



# The Rickter Company

provides training, consultancy and support services in personal and professional development

helps individuals and organisations overcome limitations, celebrate diversity and achieve potential

introduces **The Rickter Scale<sup>®</sup>** : a unique motivational assessment and evaluation package, and **The Rickter Guidance Model** : an integrated solutions-focused approach to goal setting and action planning for work with a wide range of individuals and groups.

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Website: [www.rickterscale.com](http://www.rickterscale.com)



INVESTOR IN PEOPLE



'Awakening individuals to choice.'



GB00372  
ISO 9001:2000

# The Rickter Scale®

The **Rickter Scale®** provides you with an innovative non-paper based assessment and evaluation tool.

Its effectiveness stems from the fact that it provides a framework for engaging individuals in motivational solutions-focused work.

In a non-threatening and non-judgemental way, the **Rickter Scale®** allows individuals to better understand their present circumstances, to identify priority areas for support or intervention, to recognise strategies that have worked for them previously and to explore future possibilities.

Using the **Rickter Scale®**, individuals are empowered to make informed choices and set goals which are realistic and achievable, to take responsibility for their own action plans and determine the level of support they need.

This unique tool has been created for practitioners by practitioners, with a minimum of recording documentation. What it does measure are soft indicators and 'distance travelled': the genuine movement that individuals achieve in dealing with barriers and limiting beliefs, gaining confidence, self-esteem and self-efficacy.

## The Rickter Guidance Model

Based on the framework of the **Rickter Scale®**, we have developed the **Rickter Guidance Model**, bringing together the best of current practice and a range of powerful techniques that enable staff to work more effectively with individuals.

We have incorporated 'what works' from the theory and practice of Motivational Interviewing, Neuro-linguistic Programming and Solutions-focused approaches, Emotional Intelligence Training, Theory of Constraints and Systems Thinking, as well as other cutting edge approaches, to bring you a comprehensive, integrated person-centred model of change.

To deliver the **Rickter Guidance Model** we will work with both your managers and practitioners to identify areas of need, and tailor our input to meet the specific requirements of your organisation. We will also assist you to identify examples of effectiveness that already exist - either in terms of process or individual practice - and through the technique of 'modelling excellence' incorporate those elements into the **Rickter Guidance Model**.

# The Rickter Company Training Services

The Rickter Company can offer your organisation a wide range of training and services as part of an ongoing programme of staff development or as additional elements related to the implementation of the Rickter Scale<sup>®</sup> or Rickter Guidance Model.

Please contact us for more information about our consultancy and details of our courses, then make your choice from a wide spectrum of professional themes, including Motivational Interviewing, Neuro-linguistic Programming and Solutions-focused work, Staff Supervision, Accelerated Learning, Implementing Change, The Learning Organisation, Leadership Skills, and Achieving Excellence.

We know that giving you choices works.

- It works for your staff when they feel valued, empowered and realise they can take ownership of their learning.
- It works for individuals when they feel acknowledged, when they too realise they have choices, enabling them to set their own goals and achieve their potential.

We at the Rickter Company are passionate about our work, and are committed to providing you with an exceptional service that will make a lasting difference both to you, and those with whom you work.

