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## Report of the Director of Children's Services

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

**Date:** 9<sup>th</sup> July 2009

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

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**Electoral Wards Affected:**

**Specific Implications For:**

Equality and Diversity

Community Cohesion

Narrowing the Gap

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## 1.0 Background

- 1.1 The Youth Service carries out an annual user consultation with young people to canvass their thoughts on a range of things from what causes them concern to the quality of their local provision. The requirement to carry out this activity was first established in the government policy Transforming Youth Work in 2002, and remains a useful tool for ensuring that young people contribute to the planning of provision.
- 1.2 In addition the Youth Service commissions a separate consultation carried out with young people known to be ex-users or non-users of direct Youth Service provision. The purpose of this is to identify whether there are any responses the Service needs to consider in respect of the views of these young people.

## 2.0 Methodology

- 2.1 The user consultation was carried out through the use of questionnaires. These were provided to young people during youth work sessions being delivered by Youth Service staff. A total of 1726 questionnaires were returned from across the city. The number of returns were broadly commensurate to local wedge populations, although some wedges exceeded their target number of returns.
- 2.2 The number of respondents marks a significant increase on the 864 questionnaires received during last year's consultation.
- 2.3 Given the challenges of consulting with young people and the diversity of provision offered by the Youth Service, there are a small number of anomalies in the presentation of the findings. These anomalies arise from such things as some projects being specifically designed to attract young people from across the city. However, data analysis has been geared to limit the effect of this, and the anomalies are restricted to small sections of the findings which have no material effect on the overall findings.

2.4 West Yorkshire Youth Association were commissioned to conduct the consultation with ex-users and non-users of Youth Service provision. They reached 148 young people through schools, the care system, VCFS partners and Connexions. The full report is appended to this report.

### 3.0 Consultation Outcomes

3.1 A key question asked in the consultation with service users was 'Overall, how do you rate your youth provision?' Of the 1514 who responded, 90.4% said it was either good or excellent. The full breakdown of responses is as follows:

<b>Excellent</b>	<b>Good</b>	<b>OK</b>	<b>Poor</b>	<b>Very Poor</b>
758 (50%)	611 40.4%	126 (8.3%)	6 (0.4%)	13 (0.9%)

3.2 The full findings of the two consultation exercises will be taken into account by Youth Service managers and supervisors when planning future activities. Following last year's consultation exercise Youth Service managers implemented local action plans to respond to key findings.

3.3 One example of how these action plans translated into service improvement relates to a question young people were asked about where they would go for help with a range of specific problems. In the last consultation relatively few young people immediately identified their youth worker as being a person they'd approach with problems. Depending on the specific problem, between 5% and 10% of young people said they would turn to a youth worker for support. One of the actions carried out in some areas, therefore, was to raise awareness of the youth worker's role as being to provide support with problems. The findings this year show that this figure has risen to between 21% and 42% depending on the particular problem.

3.4 The provision of the report findings broken down by wedge will also highlight where such action planning has been most successful or can usefully be replicated or improved upon. The breakdown of findings by wedge can be obtained directly from the report author.

### 4.0 Report presentation

4.1 Appendix 1 presents a full analysis of the responses received from a total of 1727 young people who attend youth provision citywide that is delivered directly by Leeds City Council youth workers.

4.2 Appendix 2 contains the full report that was commissioned to survey the views of young people known to be ex-users or non-users of provision delivered directly by the Youth Service

### 5.0 Recommendations

5.1 That Scrutiny Board notes the content of this report and receives the attached consultation findings.

### Background papers

None