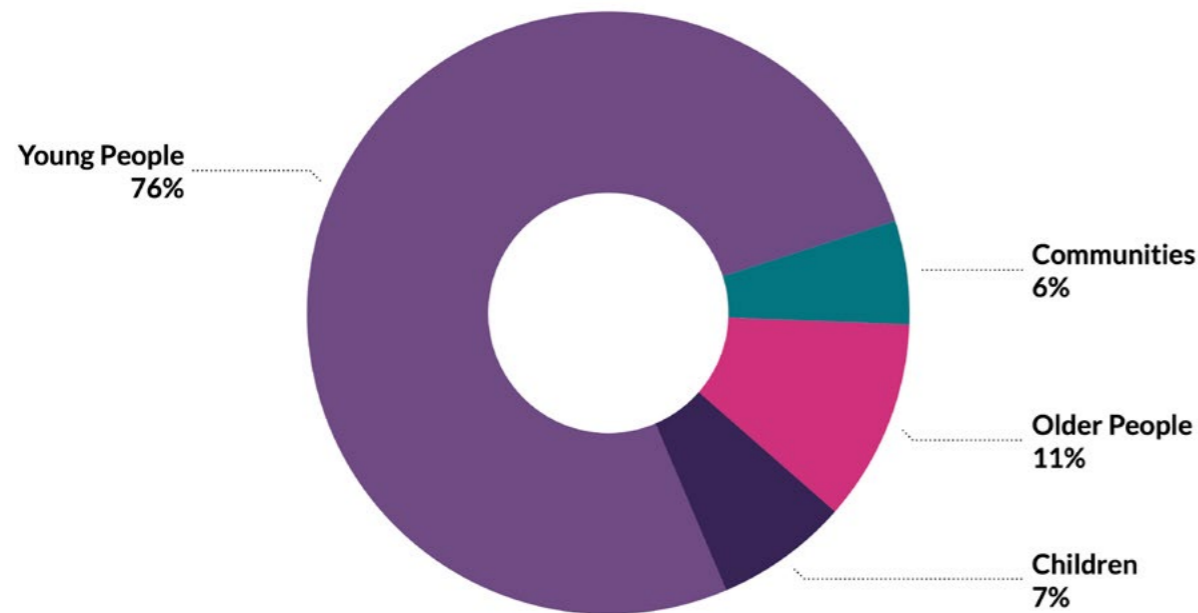
In 2019/20 we have successfully managed to sustain the increased turnover level that we achieved in 2018/19. In line with our risk management policies, our development team have continued to secure funding from a diverse range of funders and increased our number of multi-year contracts giving us increased sustainability.

Our young people's work has expanded in the previous year, now accounting for 76% of our turnover. This is reflected in the significant contracts we hold with Skills Development Scotland, CashBack for Communities, Our Bright

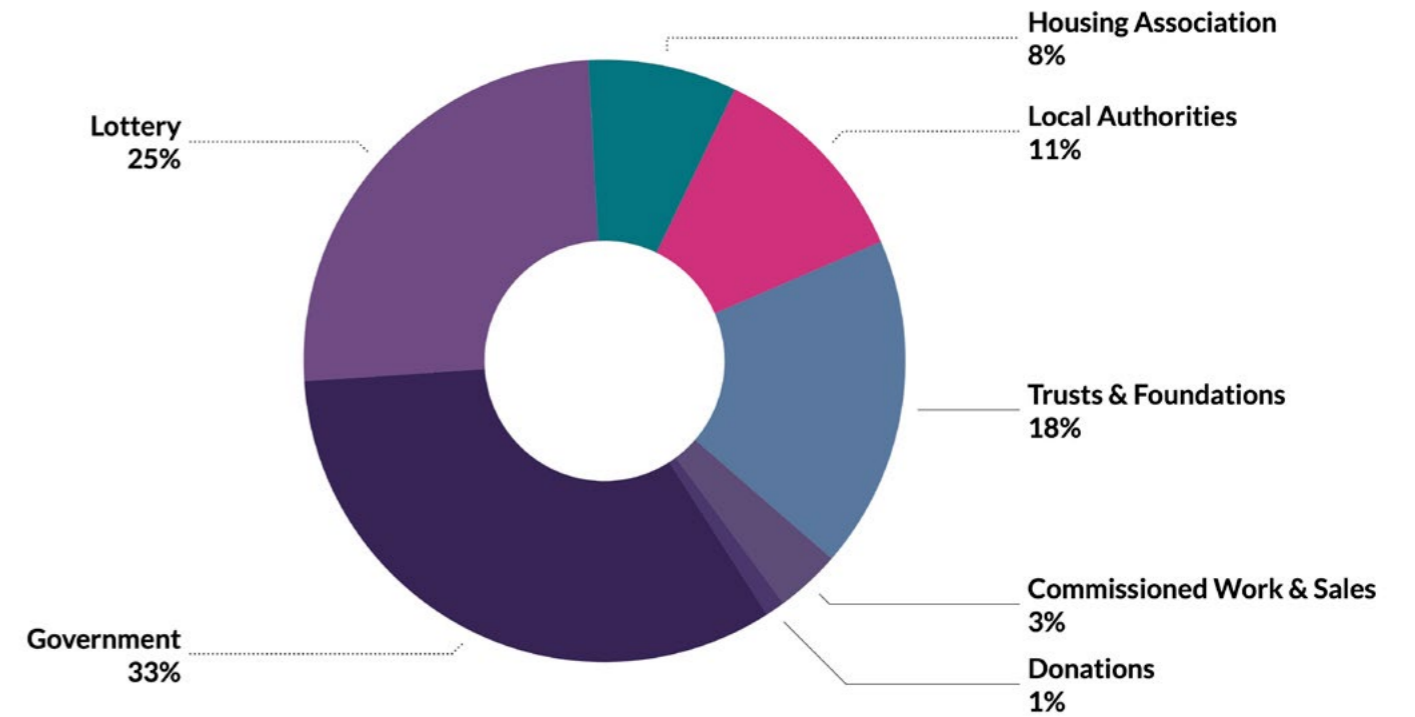
Future and Life Changes Trust. This has allowed us to develop the young people's team and to develop our accredited learning and delivery approaches.