# Implementing the Rickter Scale®

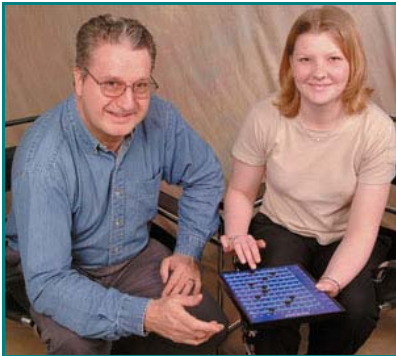
1. (Optional) A **Presentation** is delivered to representatives of the organisation's management and practitioners. This gives those who will eventually use the Rickter Scale® the opportunity to experience it for themselves, and to understand how it might be integrated within the organisation's current work practices, procedures and recording systems. Time required: usually 2 hours. *N.B. The Presentation may be incorporated into the Consultation process. See below for further details.*
2. (Optional) **Consultation** with the organisation to develop Frames of Reference i.e. those headings that will customise the Rickter Scale® for you, by reflecting both client needs and your organisation's aims and objectives. This day will be split between working with your staff team to determine the appropriate Frame of Reference headings and our own deskwork. Such consultation ensures that your staff have a sense of ownership regarding the implementation of the Rickter Scale®. Time required: one day (half day with organisation + half day deskwork)
3. **Training for Practitioners and provision of Rickter Scale boards:** our training course ensures competence, confidence and comfort when using the Rickter Scale® with clients. Time required: one day (9.30 a.m. to 4.30 p.m.) Minimum group size for training is 8 participants, maximum group size is usually 16 participants. We offer one free training place per group of 8 or more for a Manager to attend.
4. **Overlays/Frames of Reference:** alternative frames of reference may be ordered following the training. These come in the form of magnetic strips called overlays. To see some examples of what is available, please call to request our "Overlays Information Pack" or if viewing this document electronically and you have internet access, please [click here](#) to download. A few examples of overlays can also be found within this file on [page eight](#) .
5. (Optional) **Follow-up events** on the use of the Rickter Scale® to date, offering the opportunity for Managers and Practitioners to share their experiences and promote good practice. The Rickter Company will provide an Evaluation Report to the organisation based on feedback from this event, including the completion of a questionnaire with recommendations for achieving optimum effectiveness and value for money.
6. The Rickter Company also offers a comprehensive *Quality Assurance Package and Rickter Scale Licensed Trainer Courses*. We will be pleased to provide you with further information about these options on request.

*Free ongoing, unlimited **telephone/email support** is available to all trained users of the Rickter Scale®, via our head office during normal working hours. Calls are also made to Practitioners by Rickter Company staff to elicit feedback. This helps us maintain our records of current usage around the country, and to share good practice and news of developments.*

**To discuss your requirements or to request further information  
please contact our Head Office on +44 (0)1463 717177**

# The Rickter Scale® - developing benefits for clients and practitioners

***In the eleven years since the first Rickter Scale® was produced, there have been substantial developments both in its use and the information technology that supports it. Keith Stead, co-developer of the Scale with Rick Hutchinson, tells us about these developments and the latest applications of this client-centred process.***



## **The Need**

In 1993 Rick Hutchinson was working in County Durham with young offenders. His purpose was to try to reduce their offending behaviour and re-integrate them within society. Rick reflected on the reality of any interview situation being a potential barrier as opposed to a positive engaging experience for his clients, and sought a mechanism, a tool that would facilitate communication, not suppress it. His frustration grew however, as many clients were in the meantime being labelled as 'failures', and the team working with those clients also labelled as having failed, because either specific hard outcomes had not been achieved, or some clients had re-offended.

This frustration was compounded, because time after time, those very same clients had already begun to address

serious life issues such as drug or alcohol use, had progressed from chaotic lifestyle to stability, had sorted out their relationships, enhanced their employability, and generally improved their self-confidence, self-worth and self-efficacy. And yet there seemed to be no effective way of measuring those softer outcomes, or 'distance travelled' – the real progress achieved by clients, progress likely to bring about generative and lasting change. This then was the challenge that was to lead to the development of the Rickter Scale®.

## **The Rickter Scale®**

The Rickter Scale® is a hand-held instrument, and engages clients particularly effectively, partly because the process engages the senses of sight, hearing and touch simultaneously, and partly because the focus of attention is removed from the interviewer and indeed the 'interview situation' to the Rickter board itself. Down the left-hand side of this board are the headings that make up the Frame of Reference, reflecting the clients' issues – and alongside each heading a horizontal scale from '0' to '10'. The client moves a slider along each scale to where they feel the scaling best describes how they feel, e.g. '10' might be 'very happy', and '0' 'not happy at all'. The headings, such as Employment, Stress, Drugs and Alcohol, Money, and Relationships, are determined by the organisation prior to the implementation

of the Rickter Scale®, offering practitioners a sense of ownership in the design of the Frame of Reference. In handing the Rickter Scale® to a client, the interviewer is quite literally handing over responsibility for goal setting and action-planning to that client. Meanwhile, the interviewer can assume the more appropriate and supportive role of facilitator, broker and coordinator.

