

LCC Youth Service Non-user Survey 2009



1.0 Introduction

1.1 This consultation with non-users of LCC Youth Service provision was carried out by 'The Project,' the Participation Department of West Yorkshire Youth Association. The purpose of it is to help identify whether there are any responses the Youth Service needs to consider when the findings are viewed in context of views gathered from young people in the user consultation.

2.0 Consultation Parameters

The Project was commissioned to canvass the views of young people on the following basis:

- Young people not currently accessing Leeds Youth Service provision would be targeted
- The consultation would be based on relevant elements of the Youth Service user consultation questionnaire
- include exploring how young people would like to be consulted in the future

3.0 Participants

3.1 Individuals and groups were identified through a range of Voluntary, Community & Faith Sector programmes, WYYA Connexions Mobile programme and Leeds high schools. Looked after children were also consulted.

4.0 Methodology

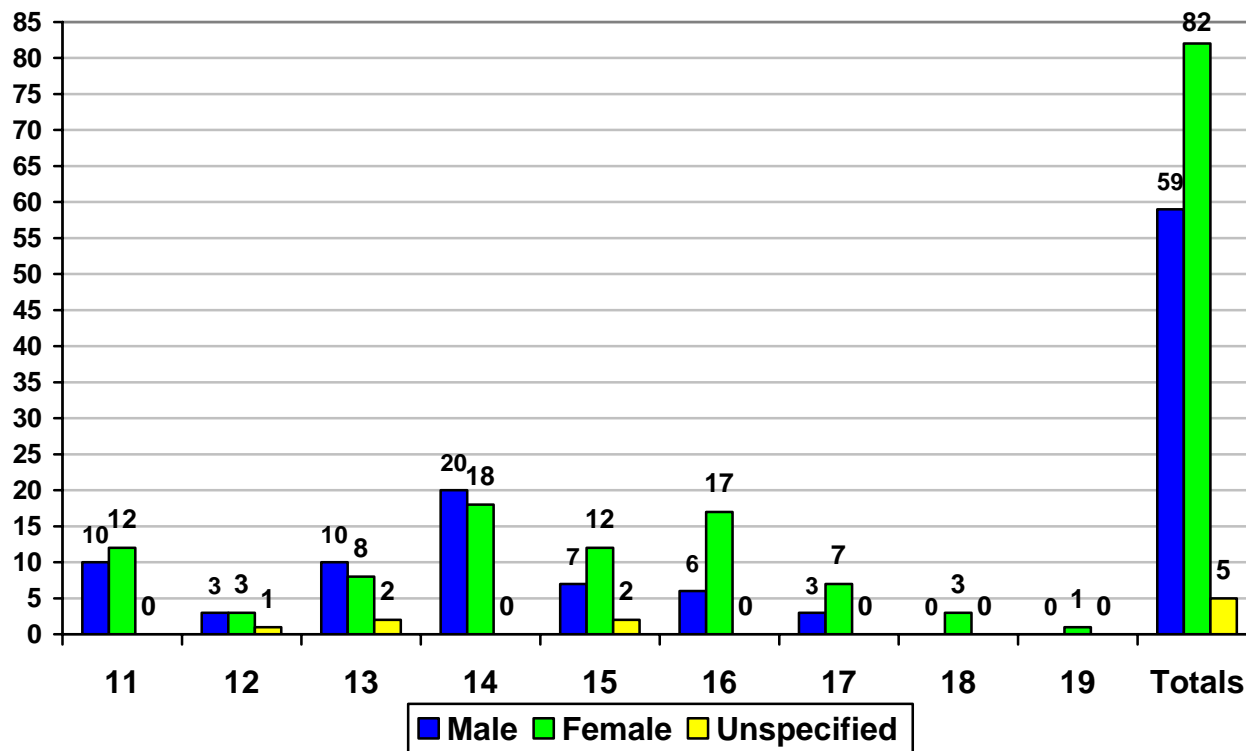
4.1 The consultation was based on the YS questionnaire, and was carried out predominantly by staff working through the questionnaire with individual or groups of young people, and discussing/clarifying their responses. In addition to the questionnaire participants were invited to comment on the consultation itself and make recommendations on how the Youth Service could gather their views and opinions in the future.

