

**The Youth Service Review**  
**Survey Findings Report**  
**July – November 2019**

**Introduction**

In July 2019 a review commenced of the Youth Service in the London Borough of Tower Hamlets which sought to:

- To consult with internal and external stakeholders across service providers
- To undertake a series of engagement conversations, as well as direct observation and engagement with practitioners in the service, to seek their views on what a transformed youth service could look like
- Undertake capacity, learning and developmental assessments to better understand gaps in service delivery as well as processes, systems, procedures and protocols.
- Undertake desk research and analysis of key drivers, opportunities, participation rate and impact on participants, and where necessary and appropriate, offer options for consideration.
- Identify future delivery options for the service.

An online questionnaire was created, aimed at young people, to elicit their views on the youth service delivery, activities their concerns.

The Youth Service undertook consultations with children and young people as well as their parents, key stakeholders including elected members, CVS commissioned providers and Council agencies/departments.

Between July and November 2019, 816 surveys were completed by young people aged 11- 25 years.

The findings of the Youth Service Review surveys will be used to inform the Council as it decides on options for the future delivery of youth services in London Borough of Tower Hamlets.

**Methodological approach**

The young people's survey was developed and piloted with the Youth Council; and the Young Mayors Team led on the Young people's consultation.

On-line questionnaires were created for the consultation, aimed at young people. Paper copies of the survey were also available.

Stakeholder organisations, elected members and parents took part in task and finish groups to explore what they felt were the issues facing the young people they work with, what was working well and what was missing.

## Survey analysis

### Demographic information

The basic demographic information of those who completed the survey is as set out below:

#### Young people: Basic demographic information

- **Gender:** 48.77% (298) of the respondents were male; and 32.90% (201) of were female. 2.78% (17) defined themselves as intersex and 15.06% (92) preferred not to say.
- **Age:** 58.78% (358) of the respondents were under 15 years. 28.74% (175) were between 16-24 years.
- **Ethnicity:** 47.60% (287) of the respondents identified as Asian Bangladeshi; with the next largest group preferring not to say 15.59% (51).
- **Religion:** 69.12% (414) of the respondents identified their religion as Muslim; with the next largest group preferring not to say (16.69% (100)).
- **Disability:** 12.85% (27) of the respondents indicated that they had a disability sensory or physical disability, 10.95% (230) stated mental health as an issue. However, 70.48% (148) preferred not to say.
- **Attending youth centres:** 71.8% of those who answered this question indicated that they did attend a youth facility; and they rated their experience as good to excellent.

A brief analysis of those that completed the surveys is set out below.

#### Young people survey data analysis:

- 58.9% of young people expressed satisfaction with the facilities whilst 35.8% remained neutral.
- 51.9% were satisfied with the opening times of the youth hubs whilst 40.5% did not express either satisfaction or dissatisfaction.
- 66.7% enjoyed the activities that they attended; and 50.3% enjoyed taking part in workshops.
- The top 5 responses to how young people spend their spare time are set out below:
  - o 58.65% surf the internet.
  - o 53.87% view social media
  - o 48.76% spend time with family
  - o 46.29% listen to music
  - o 43.82% socialise with friends
- 39.37% spend time at home; with only 17.79% of respondents saying that they would spend their spare time in a youth centre.
- Young people indicated that they would talk to their parents (61.69%) or friends (52.20%) about their career aspirations.

- More young people are concerned about issues of crime and personal safety (41% indicated that this was their number 1 issue). The major concerns surrounded drugs misuse and drug selling, which was seen as a particular problem in Tower Hamlets. Some young people were concerned that this (drugs) might lay at the heart of the knife crime in the borough.
- 22% wanted to see more advice and guidance provided in youth centres. This was especially highlighted around issues that they felt they had no other safe space to explore, such as sexuality, mental health and other issues about which they were anxious.
- 10% expressed desire to have the opportunity to explore employment and employability in youth sessions.
- Only a small proportion of respondents (5%) expressed concerns over their school.