The client is then asked a series of solution-focused questions, once again making best use of scaling, to explore possibility, make informed choices and set realistic goals. Going through a second or subsequent interview, any change can be acknowledged, and new small-step progression planned.

It is at this point that the Rickter Scale® demonstrates the effectiveness of the client seeing beyond isolated problems, incidents and behaviours to deeper patterns, i.e. systems thinking. When clients can see 'the big picture', and understand the connections between events in their lives, they are better able to influence them.

## **The benefits of the Rickter Scale®**

- ***Non-threatening approach:*** In a non-threatening and non-judgemental way, it allows practitioners to gain an insight into

their clients' present circumstances, to identify priority areas for intervention and support, and to explore possibilities with them.

- ***Empowerment:*** clients themselves are empowered to make informed choices, take responsibility for their goals and contribute to their own action plans.
- ***Flexibility:*** The Scale's Frames of Reference offer dedicated sets of headings and related questions that instantly adapt the instrument to reflect the needs of any client group or way of working. There are currently in excess of 300 Frames of Reference developed for different organisations and contexts, including Team Building, Lifelong Learning, Supported Employment, Asylum Seekers, Drug and Alcohol Rehabilitation and the Selection and Monitoring of Volunteers.
- ***Relevance to both individuals and organisations:*** Frames of Reference for measuring quality standards such as Investors in People and ISO 9000, for staff appraisal and supervision, and for project evaluation have been developed. Details of the Rickter Scale® being used for research and reflective practice will be published later in the year. ***Continues overleaf .../***

- *Facilitates action planning:* It provides practitioners with an innovative non-paper-based assessment and evaluation tool which incorporates a solutions-focused approach to goal setting and action planning
- *Measures distance travelled:* What it does measure – regardless of the context or particular client group, are ‘soft indicators’ and ‘distance travelled’: the genuine movement that clients achieve in dealing with barriers and limiting beliefs, whilst gaining confidence, self-esteem and self-efficacy. In addition, many managers, and funders, see this same data as offering evidence of the organisation’s effectiveness in delivering client services.

### The Rickter Scale Information Management System : IMS ONLINE

Feedback from purchasers indicated the need to have easily accessible information on the progress of both individuals and groups of clients.

*In response, our IMS is now in final testing and due to be released soon in a web-enabled format. It will offer:*

- *the facility to record every Rickter Scale® interview* - showing the individual’s present state and desired state both in terms of ‘scalings’ and as written goals and action plans, i.e. using both quantitative and qualitative data;
- *tracking/monitoring of individuals scalings over time* - in order to measure ‘distance travelled’, and with no limit on the number of client reviews undertaken;
- *aggregation of data* - as required by individual staff, managers, or entire organisations. In other words, the software will enable staff to generate reports:

- about individuals - regardless of status, e.g. clients/beneficiaries/employees
- about selected groups of individuals, e.g. all males or females/those between 16-18 years
- about the clients of selected staff members or teams
- about all clients within an organisation;
- *the means by which all data can be exported electronically* - to either the organisation’s own IT department, or directly to The Rickter Company.
- *reports* - to offer a comprehensive summary of, say, a programme’s effectiveness across the whole of a sector. At this level, data analysis can also be undertaken according to the organisation’s own specifications. Such data analysis might include:
  - outcomes relating to specific individual differences, e.g. gender, age, ethnicity
  - comparison of client responses over time to different issues in their lives, e.g. drugs, relationships, health, stress, confidence, motivation etc.
  - regional differences relating to an organisation’s effectiveness in moving clients into sustainable training or employment, and relating to such issues as disability, rurality, access, or resources.

