

USER FEEDBACK

The Voice of Young People

LINX OPEN ACCESS YOUTH SERVICES
October-November 2018

INTERIM EVALUATION (Nov 2018)

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Overview

Since April 2017, Linx has rolled out open access youth sessions (youth clubs) to eight localities in Middlesbrough, identified by public and voluntary sector partners as having high levels of need. These are part of a series of interlinked, professional youth services delivered by Linx, based on a robust, young person-centred, asset-based approach.

Linx build trust and strong relationships with young people and work closely with partners to build their capacity, share knowledge and ensure young people have access to the support and services they need.

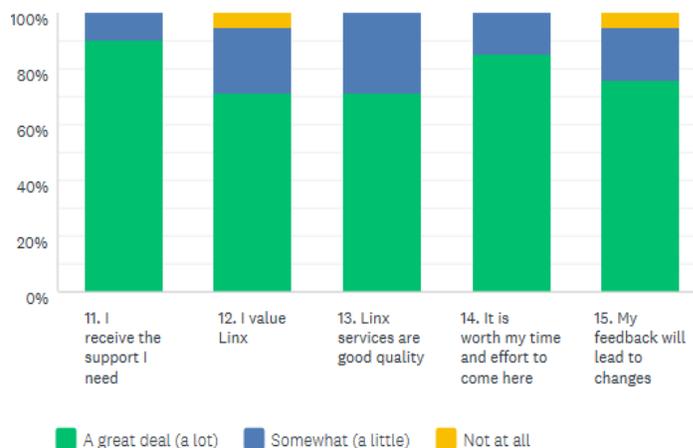
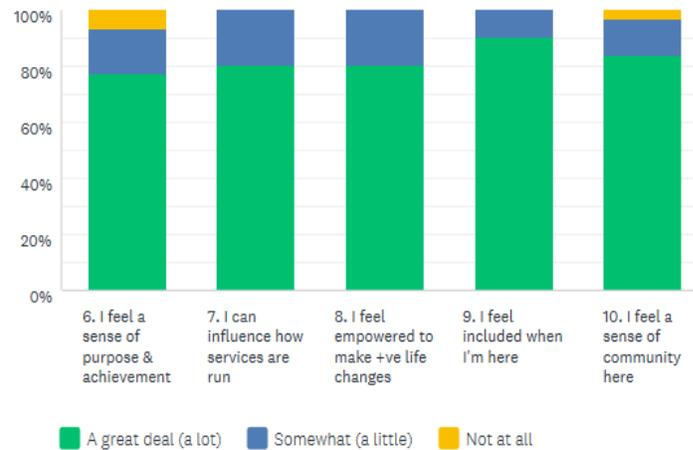
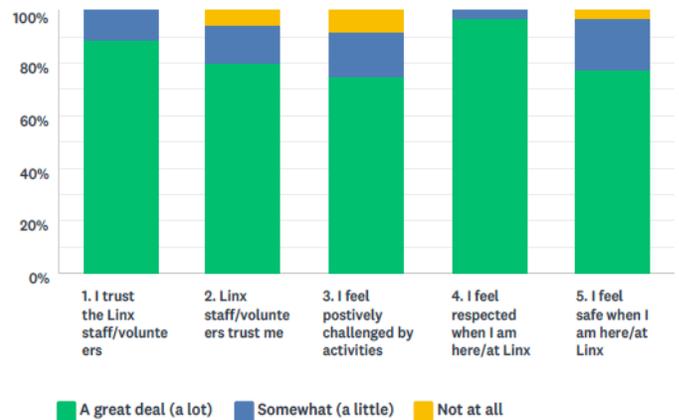
From April 2017 to October 2018, 978 individuals engaged in open access sessions, with a total of 6,805 attendances at 350 sessions across Middlesbrough.

User feedback surveys have been introduced into 5 open access sessions from October 2018, as well as observation and 38 interviews at 4 youth clubs, undertaken by the independent evaluator. This report is a summary of findings overall, as well as at

individual localities. In addition, 5 locality case studies and one overall case study have been produced by the evaluator to highlight and promote the findings with young people, partners and communities.

The user feedback is very positive from both surveys and interviews. Recommendations for future roll out of user feedback and around some issues at different sessions have been highlighted in the report.

User feedback survey findings overall



Introduction

This report provides information about the introduction of user feedback collection by Linx as part of their delivery of open access youth services (including youth clubs/sessions). It includes:

- An introduction to the Youth Investment Fund and National Evaluation Framework
- An overview of why user feedback has been introduced nationally (using a common set of questions for all Youth Investment Fund projects)
- An overview of the process of rolling out of user feedback and considerations for future roll out
- Analysis of the feedback from young people across five open access localities targeted for the evaluation as a whole and also by age, gender and ethnicity
- Reports on user feedback for each of the 5 localities which provided user feedback
- Additional feedback from young people gathered through a series of 35 face to face interviews across four open access localities in Middlesbrough incorporated within the report

Youth Investment Fund

The Youth Investment Fund (YIF) supports voluntary, community and social enterprise youth organisations to deliver, expand and create high quality local youth provision in targeted communities across England. The YIF was launched in September 2016 and is a national programme run by the Big Lottery Fund and the Department for Digital, Culture, Media and Sport.

86 awards were made in March 2017, including nine projects in Tees Valley and Sunderland. Successful applicants have been funded for activities from Spring 2017 until 2020, which allows them to invest and plan for the future.

Linx is delivering most of the activity in Middlesbrough (open access sessions, detached youth work, 1-2-1 support, family support, Key Fund projects, holiday activities, targeted support e.g. Mischief Night and an annual celebration event). Youth Focus NE deliver some sessions in areas of Middlesbrough where Linx are not operating.

The intention of the fund is to enable youth organisations to support young people and provide them with opportunities to develop skills, improve their wellbeing and participate in their communities. Another priority is to help the organisations in receipt of funding to invest in their own organisational development and increase the sustainability of services they provide for young people.

National Evaluation Framework

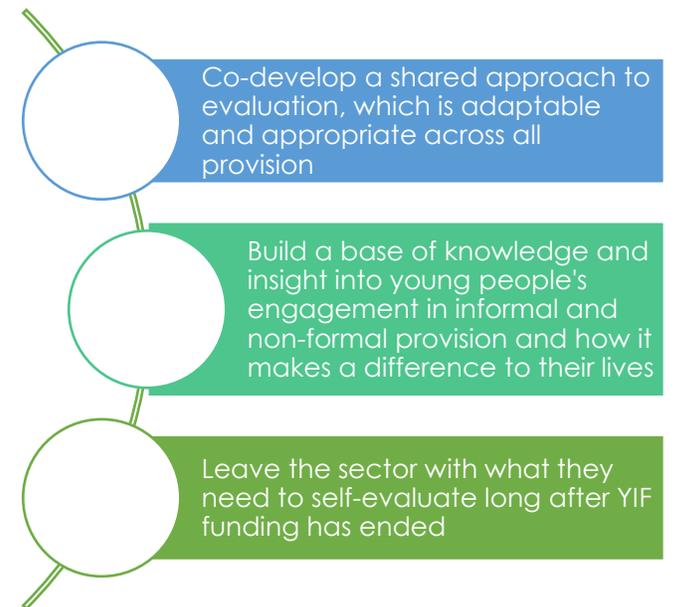
Big Lottery and DCMS are funding a YIF National Evaluation Framework, which is intended to maximise the benefits from the funding and encourage youth organisations to act on their learning to improve provision for young people. It is important to understand the national framework as this directly influences Linx's evaluation framework.

Learning and Impact Partners

NPC and the Centre for Youth Impact have been appointed as the YIF learning and impact partners. They will work with all YIF grantees throughout the lifetime of the funding to provide support to understand and measure the impact of the initiatives.

NPC is a charity consultancy and think tank with expertise in supporting charities and funders to improve their impact practice. The Centre for Youth Impact is the national leader in capacity building and practice development in evidence and impact within the youth sector.

Key aims of the National Evaluation Framework



The evaluation framework has been co-designed, which means that grantees and young people will be involved in its design. It was not be completely in place until Summer 2018, one year after the start of the funding.

NPC and the Centre for Youth Impact have a national steering group which involves grantees and is overseeing the development of the national evaluation framework and a range of pilot projects testing data collection methods, impact measurement and quality assurance.

Linx was one of the YOTI pilots, which is testing new ways to gather footfall/attendance data. The pilot

found that the approach using YOTI was not appropriate for the beneficiary group as it required Government documents for validation and also smart phones, which many young people did not necessarily have access to. The pilot was terminated in April 2018.

NPC and the Centre for Youth Impact also developed IMPACT, an online platform intended to allow young people and youth organisations to feed in data and evidence. This was available from Summer 2018, but has had some technical issues, which means it is not yet being used to full effect.

YIF user feedback

As part of the national evaluation framework for all projects funded by the Youth Investment Fund (YIF), a set of questions was agreed nationally in June 2018 to gather feedback from young people directly. This is intended to maximise the benefits from the funding and encourage youth organisations to act on their learning to improve provision for young people.

The aim of the questions is to give young people a voice in how they view the services which are being delivered, how they feel they are treated and whether they can influence services, what they think about staff and the support received and what value they place on the services and what impact it makes on them.

Nationally, if everyone uses the same questions to gather feedback, it will help build the evidence base about the impact of services funded by YIF and also the case for support for future investment in youth services, but also influencing policy and strategy around young people. This will apply nationally and locally – so the evidence can be used by Linx to promote the need for services and why they are important, as well as the policy around provision.

Why gather user feedback from young people

Prior to the introduction of user feedback questions, no user feedback is gathered directly on the services provided by Linx. All feedback previously has come from staff, apprentices, sessional workers, volunteers and partners in the community or across Middlesbrough, not the young people themselves.