5.0 Responses

5.1 148 young people participated in the consultation.
125 were interviewed in sessions and through focus groups.
23 responded to the direct mail out.
0 responded to the online questionnaire.

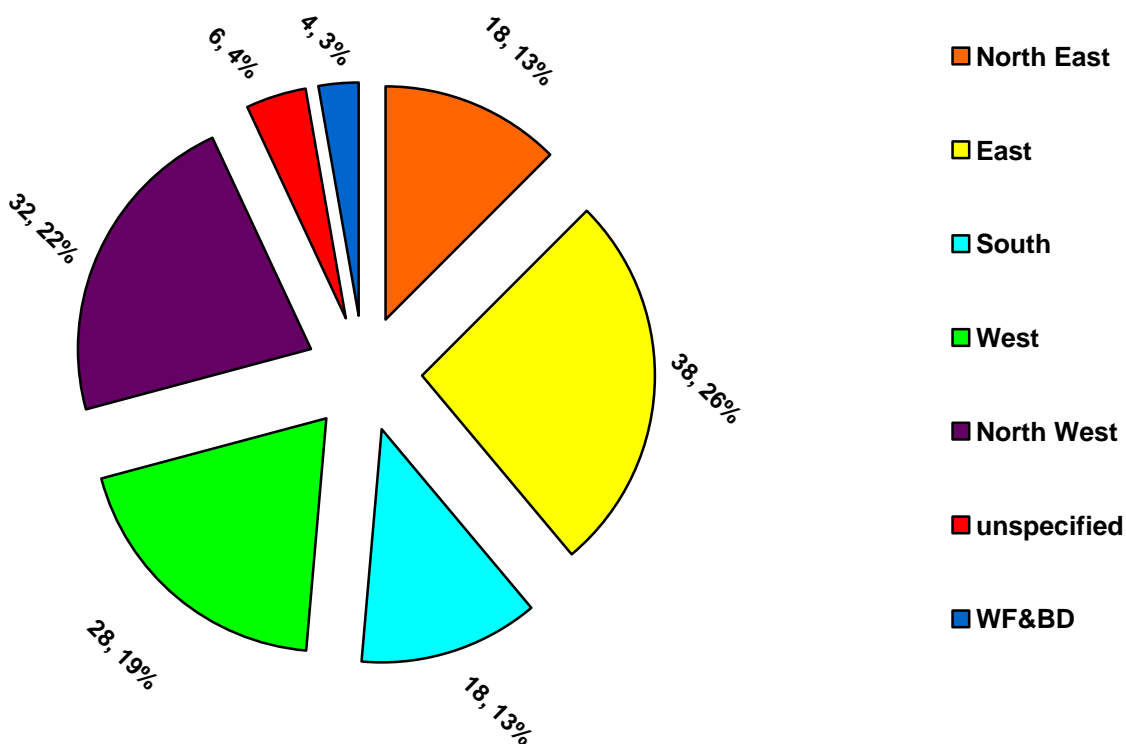
5.2 The gender and ages of participants can be seen in *figure 1* overleaf.