Detailed analysis like this has been found to be invaluable in highlighting patterns and trends, as well as identifying resource issues at an early stage, thereby facilitating more cost-effective planning of programmes and projects in future years.

### Careers Wales Impact Measurement System

The Rickter Company’s work with Careers Wales and the Welsh Assembly has created a dedicated Impact Measurement software package based on the original Rickter Scale® process. The ultimate purpose of this particular development was to enable Assembly Ministers to evaluate the impact of the Youth Gateway Programme across Wales. This is achieved by using scaling, i.e. asking clients to represent their present state on a scale of ‘0’ to ‘10’ - to track all Youth Gateway clients, from entry to the programme, to exit, and beyond to three months after exit. Outcomes are recorded and ‘distance travelled’ is measured against twenty key aspects of the clients’ lives, e.g. Motivation, Support, Punctuality, Following instructions, Coping with strong emotions, as well as potential barriers such as Transport, Housing and Health. The software electronically exports this data - created by each of the seven Careers Companies - to The Rickter Company, removing all personal identifiers as it does so. The data is then analysed, and reports produced to the specification of Careers Wales. At the local level, individual practitioners, teams and companies can produce similar reports about their own client groups.

### Current developments – The Connexions Service and APIR

Right now we are developing both web-enabled and stand-alone information management systems that will allow Connexions’ staff who use the Rickter Scale® to inform the A.P.I.R. framework, and contribute to the supporting evidence required for OFSTED Inspections.

The Rickter Company has been in consultation with a number of Services and CNSU for some time now, exploring how best the information derived from a Rickter Scale® interview can be mapped across to the APIR Profile and be presented graphically in ‘wheel’ form, showing which of the 18 Profile elements

are ‘Critical’ through to ‘Positive’. This has now been achieved.

The on-line version will also offer the facility to transfer action-planning information to other IMS’s, while ensuring security equivalent to on-line banking. Clearly such a system will cut down on the duplication of data inputting, and though the practitioner will be gathering information about a client from a variety of sources, having the Rickter Scale® to directly inform the APIR Profile and Action Plan means that Connexions Services are already anticipating the availability of a more efficient and user-friendly process.

This software will be available for on-line demonstration by the beginning of March.

As well as being a Co-Director of The Rickter Company and co-developer of the Rickter Scale®, Keith Stead has a background in education and training.

*For more information, please contact: Heather Bruce, Support Services Manager*

**Tel: 01463 717177**

**Email: [info@rickterscale.com](mailto:info@rickterscale.com)**

**Website: [www.rickterscale.com](http://www.rickterscale.com)**

# Life Board

1. **Employment/Training/Education**  
How happy are you with your employment/training/education situation? (choose the one applicable to your client).
2. **Accommodation**  
How happy are you with your accommodation?
3. **Money**  
How happy are you with your money situation?
4. **Relationships**  
How happy are you with your relationships? This can include any relationships.
5. **Influences**  
How much are you influenced by others, in ways that don't help you?
6. **Stress**  
How stressed are you at this time in your life?
7. **Alcohol**  
How much is alcohol a part of your life?
8. **Drugs**  
How much are drugs a part of your life? This can be anything that you think of as drugs.
9. **Health**  
How happy are you with the state of your health?
10. **Happiness**  
How happy are you at this time in your life?

*The standard Rickter scale board is pre-printed with the 'Lifeboard' frame of reference illustrated above.*

*Any further frames of reference can be purchased in the form of magnetic overlays together with corresponding software. Please contact our Head Office for further information. We do have an existing selection of overlays to choose from or you may wish to consider working with us to develop frames of reference to your own specification.*

0

1

2

3

4

5

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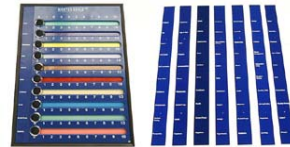
7

8

9

10

# Overlays



The following list highlights the flexibility of the Rickter Scale<sup>®</sup> and is **just a small selection** of the overlays we have available.