It is important that the young people themselves have a voice and that their views are recognised and acted upon.

Theory of Change

The questions relate to the national Theory of Change as well as that developed by Linx, which mirrors this and seeks to promote a range of mechanisms of change as well as intermediate and longer-term outcomes, as a result of YIF activities delivered by Linx in Middlesbrough.

Linx Mechanisms of Change
Young people feel listened to and respected
Young people trust and feel trusted
Young people feel safe and secure
Young people feel positively challenged
Young people feel a sense of enjoyment and fun
Young people feel a sense of purpose and achievement
Young people feel included and connected in their community
Young people feel empowered to create change in their lives and the world around them
Communities feel more connected, trust and able to support young people

Linx Intermediate outcomes
Increased engagement in positive activities
Improved decision making
Better and more positive relationships
Improved aspirations
Increased confidence
Increased resilience
Increased independence
Improved social and communication skills
Improved emotional intelligence
Increased willingness to address issues
Increased skills, knowledge and awareness
Increased awareness of rights and responsibilities
The voice of young people's is better heard/enabled
Improved capacity, skills and resourced community team and funding to deliver

Linx Impact (longer-term)
Young people are empowered and have the skills and opportunities to reach their full potential
Young people take positive action and are connected to and add value to their communities
Youth services are resourced Borough-wide, supporting young people, partners and communities

User feedback information is incredibly valuable, it:

- Will help build a picture of the perceptions of young people about the services and whether Linx is achieving its objectives in terms of empowering and supporting young people
- Will contribute to demonstrating the impact of services, highlight any areas for improvement and trigger actions
- Can be analysed and used in reports, lobbying and advocacy documents, funding application, business cases, as well as part of the overall evaluation and inform future plans

YIF User Feedback Questions for young people

Responses: A great deal; Somewhat; Not at all

There are 15 primary questions. It is not intended that all questions are used all the time and there are alternative questions (simpler versions) if people feel that the primary questions are not appropriate. It was agreed that, if possible, in Linx work, it would be preferable to use the primary questions and these were rolled out.

1. How much do you trust the staff and volunteers at Linx?
2. How much do you feel the staff and volunteers at Linx trust you?
3. How much do you feel positively challenged by the activities at Linx?
4. How respected do you feel whilst at Linx?
5. How safe do you feel whilst at Linx?
6. How much do you feel a sense of purpose and achievement through the activities at Linx?
7. How much do you influence how the services are run at Linx?
8. When you are at Linx, how empowered do you feel to make positive change in your life?
9. How included do you feel whilst at Linx?
10. When you are at Linx, how much do you feel a sense of community?
11. To what extent do you receive the support you need from Linx?
12. How much do you value Linx?
13. To what extent do you think the services you receive from Linx are good quality?
14. To what extent do you feel it is worth your time and effort to come to Linx?
15. How likely do you think it is that YIF - Linx will make changes as a result of your feedback?

Introducing user feedback in Linx work

As part of the Linx evaluation framework, the set of nationally agreed questions was introduced initially from September to October at five different open access youth work localities across Middlesbrough in order to start the process of gathering user feedback.

It was agreed to split the 15 questions into three sets of five questions and ask young people to respond to one of the sets of questions once every 3-4 months across the services being delivered by Linx in Middlesbrough. An additional question was added to each of the three sets of questions:

- Are there any other services that YIF - Linx could offer that you would value?

This question sought to gather information about the kinds of activities or support that young people would like to see introduced and complements what is usually done face to face in sessions with young people directly.

The roll out of user feedback was initially tested with open access youth services/youth clubs in five localities. This report contains the results of this user feedback. It was gathered in a number of ways:

- Predominantly manually and all during open access sessions, asking young people to fill in printed forms with one set of the five questions
- Through discussion with young people in advance of the face to face interviews (with the independent evaluator)
- Shared by youth workers and apprentices at open access sessions for completion independently or with some support (explaining the questions to young people)
- Only two online responses on survey monkey were received

In addition, the independent evaluator also undertook more in-depth interviews with young people, asking questions in relation to their experiences of open access sessions, what they used to do before these existed in their area, what they enjoy, what they think of the staff, if they have a say in what is delivered and whether they feel listened to. They were also asked what could be improved upon, any problems relating to the sessions and what else they would like to see happen and how they would like to be involved in future. They were also asked whether they told their friends about the session and what happens there.

Comments on the roll out of user feedback

The following comments are based on the initial roll out at open access sessions and are intended to inform the future roll out of questions across all Linx services.

Introducing user feedback with staff

Following the Evaluation Steering Group in July and the agreement of how and where to roll out user feedback, the independent evaluator held a number of discussions with staff (managers, senior youth workers and apprentices) from July onwards about the introduction of this approach.

The Director and Operations Manager supported the development of the approach and all staff agreed to split the questions into groups of 5 and roll these out at sessions. Senior Youth Workers were responsible for the roll out and providing the completed forms.

Completing the forms at sessions

- It was universally agreed that not all the questions were not expressed in a way that young people can understand, for a range of reasons, including literacy, language barriers
- Many young people did not know what/who Linx was, until it was explained to them
- It was more successful to sit with a group and help them with the questions and explain these to them and answer any questions they had, rather than let them complete the forms independently without support
- The YIF questions did lead to further discussion of issues around things that young people may be concerned about (such as the age range of groups, feeling safe due to other young people's behaviour), as well as the things they liked about coming to open access sessions and what they might like to do in future at the sessions

Face to face interviews

- It was useful to start the interviews by supporting the young people to answer the set of 5 (+1) questions provided on the forms
- The interviews with the independent evaluator added more in-depth qualitative information and intelligence and young people were encouraged to speak freely, knowing that their comments would be shared, but anonymously and confidentially, but that they would be taken into consideration by Linx

- Where interviews were with 2-3 young people as a group, they were more likely to open up and provide more detailed and deeper comments about the services and what they mean to them, rather than as one individual or groups larger than 3 people, which were unwieldy
- Further face to face interviews will be undertaken towards the end of the YIF funded project, by the independent evaluator, to add more qualitative data to the findings

Uploading and analysis of data

- The national IMPACT online platform survey capability does not enable gathering of survey responses other than through emails (which not all young people have or will respond to)
- IMPACT does not allow more in-depth analysis of responses (other than anonymously and by locality or whole area) – which was only apparent in September 2018
- The Director and Operations Manager did seek to try and set up user feedback surveys in the Lamplight system although this was not ready in time for the interim evaluation
- The lack of technology (ipads, smartphones) at open access sessions, meant that all the forms (bar two) were completed manually
- All responses were uploaded by the evaluator to survey monkey to enable proper analysis within the timescale of the interim evaluation

Areas for consideration and development

Providing feedback to young people

- Where young people have taken the time to respond to user feedback questions, it will be important to feed back to them about what is being done in response to this – sharing the results of their locality sessions for example, as well as responding about any issues they have raised and suggestions for future activities
- This should be a standard approach across all user feedback, to ensure that young people feel that their opinions are valued and taken into account, building trust and the likelihood that they will be responsive in future

Further roll out of user feedback across services

- It would be useful for the user feedback questions to be rolled out to all open access localities and for to be introduced in one to one support and family work, holiday activities, Key Fund projects and potentially detached youth

work and targeted work such as health activities and Mischief Night

- As young people become more used to the terminology of the questions, they may find it easier to respond to the questions
- User feedback should be introduced on a 3-4 month rolling programme, with review of results and outcomes informing future actions and plans and feedback to young people provided
- As the frequency, roll out and numbers of young people involved in user feedback grows over the next 18 months, the analysis and conclusions drawn will become more significant and should be used to inform planning and future services

- Enewsletters to partners, regular updates on the website, presentations and reports to partners and funders, as well as case studies including user feedback can all be incorporated as part of a strategic communications plan (as recommended in the Linx Evaluation Framework 2017-20)

Use of IT platforms to support user feedback

- It was not possible to use the IMPACT platform to link the questions back to the sessions and individuals in any meaningful way to enable proper analysis by locality, gender and age, as all the responses on IMPACT are anonymous, but if this platform is developed, it would provide useful impact data to the national evaluation framework (making a case for investment in youth services) as well as providing a means to compare Linx services with other YIF delivery nationally
- If Lamplight is an alternative to IMPACT for gathering this data, this can be used for the rest of the user feedback data and would provide rich data and intelligence relating back to demographics and type of services provided and enable Linx to produce impact reports for young people, staff and Board and partners to inform future work
- It may still be required to use paper surveys and manually upload these, which although fairly quick for an individual survey, could be time consuming if there are many responses – Linx should consider how best to achieve this and if online responses (linked to Lamplight) could be introduced (e.g. by using ipads and youth workers' smart phones at sessions)

Communications, lobbying and advocacy

- Linx should consider consistently sharing user feedback findings across different services and localities with local partners, strategic partners, funders, influencers and the general public in order to share young people's voices and opinions more widely as well as to lobby and advocate on their behalf or with them and influence future planning, services and strategy

Linx User Feedback – All findings

Open Access Sessions

October-November 2018

User feedback forms were introduced at 5 open access youth sessions during October and November 2018: Newport, Whinney Banks, Breckon Hill, Coulby Newham and Grove Hill.

In addition, interviews were conducted by the independent evaluator with 35 young people at the first four of these localities.

A summary of the findings from all user feedback is provided in the table and subsequent section. The table shows very high levels of satisfaction overall where the response to the question was 'A great deal', with significantly higher or lower than average response rates highlighted in green and orange respectively, for further consideration.

Comments about the data and recommendations for improving data collection are provided in the following section of the report.