Figure 1- Gender and Age Range of respondents



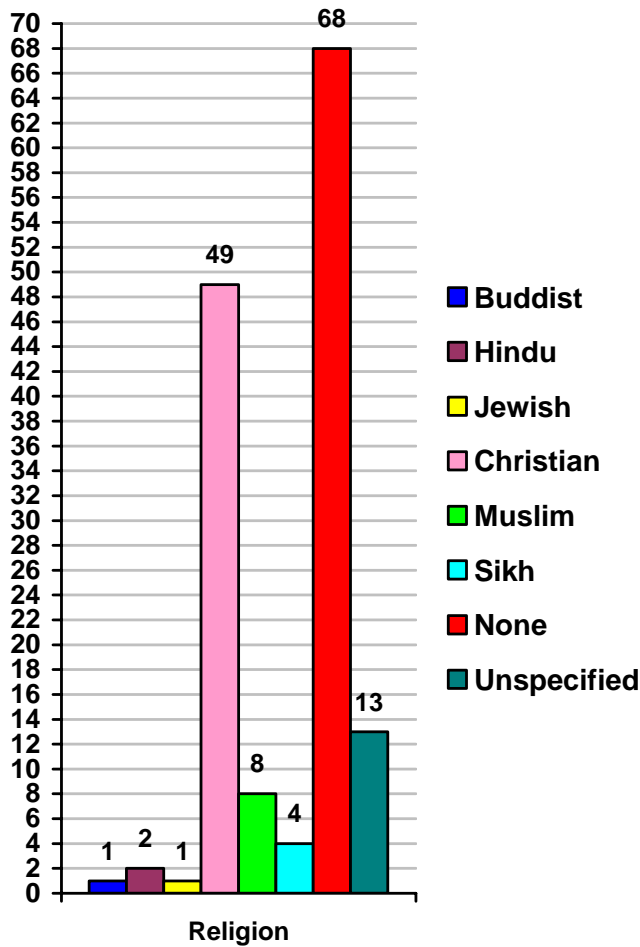
6.0 Demographics

6.1 Respondents to the consultation were drawn from the city wedges as portrayed in figure 2 below



7.0 Ethnicity, Religion and Ability

7.1 The religion of respondents is represented in *figure 3 below*



7.2 Thirty one of the respondents (21%) described themselves as being from non-white communities.

7.3 Of the respondents 107 (72%) described themselves as being from white communities

7.4 Of all respondents 10 (7%) didn't tell us how they would define their ethnicity;

7.5 Of the respondents 127 described themselves as non-disabled; 11 described themselves as disabled and; 10 didn't respond.

8.0 Living Circumstances

8.1 Whether respondents lived at home with parent or elsewhere can be seen in *figure 4* below

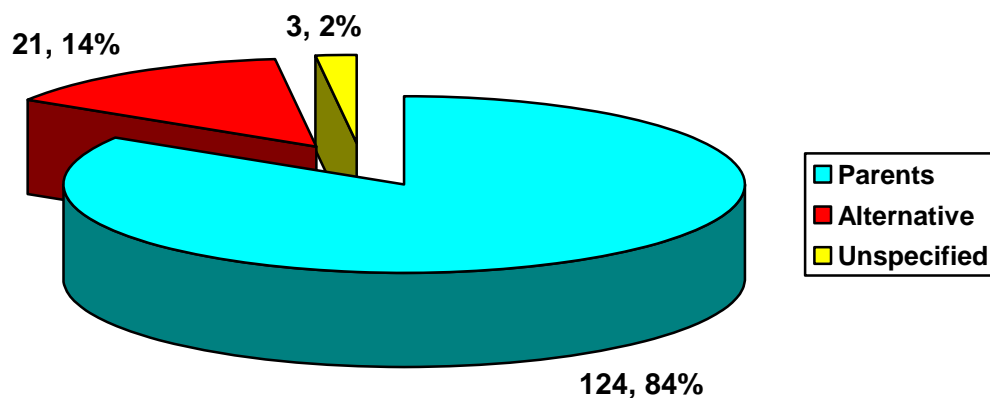


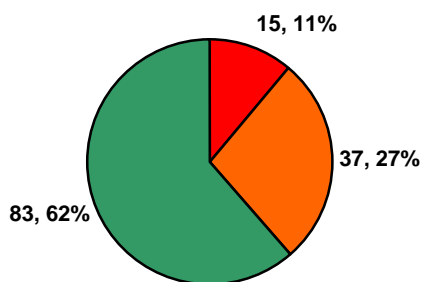
Figure 4

8.2 The young people not living with one or more biological parent includes: young people living in children’s homes; foster care; alternative relative; adoption and hostel.

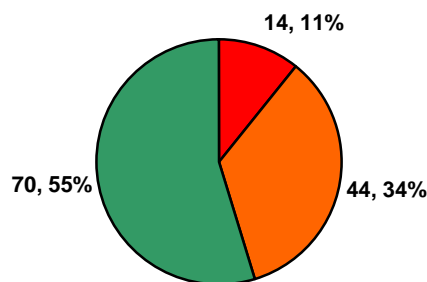
9.0 What Concerns Young People?