### **Stakeholder engagement analysis:**

#### **Parents' comments**

- Parents were about the safety of their children getting home after the youth sessions had closed. However, they also felt that youth centres could benefit from staying open later, at times, especially for older youths to enable them to enjoy activities in a safe environment.
- Parents wanted young people to be more involved in shaping youth services as they expressed that young people often had good ideas but needed support. They also wanted youth centres to offer advice on careers and apprenticeships

#### **Elected Members**

- Elected members were keen that youth centres created safe spaces with trusted youth workers who could support young people.
- It was felt that intercultural issues that played out on the streets, primarily between young men, could be addressed effectively through youth sessions which could be used to challenge stereotypes and break down barriers.
- The lack of young women and girls attending youth centres was highlighted; and the possibility it was suggested that girls only sessions would encourage participation.
- Partnership working could be used to create a seamless youth service facilitating and supporting young people through different stages of their life.
- There needs to be skilled staff in the service to work with vulnerable and universal young people; and, staff training made available to both in-house and commissioned staff.

#### **Youth Activity Providers comments**

- The commissioned providers are concerned about youth anti-social behaviour and youth crime and how these impacted their work with young people.
- The issue of continued funding and anxiety about the future Youth Service delivery model were expressed and the need work effectively together to the absence of gaps in provision and provide inclusive safe provisions for young people.
- More co-ordination of services was needed.
- Shared learning could be used to share best practice.
- There was a need for greater facilitation of joint working between the voluntary and statutory sectors.
- More support was needed to aid in liaising with schools.

## Recommendations

Key recommendations have been identified from the survey findings.

### Young people:

- a) Ensure that young people's views are embedded as a key feature of the youth service review.
- b) Ensure that young people are consulted and their views acted upon in relation to the activities that they are interested in are taken into account in any future commissioning activity for youth provision.
- c) Provision of a youth activities programme that cover the core areas that young people are interested including the provision of :
  - Sporting activities
  - Courses/Training or Workshops
  - Support into education training and employment
  - Outreach/detached activities
  - Innovative summer projects
- d) Ensure that young people are provided with sufficient physical space in well-equipped youth centres.


### Parents:




- e) Ensure that youth activity programme information and timetable is available in schools, via email or some other electronic media.
- f) Provision for girls' only sessions.

### Stakeholders:














- g) Regular partnership work should be undertaken with stakeholders to address their concerns for young people and their priorities for partnership working.





## Youth Services Consultation Responses

1. How old are you?			Response Percent	Response Total
1	Under 11		0.99%	6

1. How old are you?				
			Response Percent	Response Total
2	11-15		62.40%	380
3	16-20		30.87%	188
4	21-25		5.75%	35

## Youth Service

2. What youth service(s) have you used?				
			Response Percent	Response Total
1	Girls group		8.90%	51
2	Boys group		9.60%	55
3	Performing arts		8.03%	46
4	Creative arts		9.95%	57
5	Sports		47.12%	270
6	Healthy lifestyle		6.11%	35
7	Trips/Residential		43.63%	250
8	Youth centres		33.16%	190
9	Community centres		8.38%	48
10	Outreach		2.27%	13
11	Religious groups		24.61%	141
12	Uniformed groups (Scouts, Cadets etc.)		5.24%	30
13	Other (please specify):		6.98%	40






3. How would you describe your experience of the Youth Service:				
			Response Percent	Response Total
1	Excellent		27.23%	159
2	Good		44.52%	260
3	Average		18.15%	106
4	Fair		6.85%	40






5	Poor		3.25%	19
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#### 4. To what extent are you satisfied or dissatisfied with the following:

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Response Total
Facilities	20.5% (116)	38.4% (218)	35.8% (203)	2.3% (13)	3.0% (17)	567
Opening times	19.6%(111)	32.3% (183)	40.5% (229)	5.1% (29)	2.5% (14)	566
Activities	27.1%(155)	39.6%(226)	26.6% (152)	3.3% (19)	3.3% (19)	571
Workshops	20.3%(113)	31.0%(173)	37.5% (209)	6.6% (37)	4.7% (26)	558

#### Matrix Charts

4.1. Facilities			Response Percent	Response Total
1	Very satisfied		20.5%	116
2	Satisfied		38.4%	218
3	Neutral		35.8%	203
4	Dissatisfied		2.3%	13
5	Very dissatisfied		3.0%	17

4.2. Opening times			Response Percent	Response Total
1	Very satisfied		19.6%	111
2	Satisfied		32.3%	183
3	Neutral		40.5%	229
4	Dissatisfied		5.1%	29
5	Very dissatisfied		2.5%	14

4.3. Activities			Response Percent	Response Total
1	Very satisfied		27.1%	155
2	Satisfied		39.6%	226
3	Neutral		26.6%	152
4	Dissatisfied		3.3%	19
5	Very dissatisfied		3.3%	19