There is also a breakdown of user feedback by locality, following on from the overall findings.

User feedback question % Response: 'A great deal'	All young people	Age		Gender		Ethnicity	
		8-12	13-16	Male	Female	White British	Eastern European
1. How much do you trust the staff and volunteers at Linx?	89	88	89	89	88	86	100
2. How much do you feel the staff and volunteers at Linx trust you?	80	100	63	56	88	82	67
3. How much do you feel positively challenged by the activities at Linx?	74	69	79	67	77	71	83
4. How respected do you feel whilst at Linx?	97	94	100	100	96	96	100
5. How safe do you feel whilst at Linx?	77	69	84	56	85	71	100
6. How much do you feel a sense of purpose and achievement through the activities at Linx?	81	83	70	79	73	82	63
7. How much do you influence how the services are run at Linx?	90	89	70	84	82	78	88
8. When you are at Linx, how empowered do you feel to make positive change in your life?	84	83	77	89	64	87	63
9. How included do you feel whilst There is at Linx?	90	94	85	100	73	96	75
10. When you are at Linx, how much do you feel a sense of community?	84	94	69	89	73	83	88
11. To what extent do you receive the support you need from Linx?	90	100	86	87	92	91	89
12. How much do you value Linx?	71	67	71	75	69	82	67
13. To what extent do you think the services you receive from Linx are good quality?	71	50	79	62	77	73	89
14. To what extent do you feel it is worth your time and effort to come to Linx?	86	83	86	75	92	82	89
15. How likely do you think it is that YIF - Linx will make changes as a result of your feedback?	76	67	79	75	77	64	89

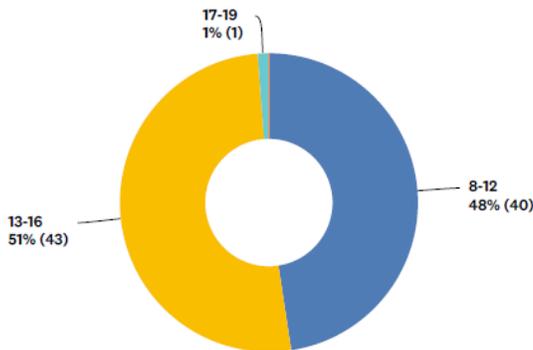
Respondents

84 young people responded to the user feedback questions, responding to one of the three sets of 5 questions, with the additional question about what other services young people would like to see.

Information about ethnicity and gender was gathered either face to face, from senior youth workers or by checking the Linx joiner forms. It would be simpler in future to have this information as part of the user feedback forms.

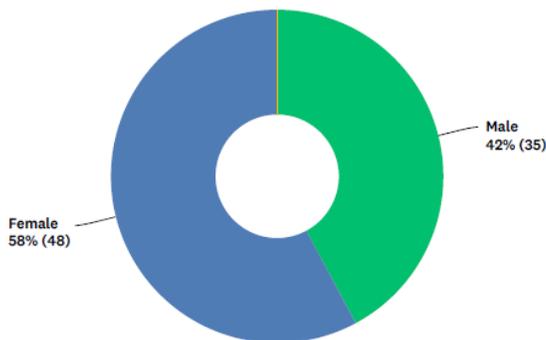
Ages of young people responding

The ages reflect those attending the locality open access sessions. 8-12 year olds were predominantly respondents from Grove Hill and Whinney Banks (45% and 48% of the total) with more 13-16 year olds responding from Newport (40%).



Gender

The responses show more completed forms from girls rather than boys.

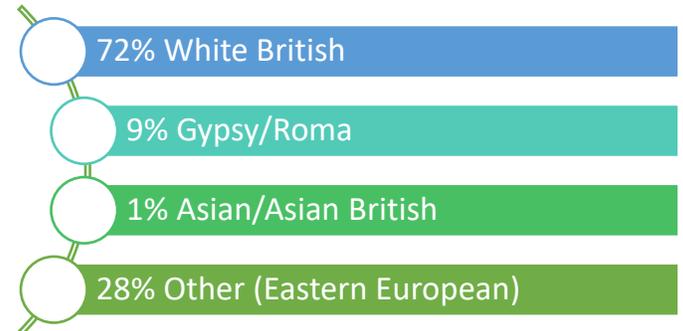


Early on in gathering user feedback, it was clear that more girls were responding and senior youth workers were asked to follow up to get more responses from boys. In face to face interviews it was more difficult to get boys to respond to the questions and they tended to be getting involved in sports at a number of sessions so not available.

More effort may need to be made to ensure that there is an even split across the genders.

No-one responded as having a different gender identity, although this is an option on joiner forms.

Ethnic origin



The responses broadly reflect the split of ethnicities across the open access sessions, apart from the fact that there were not many responses from other ethnic minorities, such as Black and Asian communities, although one locality in particular (Newport), does have a very diverse range of young people engaging in the open access sessions. Further effort is required to gather responses from young people from these communities.

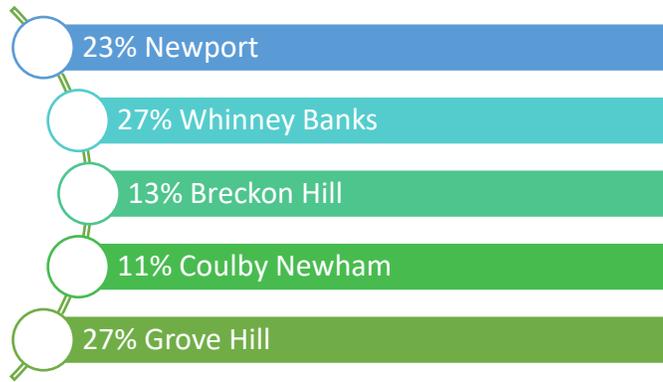
Eastern European respondents were mainly from the Czech Republic, Slovakia and Romania.

Some who identified as Gypsy or Roma, were also from these Eastern European communities, but not all those who responded from those communities necessarily stated whether they were also Gypsy/Roma. This may be because the Linx joiner forms state as an option: White – Gypsy Roma and not all Gypsy/Roma would necessarily identify as being white.

This may necessitate a change to the Linx joiner form, to get more accurate information.

Two localities in particular (Breckon Hill and Newport) have many respondents from Eastern Europe (48% and 39% respectively).

Responses by localities



The responses partly relate to the numbers and types of sessions in these localities, where Breckon Hill and Coulby Newham are smaller sessions in terms of numbers and Grove Hill has split age groups, unlike the others, which enable more one to one support around completion of the survey.

It would be useful to try and get more responses for each session by potentially introducing this as part of the session, explaining why it is important to have young people's voices to help inform and shape the services delivered and to help Linx generate further investment for services for young people.

It may be useful at sessions for youth workers and apprentices to explain to young people in groups, the sets of questions, so that everyone has a clear understanding and may be more willing to complete the forms.

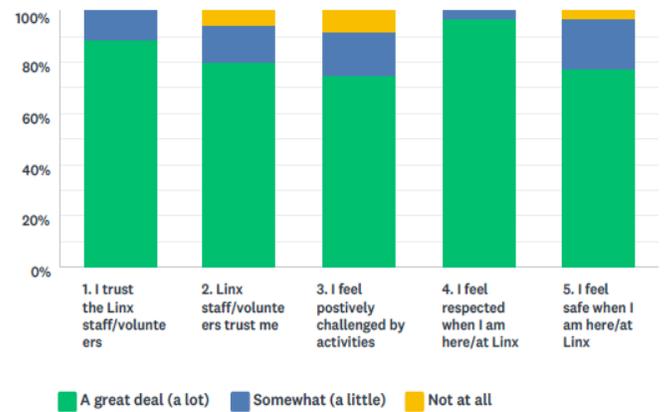
If they are introduced on a 4-monthly basis, this will just become a normal part of activities over time.

It is expected that user feedback will also be rolled out to the other three localities (Hemlington, Saltersgill, Ayresome and Park, where open access sessions are running or being introduced).

As previously stated, additional user feedback from activities such as 1-2-1, Key Fund Projects, holiday activities and initiatives such as Mischief Night is also recommended.

User feedback on staff and volunteers and whether young people trust and feel trusted by staff and volunteers, feel safe and respected, as well as challenged by activities provided by Linx

Questions 1-5



Overall there were very high positive response numbers to all five questions, with insights provided on areas where there were lower responses through direct discussions with young people.

Qu.1 and 2 Trust

There is a high level of trust on the part of young people in Linx staff and volunteers (89%), which was the same across genders and roughly equivalent across the age groups and ethnicities, with Eastern European young people responding at 100%. The overwhelming response in interviews was incredibly positive about the senior youth workers and apprentices, with genuine trust in them.

The percentage is less when young people were asked if the staff and volunteers trusted them, at 80% overall. This differed across gender and age. 100% of the 8-12 age group, but only 63% of 13-16 year-olds and 62% East Europeans said they felt trusted by the staff and volunteers.

88% of girls of all ages felt trusted, however, only 56% of boys felt that the staff trusted them. In discussions in face to face interviews, this tended to be predominantly where young people (and especially boys) were challenged about their own challenging behaviour.

Qu.3 Positive challenge

Young people seemed to struggle with how this question was framed and what it meant and it often required explanation. Overall 74% did feel positively challenged by the activities at Linx, rising

to 77% of all girls, but 67% of boys. 79% of 13-16 year-olds compared to 69% of 8-12 year-olds said they felt positively challenged, where the concept may be an issue. This was also reflected in interviews with the younger age group, where they didn't understand the question, even when it was explained to them.

A much higher level than average of East European respondents, 83% said that they did feel positively challenged.