9.1 Young people were asked their views about a range of things that affect quality of life in their local area, or that may be an area of concern for them. Their responses are shown in *figure 5* below.

Burglary – 135 respondents



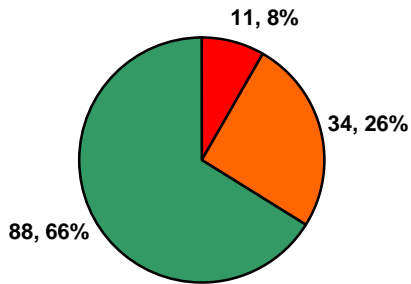
Mugging – 128 respondents



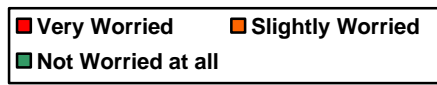
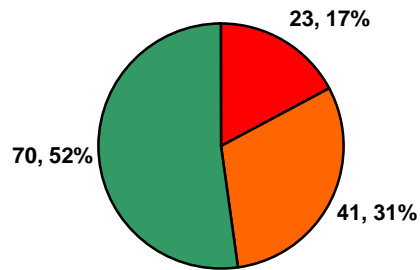
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Figure 5 Cont'd - what concerns young people?

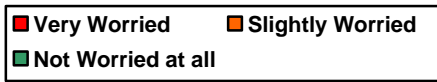
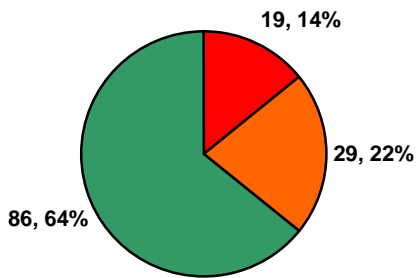
Racism – 133 respondents



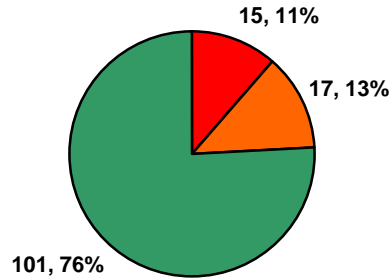
Drugs - 134 respondents



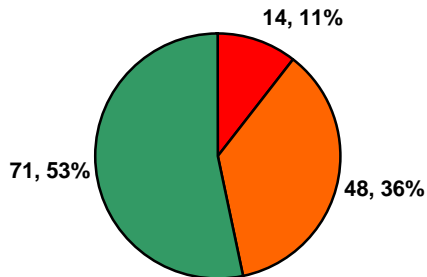
Alcohol – 134 respondents



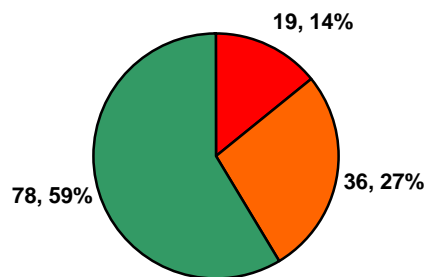
Noise – 133 respondents



Assault – 133 respondents



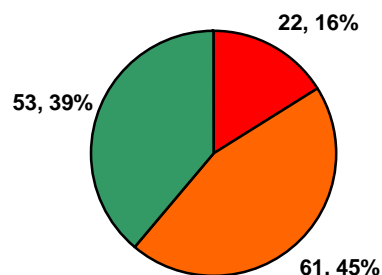
Sexual Assault – 133 respondents



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Figure 5 cont'd – what concerns young people?

Groups of people causing trouble
136 respondents



9.2 The concerns reported by young people in the charts above have also been analysed according to the school key stage at which they're at – key stage 3 ages 11 – 15 and Key Stage 4 ages 15 – 19. These findings are presented in the tables below at figure 6.