## Staff Supervision/Appraisal OVERLAY ORDER REF: STA001

- 1. Work**  
How happy are you with things at work?
- 2. Relationships within the team**  
How happy are you with your relationships within the team/organisation?
- 3. Relationships outside the team**  
How happy are you with your relationships outside the team situation – e.g. with clients/customers/other agencies?
- 4. Stress (R)**  
How stressed are you at this time in your life?
- 5. Systems**  
How happy are you with the systems that your organisation has in place?
- 6. Value**  
How much do you feel valued by your organisation?
- 7. Time Management**  
How happy are you with your own time management?
- 8. Secure**  
How secure do you feel in your job at present?
- 9. Responsibility**  
How happy are you with the amount of responsibility you have?
- 10. Commitment**  
How committed do you feel towards your organisation?

## School 1 OVERLAY ORDER REF: SCH001

- 1. School**  
How happy are you at school?
- 2. Bullying**  
How much are you affected by any bullying at school?
- 3. Relationships**  
How happy are you with your relationships at school? This can be any relationship that comes to mind?
- 4. Home**  
How happy are you at home?
- 5. Teachers**  
How well do you think you get on with the teachers at school?
- 6. Stress**  
How stressed are you at this time in your life?
- 7. Confidence**  
How confident are you about your future?
- 8. Health**  
How happy are you with the state of your health?
- 9. Alcohol/Drugs**  
How much is alcohol or drugs a part of your life? This can be anything that you think are drugs, medication cigarettes etc.
- 10. Happiness**  
How happy are you at this time in your life?

## Preparation for Work 1 OVERLAY ORDER REF: PRE001

- 1. Readiness**  
How ready for work do you feel you are?
- 2. Importance**  
How important to you is having a job?
- 3. Type of work**  
How certain are you about the type of work you want to do?
- 4. Money**  
How important is it to you how much money you earn?
- 5. Control**  
How much control do you feel you have over your future?
- 6. Skills**  
How skilled do you feel you are to an employer?
- 7. Cost of living**  
How aware are you of how much it is going to cost you to live each week?
- 8. Education/Training**  
How much would you consider further education or a training course before getting a job?
- 9. Progress**  
How easy do you feel it is to make progress towards getting a job?
- 10. Happiness**  
How happy are you with your current job preparation?

## Employability OVERLAY ORDER REF: EMP001

- 1. Motivation**  
How motivated do you feel about achieving things in your life?
- 2. Confidence**  
How confident are you about your future?
- 3. Support**  
How much support do you feel you need to achieve your goals?
- 4. Self-control**  
How well do you feel you are able to control your emotions, like anger, fear and jealousy for example?
- 5. Presentation**  
How confident are you about presenting yourself to an employer?
- 6. Self-awareness**  
How well do you feel you know your own skills and strengths?
- 7. Clarity**  
How clear are you about what you want to do next in your life?
- 8. Feedback**  
How well do you feel you accept feedback from others?
- 9. Choice**  
How much choice do you feel you have in your life?
- 10. Control**  
How much control do you feel you have in making decisions in your life?

# The Main Functions

- positively engages individuals
- facilitates productive interaction
- produces a clear and comprehensive profile of individuals' needs
- motivates individuals to take ownership of goals and action plan
- provides a measure of soft outcomes and 'distance travelled'
- offers evidence for evaluating the effectiveness of service provider support and intervention