Qu. 4 Respect

97% of young people said that they felt respected when they are at the open access sessions (range from 94-100% across demographics), which is a credit to Linx, the senior youth workers and apprentices and volunteers.

100% boys responding said they felt respected, which is interesting in relation to the previous responses around feeling trusted (56%). 96% of girls said that they felt respected. In addition 100% of 13-16 year olds and East European felt respected.

In face to face interviews a lot of young people clearly demonstrated both respect and affection for those running the sessions.

In some cases, young people in interviews wanted there to be more respect from their peers for the staff and apprentices (e.g. where they felt some young people were being cheeky or rude on occasion, sometimes in a foreign language e.g. at Breckon Hill and Newport).

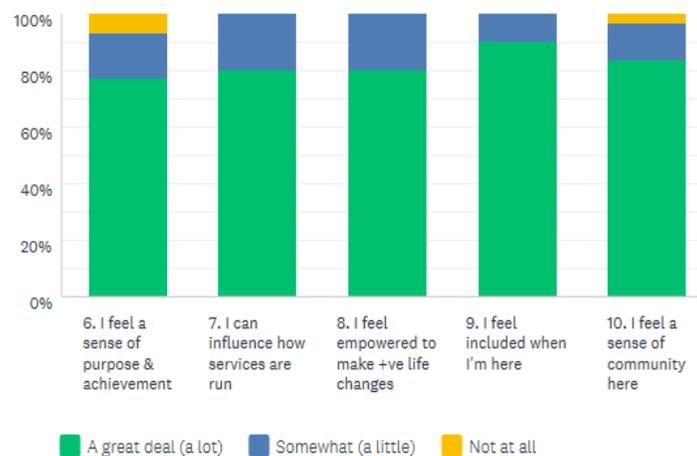
Qu.5 Feeling safe

Although 77% of young people overall said that they felt safe at the open access sessions, 20% responded 'somewhat' and 3% did not feel safe. 85% of girls felt safe overall, but only 56% of boys did, which should be addressed. 69% of 8-12 year-olds of both genders felt safe and 100% of East Europeans.

Investigating why this was in face to face discussions, it was in localities where there was a broad age range (e.g. 10-19 years old) with different behaviours, some people being more boisterous and the younger age group not feeling as safe in that environment. Boys are particularly threatened by older or more boisterous boys.

User feedback on whether young people feel a sense of purpose and achievement, that they can influence services, feel empowered, included and a sense of community at open access sessions

Questions 6-10



There was a high level of satisfaction across the board with this set of user feedback questions, mainly ranging from 73-83%.

For 8-12 year olds, the responses were over 83% for questions around purpose, influence and empowerment and up to 94% for feeling included and a sense of community.

Qu.6 Sense of purpose and achievement

Overall 77% said they felt a sense of purpose and achievement, this was 83% for 8-12 year olds, 79% for all boys and 73% for all girls, however only 63% of East Europeans responded 'A great deal' to this question, which may need to be explored further.

Qu.7 Can influence how services are run

82% of girls and 84% of boys said they felt they could influence how services were run. This rose to 89% of 8-12 year-olds. The main point to note in this set of responses is that 70% of 13-16 year olds responded 'A great deal' to this question, which was the lowest level of response.

In interviews many young people gave examples of when they had influenced activities and made suggestions that were listened to by the senior youth workers, apprentices and volunteers.

Qu.8 Empowered to make positive life changes

Overall 81% responded 'A great deal' to the question. There is a difference in responses by gender and ethnicity to this question: 64% of girls and 89% of boys saying they felt they were

empowered when at Linx to make positive life changes, as well as by ethnicity, with 63% of East Europeans compared to 87% of White British respondents. This should be explored further in discussions with those with a lower response rate.

Qu. 9 Feel included

90% of respondents replied 'A great deal' to this question of whether they felt included whilst at links with the highest responses from boys (100%), White British (96%) and 8-12 year olds (94%)

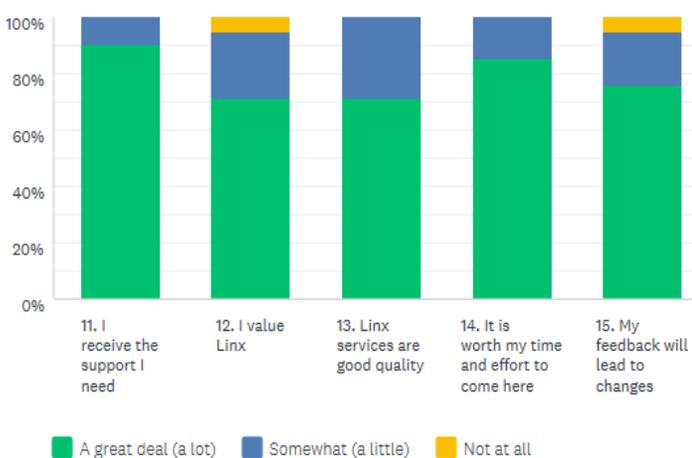
In contrast, 73% of girls and 75% East Europeans said they felt included whilst at the sessions. In interviews some of the girls from both ethnicities felt that there were not enough activities for them and that there were more activities which boys prefer, such as football and computer games.

Qu. 10 Feel a sense of community

At 84% overall saying 'A great deal', this is a high level of satisfaction with people feeling a sense of community when they are at open access sessions. Again, there was a gender and age difference in responses, with 73% of girls and 89% of boys and 94% of 8-12 year olds compared to 69% of 13-16 year olds.

User feedback on what young people think in terms of how they value Linx, the quality of services and support to young people and whether they feel that their feedback will lead to changes

Questions 11-15



Qu.11 Receiving the support needed

There were high levels of satisfaction across age, gender and ethnicity, with 90% young people saying that they receive the support they need and responses ranging from 86-100%. This was borne out in interviews, where young people expressed how

they felt they could talk to youth workers and apprentices about anything and that they would receive the help and support they needed.

Qu.12 I value Linx

Responses ranged from 67% to 82% across the age, genders and ethnicities in the 'A great deal' category to this question about how much they value Linx. In interviews, it was clear that most young people do not know what Linx is and this had to be explained, where people filled in forms independently, they may not have been sure what they were answering a question about.

There is an issue about raising awareness that Linx provides these services and this could potentially be achieved through simple posters or banners at the sessions (but not with the words Hemlington Detached Youth Work included, as that creates confusion when sessions are not in Hemlington and not detached youth work).

Qu.13 Linx services are good quality

This question as well may have had a lower satisfaction level due to the fact that most young people spoken to face to face had no idea what Linx is (see previous recommendation at Qu.12). The average response was 71%, but this fell to 62% for boys and 50% for 8-12 year-olds.

Qu.14 It is worth coming

There was a gender split in responses with 75% of boys and 92% of girls feeling it was worth their while coming to the session. 83% of 8-12 year-olds and 86% of 13-16 year-olds felt that it was worth their time and effort to attend the sessions, so a high level of satisfaction, this rose to 89% for East Europeans. In interviews many young people said that the open access session/youth club was the highlight of their week.

Qu.15 Feedback will lead to changes

The overall response was 76% 'A great deal' to this question, with little difference based on gender. The main difference in demographics was between East Europeans (89% and White British 64%) responding 'A great deal' and 79% of 13-16 year-olds compared to 67% of 8-12 year-olds. In interviews, the majority of the young people said that they were regularly asked in sessions what they would like to do, made suggestions and then the activities were brought in in the following weeks. Young people seemed genuinely pleased that this happened and happened on a regular basis.

Linx User Feedback – Locality Report

Open Access Sessions: Newport

October 2018

Newport open access sessions run between 6-8pm on Thursdays at Newport Community Hub, led by senior youth worker Ricky Tomlinson. The sessions average an attendance of 50-70 young people from ethnically diverse backgrounds. 52 young people attended on 11th October, when the session was being observed by the independent evaluator and there was a mix of white British, Eastern European, Asian and Black young people present.

Many activities were being run concurrently and young people were requested to fill in user feedback forms during the session, although most were completed (15 of 19 returns) with the independent evaluator.

Respondent demographics

No. user feedback respondents	19
Age range: Mainly 13-16 year-olds (one x 8-12 and one x 17-19 year-old)	17
Gender: More girls than boys responded to the survey	61% vs 39%
Ethnicity: Fairly balanced	
White British	53%
Eastern European (and Roma)	47% (26%)

In addition, 15 face to face interviews were conducted with young people at the session by the independent evaluator: 7 boys and 8 girls, mainly aged between 13 and 16, with one 12-year old and one 17 year-old.

