



## Report of the Director of Children's Services

### Meeting: Scrutiny Board (Children's Services)

Date: 7 May 2009

### Subject: Youth Service user and non-user surveys 2009

#### Electoral Wards Affected:

#### Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

## 1 Background

- 1.1 IYSS annually carries out a user consultation with young people in the form of a questionnaire to assess levels of satisfaction with service provision among service users. An additional consultation is carried out with non-users of the service. Taken together, the findings of the two surveys help to inform front line service delivery.
- 1.2 The survey of service users is carried out internally by IYSS Curriculum Development Team officers. In 2008 the Youth Service also commissioned, through West Yorkshire Youth Association, an additional survey of non-users of the service.
- 1.3 The last survey findings were published in April 08.
- 1.4 Results of the 2009 consultation were expected to be published in Spring 2009. A progress report was presented to Scrutiny Board in April, outlining a delay in carrying out the work, with a recommendation that final publication be postponed to August 2009. Scrutiny Board required the exercise to be concluded sooner, with a report provided to the meeting of May 7 as to how this would be achieved.

## 2 Current Situation

- 2.1 The ability of the IYSS Central Team to progress these surveys in 2009 has been affected by capacity factors during the period of filling the approved IYSS staffing structure.
- 2.2 Recent recruitment to posts is alleviating pressure on the team, however, and a team member has now been asked to progress the user survey as a priority.

- 2.3 A budget of £2000 has been allocated to West Yorkshire Youth Association to undertake the survey of non-users, with a strict deadline attached to this piece of work.
- 2.4 The approach taken to the 2009 surveys takes account of previous experience and of Scrutiny Board feedback
- 2.5 The consultation questionnaires were sent to print on 17 April, representing a significant milestone in the process.

### **3. Proposal**

- 3.1 To reflect the requirements of Scrutiny Board, projected timescales for publication have been brought forward from the previously proposed date of August 2009.
- 3.2 The proposed date for publication is now, therefore, Friday 26 June 2009.

### **4. Recommendation**

- 4.1 That Scrutiny Board notes the content of this report and agrees to receive the results of the two surveys at a future meeting.

### **Background Papers**

Recommendation Tracking report to Scrutiny Board (Children's Services) – 1 April 2009