Despite strong evidence of successful outcomes and the award winning work that we deliver for older people and children, we continue to experience challenges in securing longer term and sustainable funding for this work. We will prioritise the development of new income streams and delivery models for this work in 20/21.

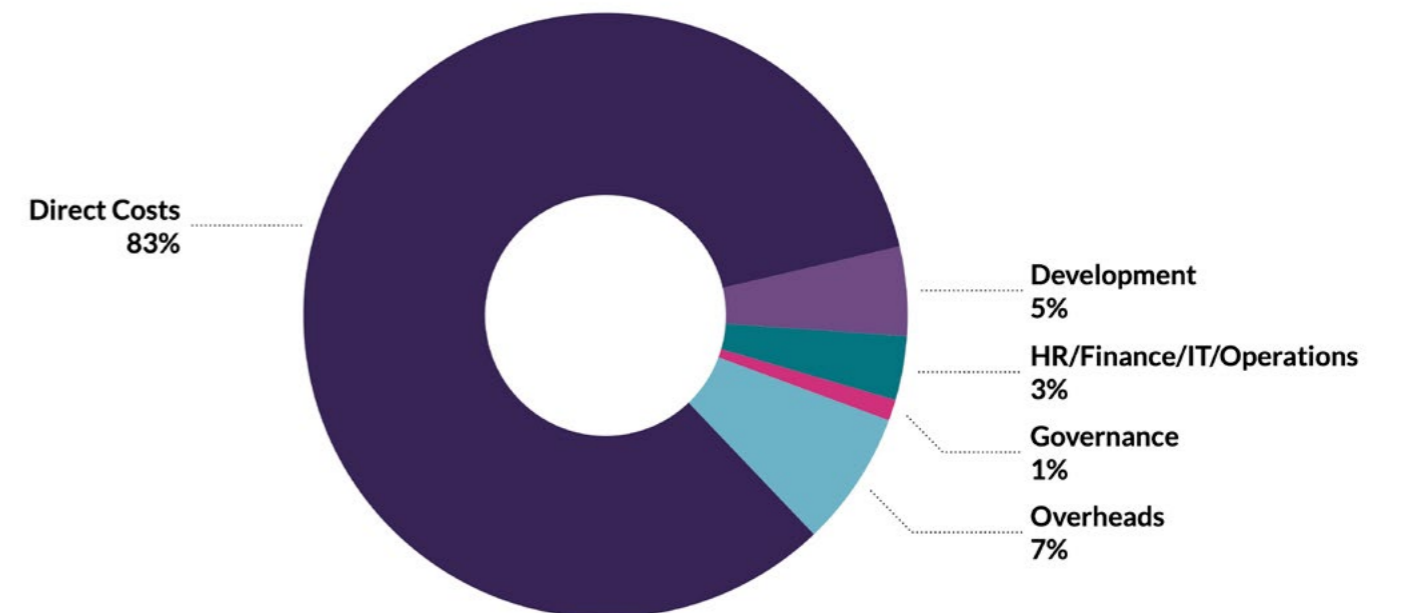
## Income by Theme



## Income by Source

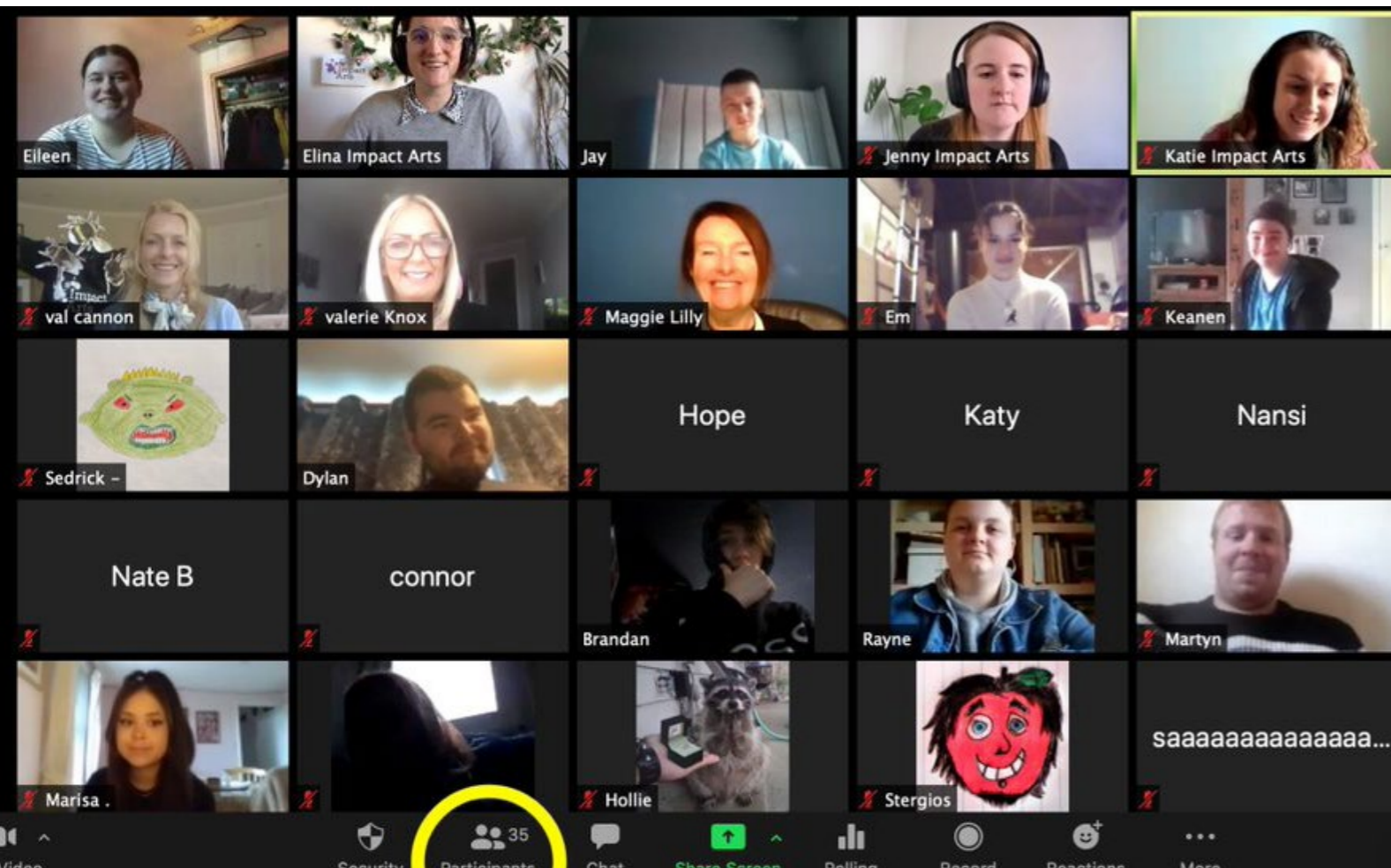


## Expenditure by Type



# Covid-19

At the time of writing, we have been working from home and delivering our services virtually for 6 months as a result of the Covid-19 pandemic. Despite the challenges and uncertainties that Covid-19 brings, the Impact Arts' staff team have responded in an incredibly agile way; adapting and redesigning services to respond to this new way of working and the identified needs of those we serve. We have fast forwarded our digital transformation, launched new services, redesigned others for remote delivery expanded into new geographical locations, and have delivered art packs and provided support and online workshops for hundreds of people across Scotland during this time. The needs of the people and communities we support have increased significantly right now and we recognise that our creative approach to tackling key issues such as unemployment, mental wellbeing and social isolation are more relevant and needed than ever before.



# Partners & Funders

We are extremely grateful to each and every one of our funders and partners, donors and supporters, without whom we would be able to do the work we do. Thank you!





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