Note for future data collection

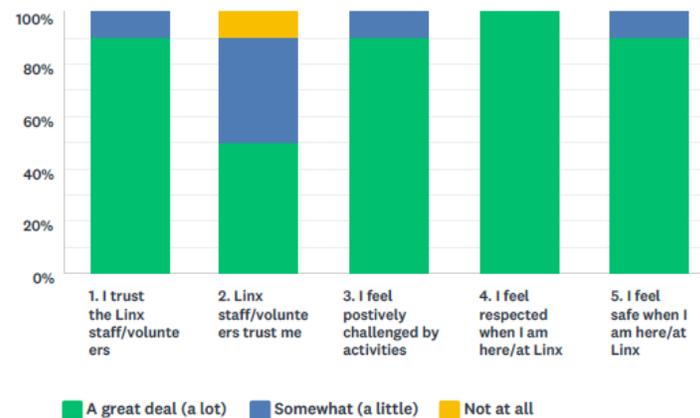
- Newport is a very busy open access session, with multiple corridors and rooms and lots of people moving about during the session
- Consider youth workers and apprentices running a 5-10 minute user feedback slot every 4 months as part of the session, with groups of young people answering the same set of 3 questions and able to ask questions for clarification and ensuring that all 15 questions are asked across a number of groups
- If possible, use ipads and smartphones to collect data using an online survey link. If not, use paper forms, but ensure name, age, gender, ethnicity is completed on each form

User feedback results

The following results are the overall results from all 19 respondents, as the figures are not statistically significant if broken down by age, gender and ethnicity and sets of questions, although they will be in future, as a body of user feedback is built up,

Questions 1-5

User feedback on staff and volunteers and whether young people trust and feel trusted by staff and volunteers, feel safe and respected, as well as positively challenged by activities provided by Linx



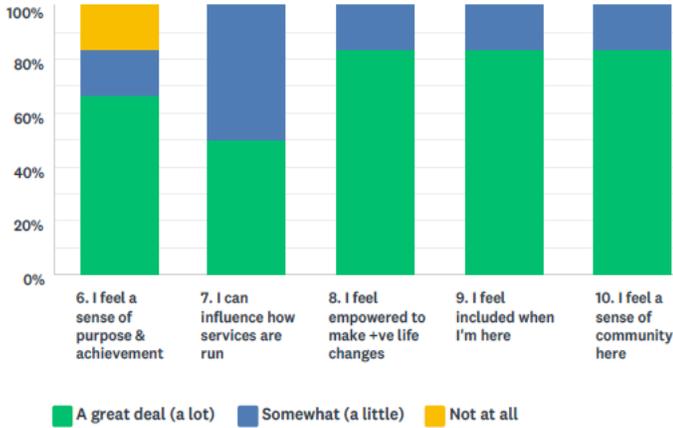
At 90 to 100% of respondents answering 'A great deal' to questions relating to 4 out of 5 of these questions, Newport young people show a very high level of satisfaction. Their responses are higher than the overall average in particular around positive challenge and feeling safe and respected.

However, fewer young people (50%) than the overall average (80%) feel that the staff at Linx trust them. This was discussed in interviews and related to being disciplined about their behaviour.

% responses 'A great deal' to questions	Newport	All Linx responses
How much do you trust Linx staff?	90%	89%
How much do Linx staff trust you?	50%	80%
How much are you positively challenged by Linx activities?	90%	74%
How respected do you feel at Linx?	100%	97%
How safe do you feel at Linx?	90%	77%

Questions 6-10

User feedback on whether young people feel a sense of purpose and achievement, that they can influence services, feel empowered, included and a sense of community at open access sessions



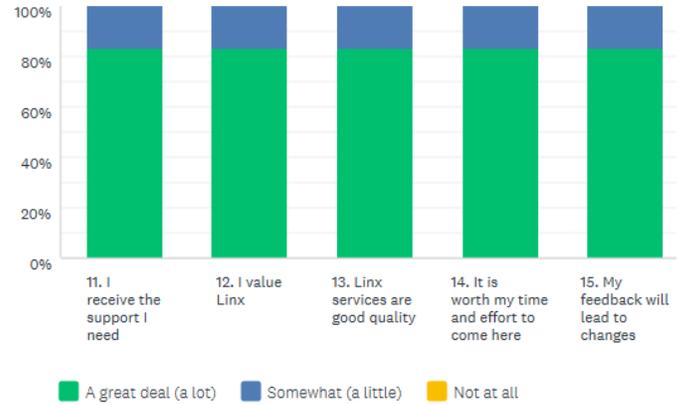
There was a high level of satisfaction from respondents to the questions about being empowered to make positive change, feeling included and a sense of community, on a par with the overall averages.

There was a significant difference in terms of the influence young people they had at Linx with only 50% of Newport respondents saying 'A great deal' compared to 81% overall. At 67% those feeling a sense of purpose and achievement was also much lower than average.

% responses 'A great deal' to questions	Newport	All Linx responses
How much do you feel a sense of purpose and achievement at Linx?	67%	77%
How much do you influence how services are run at Linx?	50%	81%
At Linx, how empowered do you feel to make positive change in your life?	83%	81%
How included do you feel at Linx?	83%	90%
At Linx, how much of a sense of community do you feel?	83%	84%

Questions 11-15

User feedback on what young people think in terms of how they value Linx, the quality of services and support to young people and whether they feel that their feedback will lead to changes



Responses were 83% across the board for all these questions, showing a great deal of satisfaction and are on par with or above the overall averages.

% responses 'A great deal' to questions	Newport	All Linx responses
To what extent do you receive the support you need from Linx?	83%	90%
How much do you value Linx?	83%	71%
To what extent do you think Linx services are good quality?	83%	71%
To what extent do you feel it is worth your time and effort to come to Linx?	83%	86%
How likely do you think it is that Linx will make changes as a result of your feedback?	83%	76%

Observation

The session was well run, considering the fact that there so many young people there. There were a lot of different activities happening at the same time, from sports to crafts. As well as Senior Youth Workers, there were apprentices, sessional staff and volunteers, as well as a Kicks member of staff. The police came along to the session as well, but as visitors.

Most of the evaluators time was spent in interviews with young people, who were very positive about the sessions, although there was clear underlying tension between the White British attenders and

those from Eastern European countries, with both groups saying they would prefer to be segregated.

The type and use of language by some of the White British girls and boys was worrying and when raised with the youth workers, they did not seem to recognise this as an issue.

At the debrief there were issues raised around the age restriction and being able to verify the age of people coming into the session. Some young people at interview did think the age range was too wide at 10-19 (some thought it should be 10-16)

There was also some tension around being able to engage young people who may have been taking drugs or drinking and get them into the centre, as opposed to banning them and leaving them out on the street.

This is a policy and practice issue that is something to discuss in staff meetings.

The issue of drugs did not arise in any of the interviews with young people.

Interviews with young people

15 interviews were held with young people during the open access session, mainly in groups of two or three and a mix of White British and Eastern Europeans, separately.

What they think of the youth club

- Most young people really enjoy the youth club, a few (Eastern Europeans) prefer Breckon Hill as there is more music there
- A lot of the young people really appreciated the session being here, in their locality

What did they do before

- Eastern Europeans said they would sit outside, smoke, get bored
- White British girls and boys said they would be 'bombing cars' with eggs, hanging round the streets, getting up to mischief, being bored

What's the best thing about being here

- Friendly people
- Good banter
- Somewhere warm to be
- Being able to relax with friends
- They really like the fact that there is food (Greggs) and cooking

What they think of the staff

- Friendly staff who are interested them and talk to them
- Most of the staff were described as 'sound' and they really liked Ricky and the apprentices in particular
- Some young people said that the staff had helped them out when they had problems and they really appreciated this

Have they been listened to

- Everyone interviewed felt they had been listened to and that the staff responded to their suggestions
- They really loved the fact that they had suggested trips out of Middlesbrough (Lightwater Valley, Flamingoland) and had been listened to and got to go on trips

Anything that could be improved, other activities

- A lot of the girls wanted more activities for girls: singing, dancing, nail art, make up art, hair, volleyball, girls against girls at football, as well as advice for girls, such as safe sex and other emotional health and well-being topics
- They were happy to get out of Middlesbrough on the trips away (summer, Halloween)
- Some people thought it should be on more nights of the week (to "keep people out of mischief")
- Put on a tuck shop

Any problems

- Some young people thought the age range should be restricted, "not as young and not as old – it should be 10-16, it would be better as a kids youth club, not for adults"
- Some young people felt that they shouldn't have to pay 50p to get in
- The main problem was that between the White English people and those from Eastern Europe – both sets of young people wanted separate youth clubs and segregation (which could exacerbate tensions) – there is a clear divide that needs to be addressed, potentially through some cultural awareness activities, training and potentially by having staff, apprentices or sessional workers representing some of the other communities at the youth clubs

East European girls said:

- "English boys and girls tell us to get back to our own country and keep annoying us"...
- "they are rude, nasty, horrible and swear at us"
- "I feel like I shouldn't be here...most of the time we ignore them, we don't want to cause problems"

White British girls and boys said:

- "I'm not being racist, but the Czech people don't take it seriously, mess on and talk to us like shit, think they're hard, it's nasty"
- "Nothing is said to them when we fight back, we get into bother. The other week 2 young girls asked us for a threesome and we got into bother. It's mainly the Czech people. They should have their own Czech youth club with their own staff"
- "The worst problem is talking to them they try to rip you and then talk in their language to their mates and they slag you off in their language, so they should have their own youth club as they can't slag anyone off – the people would deal with it themselves"
- "We've got no problem with black people"

Would they like to be involved in any way in future

- Some would like to run sessions (music, singing, dance)
- Some said they would like to help out, volunteering

Linx User Feedback – Locality Report

Open Access Session: Whinney Banks

October 2018

Whinney Banks open access sessions run between 7-8.30pm on Fridays at Trinity Church Hall for 10-15 year olds, led by senior youth worker Lauren Ramsey. The sessions are held mainly in the hall and not in other rooms of the building. Usually sessions average up to 70 young people attending, mainly from a White British background, with some young people from Asian and Eastern European communities.

40 young people attended on 12th October, when the session was being observed by the independent evaluator and more than half completed user feedback forms.

Respondent demographics

No. user feedback respondents	23
Age range: Mainly 8-12 year-olds (4 x 13-16 year olds)	19
Gender: More girls than boys responded to the survey	74% vs 26%
Ethnicity:	
• White British	90%
• Eastern European	5%
• Asian British	5%

In addition, 9 face to face interviews were conducted with young people at the session by the independent evaluator: a mix of boys and girls aged between 10 and 13.