4.4. Workshops			Response Percent	Response Total
1	Very satisfied		20.3%	113
2	Satisfied		31.0%	173

4.4. Workshops			Response Percent	Response Total
3	Neutral		37.5%	209
4	Dissatisfied		6.6%	37
5	Very dissatisfied		4.7%	26

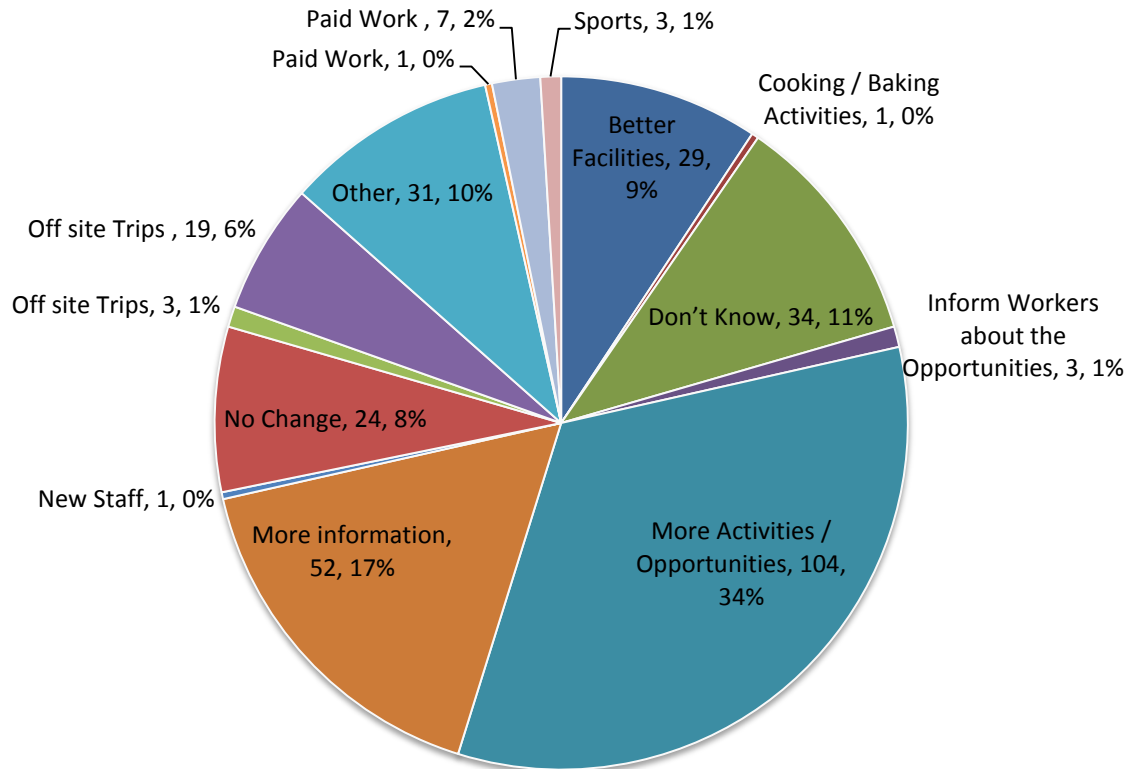
## About You

5. What do you do in your spare time?			Response Percent	Response Total
1	Read		23.72%	144
2	Study		35.75%	217
3	Social Media		53.87%	327
4	Play video games (Xbox, PlayStation etc.)		45.96%	279
5	Socialise with friends		43.82%	266
6	Stay at home		39.37%	239
7	Watch TV		40.69%	247
8	Surf the internet		58.65%	356
9	Spend time with family		48.76%	296
10	Play Sports		34.93%	212
11	Listen to Music		46.29%	281
12	Play an Instrument		6.92%	42
13	Go to a youth centre		17.79%	108
14	Other (please specify):		6.75%	41

## Education and Employment








6. Who do you talk to about career aspirations?			Response Percent	Response Total
1	Parent		61.69%	364
2	Teacher		25.42%	150
3	Friend		52.20%	308
4	Youth Worker		11.86%	70
5	Other (please specify):		12.03%	71

## 7. How could we improve our work experience and volunteering opportunities?



## Youth Participation and Citizenship

8. Have you heard of any of these groups? Please select all of the groups you have heard of:









			Response Percent	Response Total
1	Young Mayors Team		48.74%	289
2	Youth Council		28.84%	171
3	School Council		76.05%	451
4	Young Commissioners		8.26%	49
5	Children in Care Council		8.09%	48
6	Young Leaders		29.01%	172
7	I haven't heard of any of		13.15%	78