## Benefits for the Practitioner

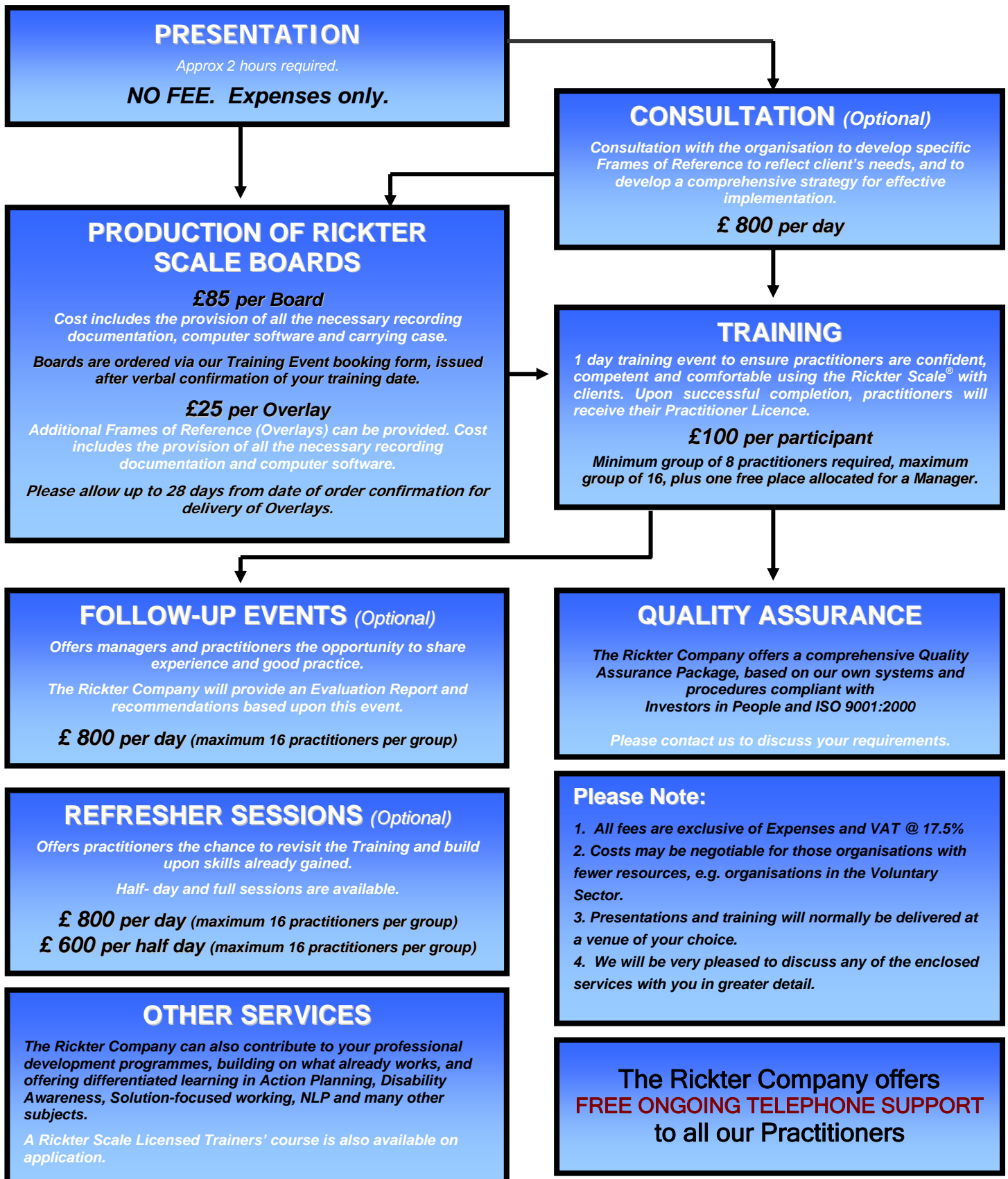
- ✓ easy to administer
- ✓ instantly engages the individual
- ✓ helps to overcome communication barriers
- ✓ produces quality information in a short period of time
- ✓ profile immediately available for action planning
- ✓ offers standardisation
- ✓ provides initial assessment, monitoring and evaluation information
- ✓ helps identify appropriate support
- ✓ adapts to diverse individual/client group needs

## Benefits for the Individual

- ✓ easy to use and understand
- ✓ allows the individual to explore possibility
- ✓ builds on what works for the individual
- ✓ is non-threatening and non-intrusive
- ✓ gives positive feedback about progress made
- ✓ allows the individual to see the 'big picture' and make connections between issues
- ✓ creates greater self-awareness
- ✓ helps identify appropriate specialist support
- ✓ builds motivation

# THE RICKTER COMPANY

## SERVICES & COSTS



# New Developments

We are currently developing a series of new products aimed at making the Rickter Scale more widely accessible.