Burglary	Very Worried	Slightly Worried	Not Worried at all
Key Stage 3	9	25	48
Key Stage 4 & 5	6	12	35

Cont'd over

Mugging	Very Worried	Slightly Worried	Not Worried at all
Key Stage 3	9	31	41
Key Stage 4 & 5	5	13	29

Racism	Very Worried	Slightly Worried	Not Worried at all
Key Stage 3	7	13	61
Key Stage 4 & 5	4	21	27

Drugs	Very Worried	Slightly Worried	Not Worried at all
Key Stage 3	11	23	47
Key Stage 4 & 5	12	18	23

Alcohol	Very Worried	Slightly Worried	Not Worried at all
Key Stage 3	10	18	53
Key Stage 4 & 5	9	11	33

Noise	Very Worried	Slightly Worried	Not Worried at all
Key Stage 3	9	12	60
Key Stage 4 & 5	6	5	41

Cont'd overleaf

Figure 6 cont'd – what concerns young people

Assault	Very Worried	Slightly Worried	Not Worried at all
Key Stage 3	10	23	48
Key Stage 4 & 5	4	25	23

Sexual Assault	Very Worried	Slightly Worried	Not Worried at all
Key Stage 3	12	17	52
Key Stage 4 & 5	7	19	26

Groups of people causing trouble	Very Worried	Slightly Worried	Not Worried at all
Key Stage 3	12	34	36
Key Stage 4 & 5	10	27	17

10.0 Young people's involvement in activities

10.1 Young people were asked a number of questions about their involvement with LCC Youth Service provision and activities they are currently involved in. For the purposes of this report the findings have been broken down into responses according to the school key-stage of respondents, and presented in *figure 6* below

Question		Key Stage 3 (11-14yr. old)		Key Stage 4 & 5 (15-19 yr old)	
		YES	NO	YES	NO
Do you know where your nearest LCC youth provision is?		17	68	15	42
If you have never visited a LCC Youth Service programme before, please say why	Didn't know there were any	46		28	
	Prefer to do my own thing	21		22	
	It's in an area I consider unsafe	1		2	
	Parents don't allow me to go	2		1	
	I think it would be boring	8		18	
	No free time	13		12	
	My friends don't go	18		16	
	Too far away	2		1	
None in my area	14		5		
If you used to visit LCC youth provision but stopped going, please say why	Didn't like the staff	0		4	
	No longer have the time	5		1	
	Now go to a new club	1		1	
	Parents stopped me going	0		0	
	Didn't get on with people who went	0		1	
	Too far away	4		0	
	It was boring	3		1	
	Grew out of it	1		4	
Felt uncomfortable	0		2		
					<i>Cont'd over</i>

Figure 6 cont'd – Young people's involvement in activities			
Question		Key Stage 3 (11-14yr. old)	Key Stage 4 & 5 (15-19 yr old)
What would interest you in using LCC youth provision again?	More interesting activities	23	11
	More advice about important issues	3	4
	Involved in making decisions about what we do	5	7
	Better equipment	7	4
	Friendlier staff	5	4
	I would never use	2	1
Do you attend any other youth group or activity that is not organised by LCC?	Sport club	27	13
	Music club	8	4
	Scouts/guides	11	2
	Dance	12	8
	Drama	9	6
	Religious youth group	1	4
	None		
Other groups and activities given	Community youth club, After School Club, Cadets, horse riding, Boys 2 Men, choir, gym, Media and Film Society, ROAR		

11.0 What Are Young People's Preferences?

11.1 Young people were asked a range of questions about what their preferences would be if they were to attend LCC Youth Service provision. The findings are presented in figure 7 below.

Figure 7

Question		Key Stage 3 (11 to 14)	Key Stage 4 & 5 (15 to 19)
How far would you be prepared to travel to visit a LCC youth provision?	Less than 5 minutes	10	9
	5 to 10 minutes	36	34
	10 to 20 minutes	23	7
	More than 20 minutes	14	8
If you were to visit a youth provision, which things would you like to know more about?	Drugs	30	15
	Relationships	25	23
	Training	18	11
	School	23	7
	Volunteering	25	23
	Mental Health	16	10
	HIV/AIDS	17	5
	Disability Issues	18	6
	Crime	32	10
	My Rights	29	20
	Discrimination	13	7
	The Arts	30	21
	Computers/IT	25	11
Cont'd overleaf			