Note for future data collection

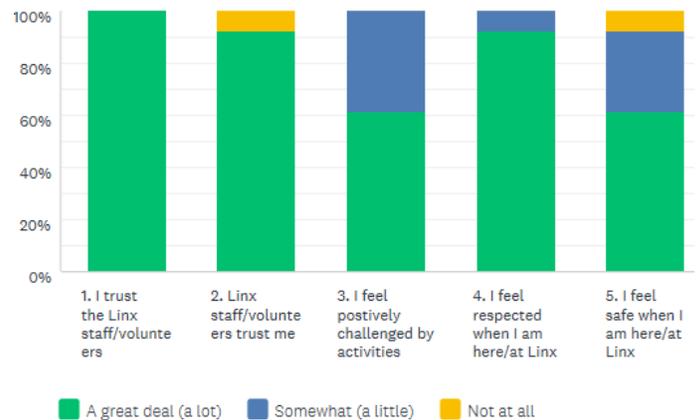
- Seek more responses from boys to even out the user feedback gender balance at this locality
- If possible, seek more BAME responses
- Consider youth workers and apprentices running a 5-10 minute user feedback slot every 4 months as part of the session, with groups of young people answering the same set of 3 questions and able to ask questions for clarification and ensuring that all 15 questions are asked across a number of groups
- If possible, use ipads and smartphones to collect data using an online survey link. If not, use paper forms, but ensure name, age, gender, ethnicity is completed on each form

User feedback results

The following results are the overall results from all 23 respondents, as the figures are not statistically significant if broken down by age, gender and ethnicity and sets of questions, although they will be in future, as a body of user feedback is built up,

Questions 1-5

User feedback on staff and volunteers and whether young people trust and feel trusted by staff and volunteers, feel safe and respected, as well as positively challenged by activities provided by Linx



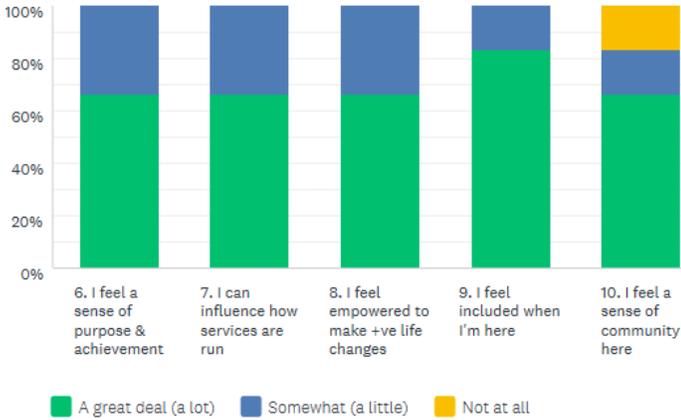
The level of trust in Linx staff (100%) and feeling that they are trusted (92%) is much higher at Whinney Banks than the averages answering 'A great deal' to these questions. However, a lower percentage felt positively challenged (62%) and safe (62%). There were difficulties in the younger age group understanding the concept of 'positive challenge' even with a range of explanations and examples in face to face interviews.

In addition, it was this session in particular where the young people did not feel safe, not due to staff or external people, but due to other young people's boisterous behaviour at the sessions. This should be examined and dealt with as soon as possible.

% responses 'A great deal' to questions	Whinney Banks	All Linx responses
How much do you trust Linx staff?	100%	89%
How much do Linx staff trust you?	92%	80%
How much are you positively challenged by Linx activities?	62%	74%
How respected do you feel at Linx?	92%	97%
How safe do you feel at Linx?	62%	77%

Questions 6-10

User feedback on whether young people feel a sense of purpose and achievement, that they can influence services, feel empowered, included and a sense of community at open access sessions

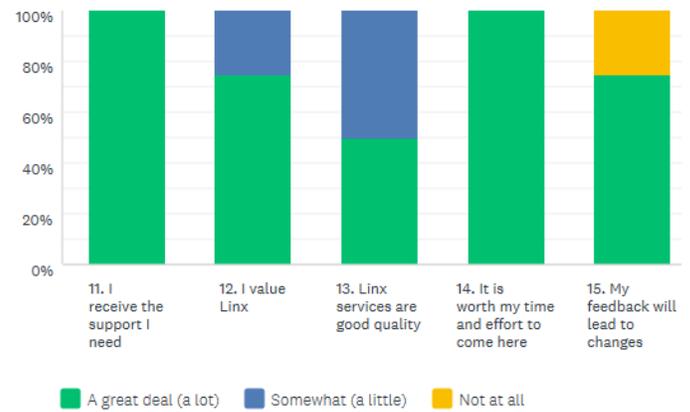


The responses from Whinney Banks are way below the average across the whole cohort of young people providing user feedback, averaging 67% on 4 of 5 questions. The responses where the feedback is lower could relate to the concepts in the questions, but this should be looked into to ensure that these levels are increased if possible.

% responses 'A great deal' to questions	Whinney Banks	All Linx responses
How much do you feel a sense of purpose and achievement at Linx?	67%	77%
How much do you influence how services are run at Linx?	67%	81%
At Linx, how empowered do you feel to make positive change in your life?	67%	81%
How included do you feel at Linx?	83%	90%
At Linx, how much of a sense of community do you feel?	67%	84%

Questions 11-15

User feedback on what young people think in terms of how they value Linx, the quality of services and support to young people and whether they feel that their feedback will lead to changes



Young people showed a great deal of satisfaction with the level of support they receive and it being worth the time and effort to attend (100% each), with a high percentage feeling that they can affect changes.

However, fewer young people (50% thought that Linx services were good quality (although in interview none knew who or what Linx was, which should be rectified through talking more about Linx and using some publicity materials in the sessions).

% responses 'A great deal' to questions	Whinney Banks	All Linx responses
To what extent do you receive the support you need from Linx?	100%	90%
How much do you value Linx?	75%	71%
To what extent do you think Linx services are good quality?	50%	71%
To what extent do you feel it is worth your time and effort to come to Linx?	100%	86%
How likely do you think it is that Linx will make changes as a result of your feedback?	83%	76%

Observation

The evaluator arrived very early at the session and children were queuing up for half an hour in the dark and the wind, in a very orderly way, waiting for the session to start.

The session was well run and there were a variety of activities happening in one main room at Trinity Church. There were quiet spaces where young people, mainly girls were doing crafts and an area for food, computer games and other games

As well as the Senior Youth Workers, there were apprentices, sessional staff and volunteers, as well as a Kicks member of staff.

The evaluator interviewed 9 young people, although the second set of interviews was disrupted by the young people's behaviour and had to be ended early. The evaluator spent some time doing a craft activity with some of the young girls and observing the rest of the session.

It was a lively session and it is clear that some younger people feel intimidated by the boisterous behaviour of others.

There was a lot of energy in the room and young people wanted to be outside playing, but there were no lights for the outside area (this is an issue which is already being explored)

There is usually a tuck shop on, run by the partners at the Church (not on the night of the observation) which is really popular.

Interviews with young people

9 interviews were held with young people during the open access session, mainly in groups of two or three and a mix of White British and Eastern Europeans, separately.

What they think of the youth club

- All of the young people interviewed really loved the youth club, a number of them said it is their favourite night of the week and they live for it "Friday = fave day cos I come here"
- They are very aware that they are not welcome at the Acklam Green Centre across the road and also not usually in the Church Hall if the youth club is not on

What did they do before

- Hang round on the streets getting bored and sometimes 'getting into mischief'

- Some of the boys would 'bomb cars' with eggs or stones

What's the best thing about being here

- They like being inside and having somewhere to be with their friends, on the whole
- They like getting to do different activities, such as making slime, crafts, computer games

What they think of the staff

- Everyone thought the staff were really friendly and showed a great deal of respect and affection for them in the interviews – they repeated that they are 'nice people' and 'kind' quite a lot in discussions

Have they been listened to

- Everyone interviewed felt they had been listened to and that the staff responded to their suggestions

Anything that could be improved, other activities

- As with other clubs, the girls wanted more activities for girls: singing, dancing, nail art, make up art, books, but also suggested having performances (a show), they also thought gymnastics and trampolining
- A sleep over/pyjama days was suggested by one girl
- Some of the boys suggested outdoor football, bubble football, a bouncy castle
- They like the tuck shop – one person suggested free food and drink
- A few of the boys wanted to play Fortnite

Any problems

- The only problem that came up in the surveys, rather than the interviews, was the one relating to the boisterous behaviour of some young people, which made some of the younger boys and girls feel unsafe

Would they like to be involved in any way in future

- Some would like to help with running activities, such as learning dance routines
- Some said they would like to help out, volunteering in future

Linx User Feedback – Locality Report

Open Access Session: Breckon Hill

October 2018

Breckon Hill open access sessions run between 6-8pm on Wednesdays at Breckon Hill Community Hub for 10-19 year olds, led by senior youth worker Lauren Ramsey. The sessions are held mainly in the hall and not in other rooms of the building. Usually sessions average up to 50 young people attending, mainly from Eastern European communities, including Gypsy or Roma communities.

At least 35-40 young people attended on 10th October and on 17th October, when the sessions were being observed by the independent evaluator. 10 young people were interviewed.

Only 11 user feedback forms were completed on 10th October, which is not statistically significant, but the data is provided as it can still be used to build upon for future user feedback work.

Respondent demographics

No. user feedback respondents	11
Age range: Mainly 13-16 year-olds (2 x 8-12 year-olds)	10
Gender: More girls than boys responded to the survey	64% vs 36%
Ethnicity:	
• Eastern European (Gypsy/Roma)	100% (18%)

In addition, 10 face to face interviews were conducted with young people at the session on 17th October by the independent evaluator: a mix of boys and girls aged between 13 and 19.