We already have available our **Accessibility Board** with an oversize slider and a neutral colour background which is aimed at those with visual and/or motor impairment.



The *Accessibility board (pictured left)* can be fully adapted to meet the Clients requirements including the addition of Level 1 or Level 2 Braille.

In addition to this we are currently piloting a **single slider** and an **A1 size Group-work Rickter board**, with a view to these being used in group settings. It is early days with regards to the Group-work and single slider boards, but we hope they may be available to a wider forum in the coming months.

The **Rickter IMS-ONLINE (Information Management System)** continues to be one of our main focuses. The IMS-ONLINE has been specifically developed for use by Connexions Services, and other large organisations, partnerships and networks operating from multiple sites, who wish both to track individual practitioners' caseloads, and also be able to analyse large population data.

This powerful web-enabled package offers:

- the facility to record every Rickter Scale<sup>®</sup> interview, showing the individual's present state and desired state both in terms of 'scalings', and as written goals and action plans, i.e. utilising both quantitative and qualitative data;
- tracking/monitoring of individuals over time, in order to measure 'distance travelled', comparing any review with both the individual's baseline data and their 'desired state', with no limit on the number of client reviews undertaken. This ensures both clients and staff are aware of how much progress has been made towards set goals, and what further action is required to achieve them;
- aggregation of data, as required by individual staff, managers, or entire organisations, i.e. individual practitioner's case loads, through to population data from multiple input sites;
- reports and graphical analysis, produced to give a comprehensive summary of, say, a programme's effectiveness across the 13-19 sector. At this level, data analysis can be tailored to an organisation's own specifications. Reports are generated using Seagate Software/Crystal Decisions package 'Crystal Reports'. This is an extremely versatile and powerful reporting tool that allows the combination of almost any stored information for analysis and report production.

For more information on the IMS-ONLINE please contact our Head Office, or you can visit this link: <http://www.rickterscale.com/imsonline> where you will be able to download a PowerPoint Presentation of the IMS-ONLINE. Please note that this file may take *up to* 15 minutes to download, dependant upon your connection. Once the download is complete, please press F5 key to commence the presentation.

# Rickter Scale Practitioner feedback

The following comments have been submitted to us by Rickter Scale Practitioners, following their training and subsequent use of the Rickter Scale with Clients.

“What a fantastic course. I now feel I have a tool in my hand that enables me to help the young people I work with express themselves. It seems like the Rickter Scale is helping me to hear their ‘voice’ – the space it creates for them to talk to me is brilliant.

In addition, action-planning becomes wickedly easy. The mountain of information that the process generates makes it simple to form action plans and it also provides a framework for systematic review of the young persons’ progress.”

**Mark Harris**  
**Skills for Life Coach**  
**Connexions**

“We use the Rickter Scale as part of our initial assessment testing. It gets important information from the young people in a safe and user-friendly way. Because it is a hands-on system, it is not just someone asking them questions – they get to do something at the same time.

The review system helps show soft outcomes and maps the distance travelled so we can show the young people how well they are progressing.”

**Phil Crammond**  
**E2E Coordinator**  
**The Electric Palace**

Many thanks for an excellent training programme; very well-presented, informative, participative and facilitated with great clarity and good humour.

You have given me the confidence to use the Rickter board in a variety of contexts, and I look forward to discovering its true potential over the coming weeks and months.