<i>Figure 7 cont'd – what are young people's preferences?</i>			
If you were to visit a youth provision, which things would you like to know more about?	Environment	24	8
	Personal Safety	24	15
	Knowing myself	19	15
	International issues	14	10
	Alcohol	34	16
	Education	21	6
	Getting a job	35	25
	Exams	24	18
	General health	18	10
	Sexual health	33	17
	Truancy	12	5
	Running away	11	4
	Politics	16	8
	Animal rights	21	6
	Legal issues	14	7
	Sports	37	15
	Getting certificates	11	8
	Global warming	20	8
	Independent living	15	22
Self confidence	31	21	
What do you think is the best way of telling young people about the youth provision available in their area?	Posters	34	20
	Flyers	21	13
	Youth Workers on the streets	9	14
	Youth Workers going to schools	42	30
	LCC website	6	6
	Breeze Website	15	10
	If we created a website	13	0

11.2 A key message across the age ranges was 'young people want to do something', experiential learning opportunities or diversionary activities. Their emphasis was on achievement eg. raising awareness of issues of interest or creating materials/resources, trips and visits. They didn't want information based provision where they were simply expected to learn from staff.

12.0 Current Support Networks

12.1 Young people were asked who they would go to if they had any one of a number of problems. Their responses are presented in the tables below in *figure 8*.

Bullying	Parents	Friends	Teacher	Connexions PA	Other
Key Stage 3	53	35	30	2	
Key Stage 4 & 5	21	37	7	2	

Relationships	Parents	Friends	Teacher	Connexions PA	Other
Key Stage 3	35	56	3	5	1
Key Stage 4 & 5	9	44	2	1	

Cont'd over

Figure 8 continued – who would you go to for help with...

Getting a Job	Parents	Friends	Teacher	Connexions PA	Other
Key Stage 3	58	34	32	24	1
Key Stage 4 & 5	36	19	9	19	2

Going to College	Parents	Friends	Teacher	Connexions PA	Other
Key Stage 3	54	27	39	19	1
Key Stage 4 & 5	35	24	22	9	

Drug / Alcohol	Parents	Friends	Teacher	Connexions PA	Other
Key Stage 3	41	30	25	12	1
Key Stage 4 & 5	12	38	3	5	

Sexual Health	Parents	Friends	Teacher	Connexions PA	Other
Key Stage 3	37	35	21	14	1
Key Stage 4 & 5	11	36	5	6	

Mental Health	Parents	Friends	Teacher	Connexions PA	Other
Key Stage 3	48	26	29	12	
Key Stage 4 & 5	23	5	40	8	

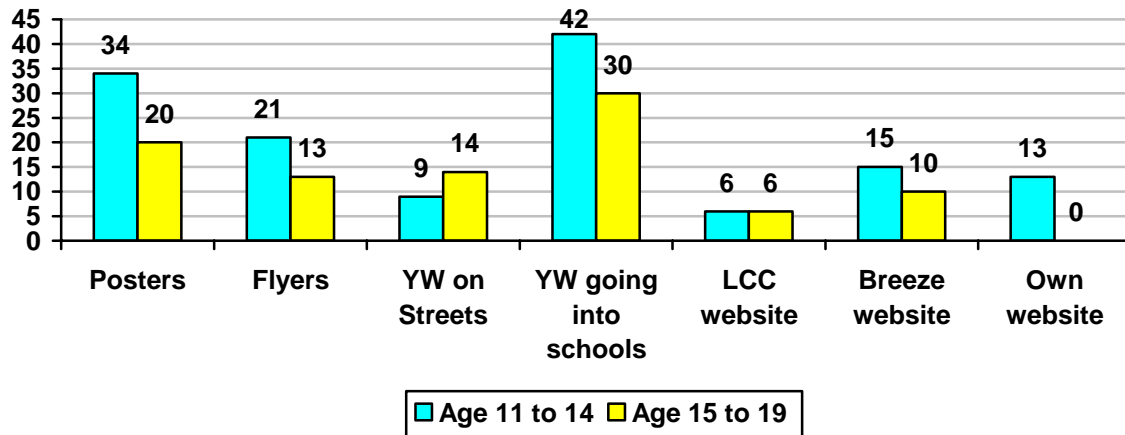
Problems at Home	Parents	Friends	Teacher	Connexions PA	Other
Key Stage 3	52	37	35	14	
Key Stage 4 & 5	5	40	8	6	