Note for future data collection

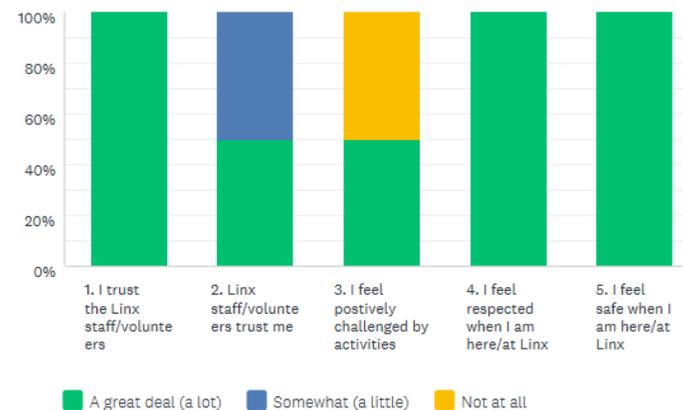
- Seek more responses from this group as a whole and ensure that there is gender balance
- Consider youth workers and apprentices running a 5-10 minute user feedback slot every 4 months as part of the session, with groups of young people answering the same set of 3 questions and able to ask questions for clarification and ensuring that all 15 questions are asked across a number of groups
- If possible, use ipads and smartphones to collect data using an online survey link. If not, use paper forms, but ensure name, age, gender, ethnicity is completed on each form

User feedback results

The following results are the overall results from all 11 respondents, as the figures are not statistically significant if broken down by age, gender and ethnicity and sets of questions, although they will be in future, as a body of user feedback is built up,

Questions 1-5

User feedback on staff and volunteers and whether young people trust and feel trusted by staff and volunteers, feel safe and respected, as well as positively challenged by activities provided by Linx



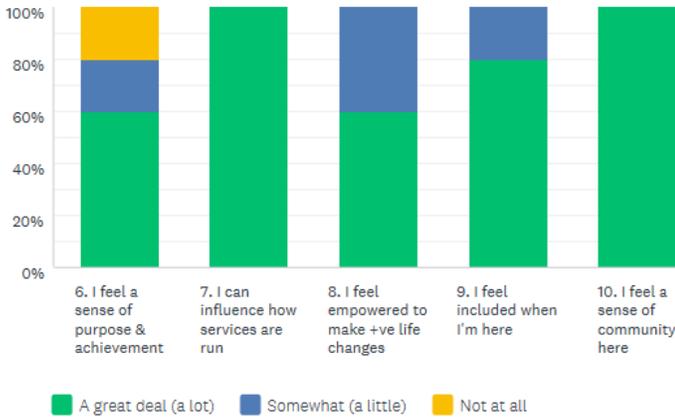
The level of trust in Linx staff and feeling that they are respected and safe is much higher at 100% for all these questions at Breckon Hills than the average. However, fewer felt trusted by staff or positively challenged (both 50%). In interviews, some said that the staff do not trust them, with reference to the times they have been disciplined about their behaviour, in particular the boys.

In interviews it was difficult to explain the concept of positive challenge to people with English as their second language, but it was also clear that this group of young people do relish challenge in particular they like to be stretched around their own musical talents, which are many.

% responses 'A great deal' to questions	Breckon Hill	All Linx responses
How much do you trust Linx staff?	100%	89%
How much do Linx staff trust you?	50%	80%
How much are you positively challenged by Linx activities?	50%	74%
How respected do you feel at Linx?	100%	97%
How safe do you feel at Linx?	100%	77%

Questions 6-10

User feedback on whether young people feel a sense of purpose and achievement, that they can influence services, feel empowered, included and a sense of community at open access sessions



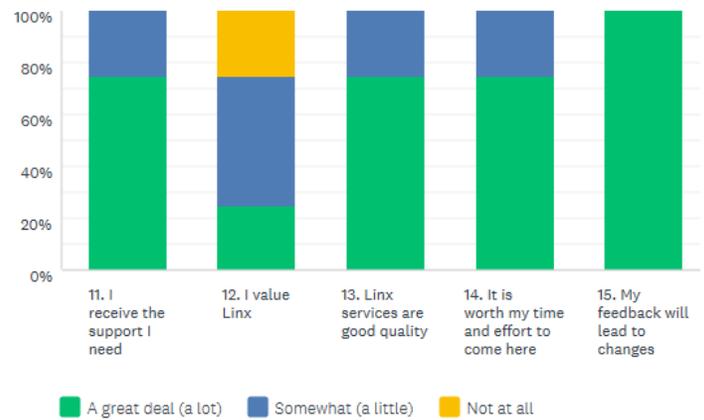
All respondents felt that they could influence how services were run and also felt a strong sense of community, which was also very evident in observing the session and a response rate way above the average. There is a common culture around music in particular between the East European communities attending the session.

The sense of purpose and achievement was lower than the average at 60% and the sense at interview was that this group does need to be given challenges. There was also a 60% response on people responding 'A great deal' to being empowered to make positive changes.

% responses 'A great deal' to questions	Breckon Hill	All Linx responses
How much do you feel a sense of purpose and achievement at Linx?	60%	77%
How much do you influence how services are run at Linx?	100%	81%
At Linx, how empowered do you feel to make positive change in your life?	60%	81%
How included do you feel at Linx?	80%	90%
At Linx, how much of a sense of community do you feel?	100%	84%

Questions 11-15

User feedback on what young people think in terms of how they value Linx, the quality of services and support to young people and whether they feel that their feedback will lead to changes



Young people felt that their feedback would be taken into account to affect services (100% saying 'A great deal'). Other results were at 75% for the quality of services (above average) and the level of support received and it being worth while to attend (at 75% each, lower than average). The most significant difference with the average of 71% was how much they value Linx (25%) – but this could be the language or also the lack of understand what Linx is (as the centre is very much branded as Breckon Hill).

% responses 'A great deal' to questions	Breckon Hill	All Linx responses
To what extent do you receive the support you need from Linx?	75%	90%
How much do you value Linx?	25%	71%
To what extent do you think Linx services are good quality?	75%	71%
To what extent do you feel it is worth your time and effort to come to Linx?	75%	86%
How likely do you think it is that Linx will make changes as a result of your feedback?	100%	76%

Observation

The sessions were well run and there were a variety of activities happening in a number of different rooms, including a music session with MusInc, drums and singing in the atrium and a virtual reality session with the Fire Service and Road Safety Officer from

the Council, as well as sports in the Sports Hall. During the sessions PCSOs attended (in an informal capacity) and there were also health messages about smoking and some cooking.

It was an incredibly lively session and music and singing were a feature both times the evaluator attended. Many of the young people are accomplished musicians and singers and love to express themselves through music. It was definitely unlike any other youth club attended and those present were very comfortable

As well as the Senior Youth Workers, there were apprentices, sessional staff and volunteers from Linx and Breckon Hill Community Centre and although very loud and lively, everything seemed to be very well under control.

The evaluator interviewed 10 young people, girls and boys across the whole age range.

Interviews with young people

10 interviews were held with young people during the open access session, mainly in groups of two or three and exclusively Eastern Europeans – Czech and Slovakian.

What they think of the youth club

- All of the young people interviewed really loved the youth club and it certainly felt that there was a real community spirit and sense of celebration that they felt in coming here
- “We all know each other here, we are family”

What did they do before

- Most young people said they would just be hanging round on the streets, be at home, playing musical instruments, playing in a band, playing football or playing in the streets
- A few of the boys did say it kept them out of mischief on the streets, others said they would be drinking alcohol (but when they started at the youth club, they stopped drinking)

What's the best thing about being here

- Most young people liked to play musical instruments (especially the drums were mentioned a lot) and singing and dancing (especially the girls)
- There is a real affection for the session and young people said “it's the best club”
- Some young people were grateful for the fact they were also supported with their English

- Some young people liked the fact that there is free food and drink at the sessions

What they think of the staff

- There was a lot of positive feedback about the staff and apprentices
- The girls mentioned how kind and supportive the staff are and that they can talk to them about anything and they will get help when they need it
- Only one of the boys said he only liked them “ a little bit – they don't let my friends in”

Have they been listened to

- Everyone interviewed felt they had been listened to and that the staff responded to their suggestions
- Some of the boys said that “if we listen to the staff, they listen to us, if we treat them well they treat us well”

Anything that could be improved, other activities

- Boxing was brought up a number of times by some of the boys, who were very keen to do this again(they have done it before)
- Putting on shows and performances was mentioned by a lot of the young people, most of whom play an instrument or can sing or dance and like to do so
- A lot of the girls like making things, crafts, slime, bath bombs
- Some suggested that there should be internet access
- One older girl suggested that there could be a film/movie session, playstation etc, for the older young people (16-19) and activities separate to the younger children and that there should be different times (4-6pm for younger children and 6-8pm for the older young people)
- Trampolining was also suggested
- They enjoy the trips out of Middlesbrough and suggested more trips to theme parks, such as Gulliver's World and Alton Towers
- They enjoy the cooking sessions and would like to do more of that

Any problems

- The boisterous behaviour of some young people, making others (boys) feel intimidated was mentioned by some boys
- The lack of respect for staff was raised by an older young person, who said that the young people sometimes are disrespectful in their own

language, but the staff don't know – she did not feel that this was right and that all young people should be showing respect – she also said that if young people were misbehaving they should be kicked out, otherwise the others would think they could get away with bad behaviour

- Some of the young people (male) talked in highly sexualised language (possibly in an attempt to shock the interviewer)

Would they like to be involved in any way in future

- The boys really enjoy the sports, in particular football and boxing and would like to do more of this and possibly be involved in helping out
- Some of the girls wanted to be involved in helping pull together shows/performances
- Some said they would like to give music lessons to others (violin, piano, drums, guitar)

Linx User Feedback – Locality Report

Open Access Session: Grove Hill

November 2018

Grove Hill open access sessions run between on Mondays for 10-12 year olds and 5.30-7.30 on Thursdays for 13-19 year olds, led by senior youth worker John Burns. These are smaller sessions with fewer young people attending and they are mainly White British.