Thanks also for pointing me in the direction of your excellent back-up and support services, provided through your office and website. It’s a real comfort to know that on-going support is available; as this makes sure that the learning and development continues long after the training has finished. Thanks once again for an outstanding learning experience.

**John Perry**  
**Managing Director**  
**Counselling for Effective Learning**

I am a Transition Learning Mentor in Nottingham working with Year 6 pupils in Primary Schools and Year 7’s in Secondary Schools.

Last year I really struggled to evaluate the impact of the work I do with individual pupils, I had lots of qualitative evidence, but very little quantitative data.

This year however I have used the Rickter Scale with pupils on their first session, then again either as a review or as part of their exiting sessions. It has been such a success.

Firstly, I have been able to ‘prove’ to other people with graphs and statistics etc that my work with individuals is really worthwhile.

But, most importantly, it has been such a pleasure to see the pupils working towards their ‘desired state’, they can really visualise where they are and where they want to be.

During an exit session I had with a Year 7 girl recently she was really excited to be using the board again and when she realised how far she had progressed towards her desired state her face lit up. She was thrilled to see that she was well on her way to her goals and could clearly express how she had achieved it and what she was still going to continue to do in the future!

Thank you so much for the opportunity to use such an innovative tool with the young people that I work with!

**Katherine Fatherley**  
**Transition Learning Mentor**  
**Fairham Community College**

# CUSTOMER LIST

Here is a selection of just some of the organisations currently using the Rickter Scale®

<i>Addictions</i>
Phoenix House Rankeillor Initiative REALISE Community Care Project STEPP (South Tyneside Early Prevention Panels) West Lothian Drug & Alcohol Service ZONE - Tayside Primary Care Trust

<i>Disabilities</i>
Asperger Norfolk Access Ability Hope Service SCOPE (Forward Project) Scottish Society for Autism The Harington Scheme

<i>Housing Support</i>
Blue Triangle Housing Association Edinburgh Cyrenians Trust Kent Community Housing Trust (KCHT) The Simon Community The Wallich Clifford Community YMCA/YWCA Housing Services

<i>Offenders /Crime Prevention</i>
Apex Scotland Crime Concern HMP Cardiff NACRO (National Association for the Care and Resettlement of Offenders) SACRO (Safeguarding Communities Reducing Offending)

<i>Social Inclusion</i>
Access North Ayr Building Blocks Solutions Castlemilk Economic Development Agency DISC (Developing Initiatives, Supporting Communities) Gilven House Volunteering First (Midlothian)

<i>Careers, Education and Training</i>
Careers Scotland Careers Wales The Connexions Service throughout England Next Steps Scotland Rathbone Training The Social Partnership

<i>Ethnic Minorities</i>
Amity/Young Black Minds EMEC (Ethnic Minorities Enterprise Centre) Nisus Scotland REEMAP (Raising Educational Ethnic Minority Achievement Partnership) Walshaw High School

<i>Mental Health</i>
Aberdeenshire Council Doncaster Child & Adolescent Mental Health Services Fife Employment Access Trust (FEAT) Flourish House Scottish Association for Mental Health The Compass Centre (Ayrshire)

<i>Schools /Education</i>
City College Norwich College of North East London (CONEL) Knowsley Childrens Fund Northumberland Behaviour Support Service Robert Gordon University York College

<i>Young People</i>
Aberdeen Foyer CCVYS (Cams & Peterborough Council for Voluntary Youth Services) LGBT Youth Scotland Northumberland Youth Service Stirling Council Youth Support

<i>Rickter International</i>	
Aboriginal Education Consultative Group NSW - Australia Community Access Inc - USA Masterworks Speciality Services Inc - USA Mission Australia - Australia Multicultural Disability Advocacy Association - Australia Physical Disability Council of NSW - Australia	The Bobby Goldsmith Foundation - Australia The Developmental Disabilities Resource Ctr - Canada X Formation - Sweden YWCA of Sydney/NOWRA Youth Project - Australia