Problems at School	Parents	Friends	Teacher	Connexions PA	Other
Key Stage 3	52	37	35	14	
Key Stage 4 & 5	17	39	17	13	

13.0 promoting the Youth Service

- 13.1 Young people were asked what they felt would be the best way of promoting the Youth Service. Their responses are shown in *figure 10* overleaf.
- 13.2 Of the respondents, 49% of young people felt that youth workers going into schools would be the most effective way of promoting the service. On further discussion a majority gave assemblies and class talks as the best way of reaching young people. Not the more traditional lunch time visits, as this was seen as interrupting their own time.

Figure 10 – How to promote the Youth Service



13.3 The popularity of printed materials was often the second format chosen by the young people along with youth workers promoting face to face either in schools or in communities. These were described as ‘back up to remind people’. It was highlighted that these needed to be relevant, clear and exciting, not photocopies or cheesy. A large number of young people expressed an interest in designing promotional materials.

13.4 By far the lowest response was for website based promotion with only 50 positive responses for this medium. Respondents were very clear that neither they nor their friends searched on line for local provision. Therefore there would have to be promotion of the website in order to raise awareness, and it was felt that this would be better simply promoting the service.

14.0 Evaluation

14.1 Young people taking part in the consultation were asked to comment on the methodologies being used and make recommendations for future consultations.

14.2 Despite the low awareness regarding LCC Provision 113 (78%) of respondents were pleased that they were being asked for their opinions. With the majority of these stating that this gave them a good opinion of the Youth Service.

14.3 The questionnaire document was perceived as very unfriendly, being cramped and using language that was not easy to understand. The very low number ie. 28 (7%), postal returns from over 400, despite enclosing a FREEPOST return envelope, would also support this. We would normally expect around a 20% return on this type of direct mail shot.

14.4 Participants accepted that all the questions were relevant and important however, they felt this could have been broken down into 2 or 3 separate consultations across the year, rather than putting it all into one. Many however, agreed that given the number of questions and variety of areas covered the multiple choice format was the best.

- 14.5 It was stated that an on going programme of focus groups in high schools and through other providers would be a better way to carry out the consultation. This would enable the questions to be broken down and focused on in more detail with more young people getting the opportunity to contribute. The information gathered could then be collated at the end of the year to directly impact on decisions for the coming year.
- 14.6 Young people wanted the sessions to be fun based with resources developed such as board games and quizzes in order to make the discussions more interesting.
- 14.7 Young people were asked what they felt was the reason for no take up of the on-line version. All the young people who responded to this question felt that it was 'random' and wouldn't be something they or their friends would bother to find and complete. They felt the way to overcome this was to either attach it to a social networking site such as Facebook, or email it directly to young people through their Leedslearning.net email accounts. This would give it a more personal feel and would therefore raise it's status.

15.0 Recommendations

- 15.1 There were 6 consistent messages from the young people taking part in the consultation. These were further supported by the results from the questionnaires completed without the support of staff, ie. on the Connexions mobiles and submitted by post. The messages are listed below:
- Increase the LCC Youth Service provision profile among young people across Leeds
 - Use School visits, (assemblies class talks) to promote the service. In particular targeting Year 11 within schools in order to establish or maintain relationships with post 16
 - Develop a range of high quality printed materials with young people, both area specific and generically recognisable citywide. Including developing a logo/identity that is less corporate.
 - Where services are centralised to a local centre explore transport support to facilitate attendance and allay parents fears
 - Develop both age specific and cross age range provision focused on an activity which can enable young people to gain a sense of achievement. This could be certificated or not, as appropriate.
 - Raise awareness and understanding of Leeds City Council and local politics through citizenship at school and in youth groups. Where young people were aware of Leeds City Council they perceived it as something working for their parents and they hadn't connected it with youth provision or any other children and young peoples service.