



Friday 15 November 2013

Dear Jon,

I would like to offer my congratulations to you and your team at Future Foundations for your planning and delivery of a highly successful NCS Leaders programme – for the second year in a row.

The quality of the programme you delivered is clearly shown in the feedback survey responses received from the 98 young people who attended. 9.7 out of 10 participants would recommend the programme to a friend. Those who took part afterwards felt extremely confident in delivering the responsibilities we ask of them as NCS Leaders. The ability of your coaches – led so inspirationally by Programme Director Mary Daniels – and your other staff was particularly recognised; their overall quality was scored as 9.6 out of 10, with ratings in excess of 9 out of 10 for their coaching and mentoring skills, approachability, welfare provision, knowledge and enthusiasm.

The positive testimonies of the NCS Leaders are too numerous to recreate in their entirety here, so I would like to single out one response which best summarises all that the NCS Leaders 2013/14 programme achieved: "Just thank you so much, EVERYONE who helped make this work because it really has been the best week of my life and the amount I've learnt/ opportunities I've gained and better person I have become is unreal! I really do owe you guys a lot!!! THANK YOU AGAIN!!!!!!!"

Behind the scenes, my colleagues at NCS Trust have praised the hard work, dedication and ability of your staff in delivering a high quality programme within a challenging timescale. It was of great importance to us that 2013's NCS Leaders programme built on your successes of 2012 and instilled in the participants a sense not only of what it means to be a great leader, but what it means to be a great NCS Leader. Your flexibility in incorporating NCS Trust-led sessions on some of our priority themes into your planned programme of inspirational plenary sessions and expertly coached and mentored team sessions was a particular success.

I would also like to praise your operations staff for their role in the success. The efficiency of their arrangements in successfully providing unaccompanied travel for 98 teenage participants from right across England and Northern Ireland was impressive – but all the more so in the light of the disruption caused to transport services by the worst storm to hit the country in years.

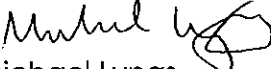
The quality of support provided by your team to participants' welfare needs during such an intensive residential week of development was also noted. In its nature, an NCS programme brings together young people of greatly different backgrounds and abilities. Feedback has shown the participants found a real commonality through the programme, with a large number of the young people saying the amazing people they met and new friends they made in such a short space of time one of the highlights. The NCS Trust staff



who attended the programme also remarked on your spirit of inclusivity, with a clear sense that they were welcomed as part of one team delivering a programme completely in the spirit of the NCS ethos.

The confidence and enthusiasm of the participants clearly shows that the week provided an inspirational induction for the 2013/14 intake of NCS Leaders. I would like to thank you again for the excellent platform the Future Foundations team provided from which the 98 selected NCS graduates are already taking forward their work as NCS ambassadors and leaders of great social action projects nationally and in their local communities.

Best wishes,


Michael Lynas
Director of Strategy