**8. Have you heard of any of these groups? Please select all of the groups you have heard of:**




		Response Percent	Response Total
	these groups		

**9. Where did you find out about these groups?**




			Response Percent	Response Total
1	Youth Centre/Hub		12.00%	66
2	Online		23.09%	127
3	School		76.00%	418
4	Youth Groups i.e. Youth Council,		5.09%	28
5	Friend		27.64%	152
6	Youth Worker		10.55%	58
7	Social Media		19.09%	105
8	Other (please specify):		5.64%	31

**Health and Wellbeing**

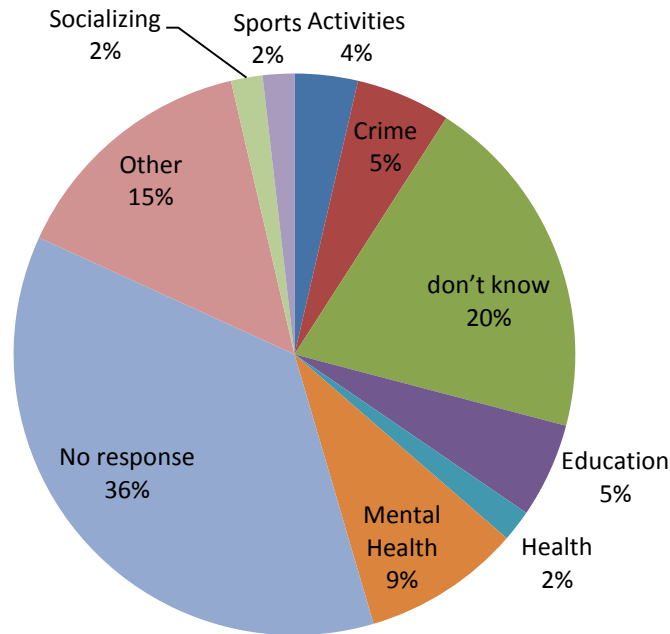
**10. Do you feel confident seeking help for any issues that affect your health and wellbeing?**

		Response Percent	Response Total
1	Yes		47.03% 277
2	No		15.28% 90
3	I don't know		37.69% 222

**11. Do you think the Youth service should support you with any health issues you may have?**






			Response Percent	Response Total
1	Yes		43.80%	251
2	No		15.01%	86
3	I don't know		41.19%	236

