

Youth Service – Youth Project User Survey 2006

Executive Summary

- 1.0 This report aims to inform the Committee about the User Report. The survey identified the areas for improvement and these will be included in the next Service Development Plan. The Committee is asked to note the report and to recommend that the areas for improvement are included in the next Service Development Plan.

Background

- 2.0 In March 2001 the Department for Education and Skills (DfES) published Transforming Youth Work: developing youth work with young people. The Transforming Youth Work agenda included a comprehensive approach to planning for Local Authority Youth Services. This Planning Framework was a key component in the DfES specification “Resourcing Excellent Youth Services” published in December 2002.
- 2.1 “Resourcing Excellent Youth Services” included a number of objectives, one of which was that youth services must ensure user satisfaction with the youth services provided. The associated target being 85% of contacts report satisfaction with the youth services offered.
- 2.2 In 2004 Wirral Youth Service commissioned Mott MacDonald MIS to assist in the design and collation of a user survey. The survey questions were designed to assess the following:
- The time period and frequency which individuals attend youth projects
 - The range of educational, social and sports activities and experiences available
 - Topics and issues learnt
 - Achievements and certificated attained
 - The level of involvement individuals have within their unit
 - The amount of resources and information available
 - The overall satisfaction of young people
 - How young people through provision could be improved
- 2.3 384 young people from 24 participating youth units completed the 2004 survey, the findings of which were printed in November 2004 and used by the Service, teams and individual youth units to assist with future planning.

- 2.4 In line with good practice, it was decided that it would repeat the user survey on a bi-annual basis. Therefore, in 2006 Mott MacDonald MIS were commissioned to undertake a similar survey on behalf of the Service.

2006 Survey

- 3.0 Prior to finalising the survey questions a number of young people were consulted about the nature of the questions and the format of the questionnaire. Most questions have remained unchanged since the 2004 questionnaire, however, the format now is in line with the Every Child Matters five outcome areas.
- 3.1 In late 2006 and into January 2007, 452 young people from 27 participating youth units completed the survey questionnaire. The survey questionnaires were collated in February 2007 and the report has recently been printed.
- 3.2 The first few pages of the 2006 report contain a comparison of responses in 2006 compared to those in 2004. .
- 3.3 The young people's responses from the 2006 survey indicate a number of areas of strength, including:
- Overall satisfaction rate of 89.2% (compared to 84.4% in 2004)
 - 97.9% of young people stated that they felt comfortable to be themselves at their project
 - The range of educational activities, social activities, experiences and information available
 - Young people's experiences and opinions are taken seriously
 - Their involvement in decision making
 - The information available about other agencies and services
- 3.4 The survey also shows a number of areas where there is scope for improvement, namely:
- Health, sex and relationships and environmental issues
 - ICT provision
 - Accreditation
 - Community involvement
- These areas will be built into future Service, team and individual unit plans.

Financial & Staffing Implications

- 4.0 There are none.

Equal Opportunities Implication

- 5.0 The survey aims to increase the opportunities available to vulnerable and hard to reach young people.

Human Rights Implication

6.0 There are none.

Community Safety Implication

7.0 The survey questionnaire included questions regarding crime and safety.

Planning Implication

8.0 There are none.

Local Member Support Implication

9.0 This report affects all wards.

Background Papers

10.0 Department for Education & Skills, March 2001 - *Transforming Youth Work*

10.1 Department for Education and Skills, December 2002 - *Transforming Youth Work, Resourcing Excellent Youth Services.*

10.2 Education and Cultural Services Select Committee report – 21st January 2003 – *Youth Service Plan 2003-2004*

10.3 Education & Cultural Services Cultural Select Committee – 17th February 2004 - *Wirral Youth Service Plan 2003-2004 – Progress Report*

Recommendation

11.0 That the areas for improvement are included in the next Service Development Plan.

Howard Cooper
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