**12. Which type of support would be the most useful?**

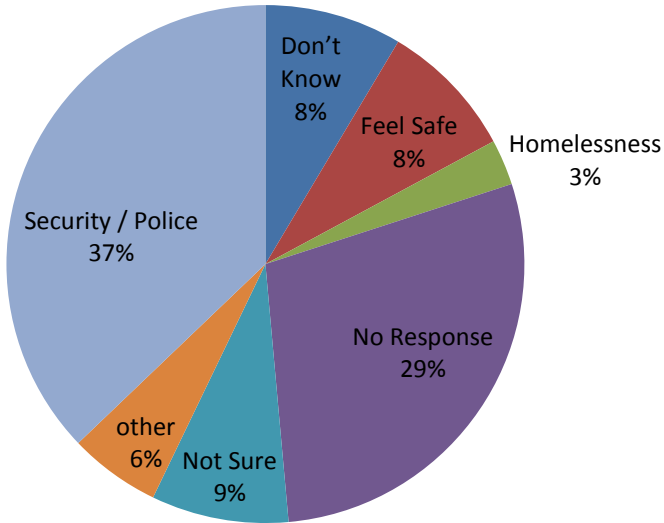


**Safety and Security**

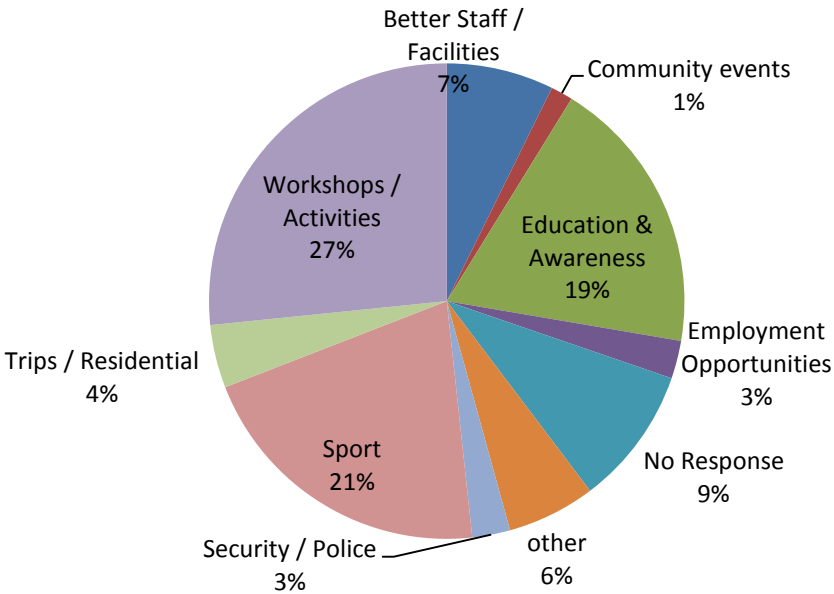
**13. How safe or unsafe do you feel in your area you live in?**

			Response Percent	Response Total
1	I feel very safe		24.05%	140
2	I feel safe		36.60%	213
3	Neutral		29.55%	172
4	I feel unsafe		5.50%	32
5	I feel very unsafe		4.30%	25

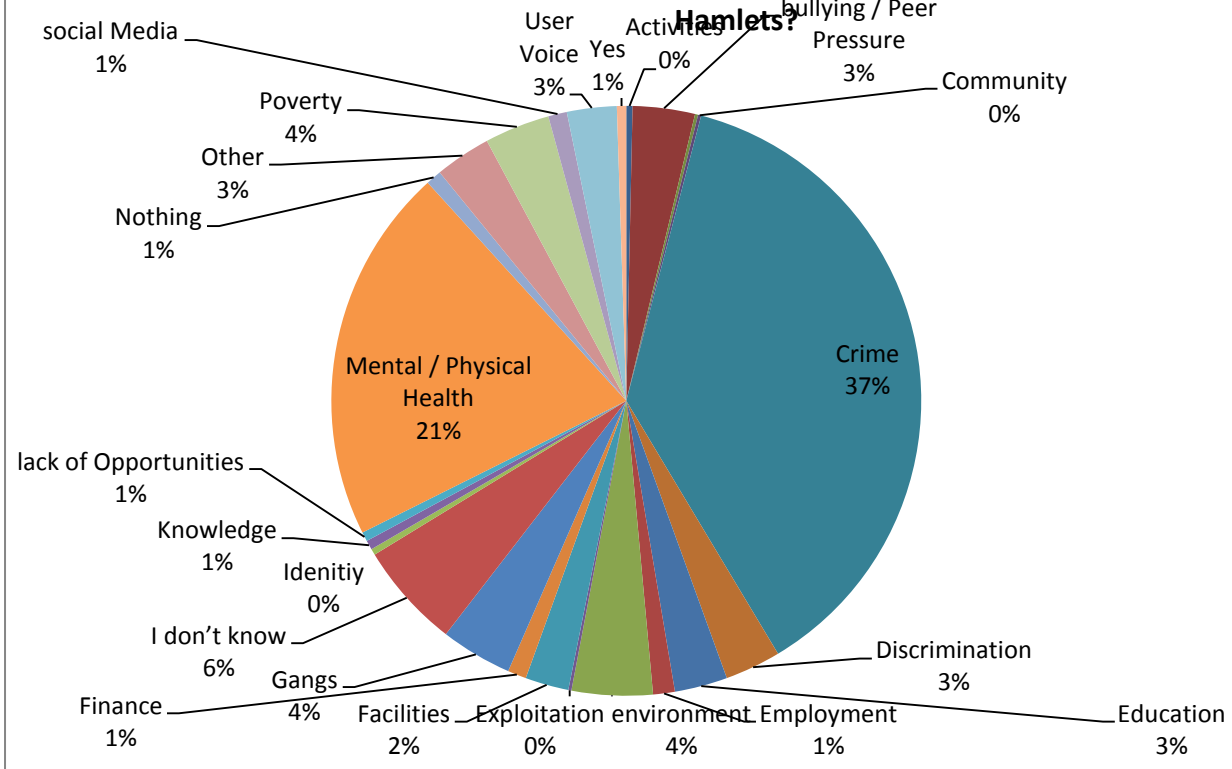
**14. What could we do to help you feel more feel safe and secure?**



**15. What activities or services do you think the Youth Service should be offering young people, to reduce youth crime and violence?**



**16. What do you think are the challenges facing young people in Tower Hamlets?**



Completed by

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**January 2020**