No sessions were observed by the independent evaluator, as Grove Hill was not identified as one of the case studies for the interim evaluation, but user feedback surveys were shared with young people at their session on 2nd November 2018.

23 user feedback forms were completed in early November, which is a large proportion of those attending the sessions.

Respondent demographics

No. user feedback respondents	23
Age range: Mainly 8-12 year olds (5 x 13-16 year olds)	18
Gender: More boys than girls responded to the survey	70% vs 30%
Ethnicity:	
• White British	100%

In addition, 4 face to face interviews were conducted with young people at the session on 5th October by the independent evaluator: 3 boys and one girl aged between 13 and 15.

Note for future data collection

- Seek gender balance in responses and any BAME balance as well, if appropriate
- Consider youth workers and apprentices running a 5-10 minute user feedback slot every 4 months as part of the session, with groups of young people answering the same set of 3 questions and able to ask questions for clarification and ensuring that all 15 questions are asked across a number of groups
- If possible, use ipads and smartphones to collect data using an online survey link. If not, use paper forms, but ensure name, age, gender, ethnicity is completed on each form

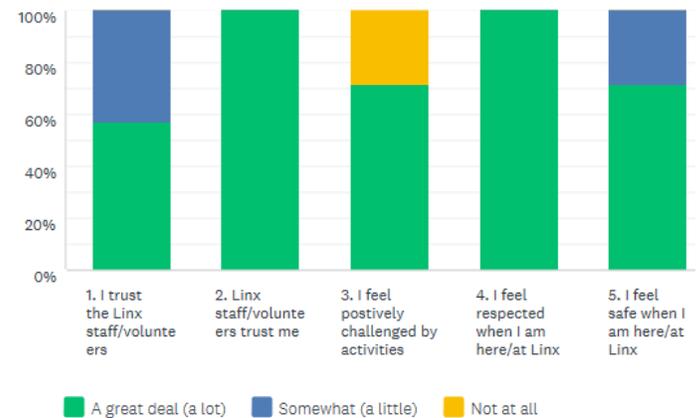
User feedback results

The following results are the overall results from all 23 respondents, as the figures are not statistically significant if broken down by age, gender and ethnicity and sets of questions, although they will be in future, as a body of user feedback is built up,

Grove Hill had one of the highest proportional response rates of surveys, as these are smaller groups of young people, but most completed the survey. Grove Hill also had one of the highest positive response rates of all open access sessions across the Board

Questions 1-5

User feedback on staff and volunteers and whether young people trust and feel trusted by staff and volunteers, feel safe and respected, as well as positively challenged by activities provided by Linx

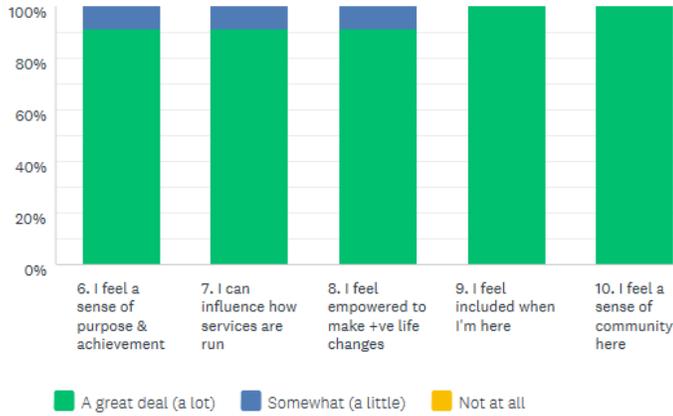


There was a high level of satisfaction with Linx staff and services from young people at both the Grove Hill sessions. Young people showed a they felt trusted by Linx staff and respected. Most felt safe and positively challenged. There was a lower response rate on how much they trusted Linx staff 'a great deal' which may need to be explored further.

% responses 'A great deal' to questions	Grove Hill	All Linx responses
How much do you trust Linx staff?	57%	89%
How much do Linx staff trust you?	100%	80%
How much are you positively challenged by Linx activities?	71%	74%
How respected do you feel at Linx?	100%	97%
How safe do you feel at Linx?	71%	77%

Questions 6-10

User feedback on whether young people feel a sense of purpose and achievement, that they can influence services, feel empowered, included and a sense of community at open access sessions

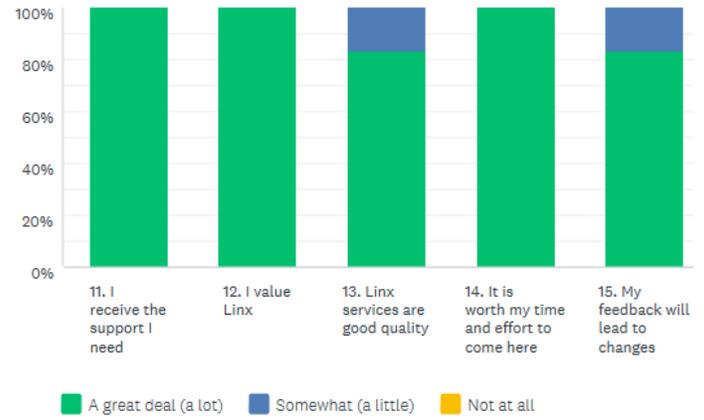


The majority (90%) surveyed said that they felt a sense of purpose and achievement. All young people surveyed reported feeling included and a sense of community when at the open access sessions. These were the highest satisfaction rates and higher than the average.

% responses 'A great deal' to questions	Grove Hill	All Linx responses
How much do you feel a sense of purpose and achievement at Linx?	92%	77%
How much do you influence how services are run at Linx?	92%	81%
At Linx, how empowered do you feel to make positive change in your life?	92%	81%
How included do you feel at Linx?	100%	90%
At Linx, how much of a sense of community do you feel?	100%	84%

Questions 11-15

User feedback on what young people think in terms of how they value Linx, the quality of services and support to young people and whether they feel that their feedback will lead to changes



Young people in both age groups surveyed responded that they feel that they can influence how services are run and that they are empowered to make positive life changes.

All young people surveyed said that they receive the support that they need and that they valued Linx and that their feedback would lead to changes.

The majority of young people (over 80%) surveyed said that Linx services were good quality and that it was worth their time and effort to attend the open access sessions.

% responses 'A great deal' to questions	Grove Hill	All Linx responses
To what extent do you receive the support you need from Linx?	100%	90%
How much do you value Linx?	100%	71%
To what extent do you think Linx services are good quality?	83%	71%
To what extent do you feel it is worth your time and effort to come to Linx?	100%	86%
How likely do you think it is that Linx will make changes as a result of your feedback?	83%	76%

No observation or face to face interviews

There was no observation and no face to face interviews with young people from Grove Hill youth clubs, due to the timing of sessions and time restrictions for the evaluator. A case study was prepared and John Burns provided quotes from young people in response to questions about what they liked about the sessions.

Linx User Feedback – Locality Report

Open Access Session: Coulby Newham

October 2018

Coulby Newham's open access sessions run between 6-8pm on Fridays for 10-19 year olds, led by senior youth worker Josh Harrison. The sessions are held in one main room and a sports hall in the building. Usually sessions average up to 40-50 young people attending, mainly White British, many of whom are in care.

43 young people attended on 5th October, when the session was being observed by the independent evaluator. 4 young people were interviewed and 9 user feedback forms were completed on 5th October, which is not statistically significant, but the data is provided as it can still be used to build upon for future user feedback work.

Respondent demographics

No. user feedback respondents	9
Age range: All 13-16 year-olds	9
Gender: More girls than boys responded to the survey	78% vs 22%
Ethnicity:	
• White British	89%
• Eastern European	11%

In addition, 4 face to face interviews were conducted with young people at the session on 5th October by the independent evaluator: 3 boys and one girl aged between 13 and 15.

Note for future data collection

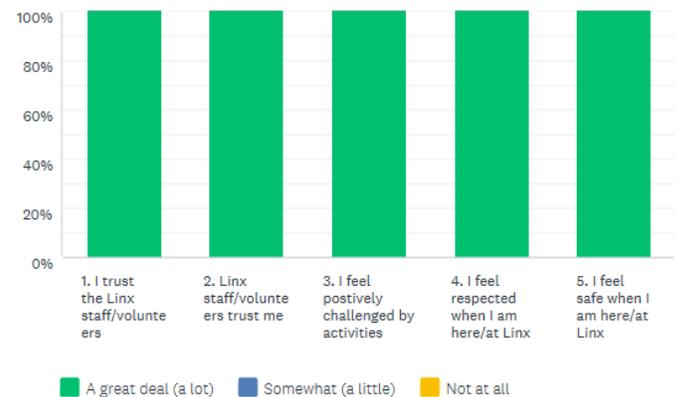
- Seek more responses from this group as a whole and ensure that there is gender balance
- Consider youth workers and apprentices running a 5-10 minute user feedback slot every 4 months as part of the session, with groups of young people answering the same set of 3 questions and able to ask questions for clarification and ensuring that all 15 questions are asked across a number of groups
- If possible, use ipads and smartphones to collect data using an online survey link. If not, use paper forms, but ensure name, age, gender, ethnicity is completed on each form

User feedback results

The following results are the overall results from all 9 respondents, as the figures are not statistically significant if broken down by age, gender and ethnicity and sets of questions, although they will be in future, as a body of user feedback is built up,

Questions 1-5

User feedback on staff and volunteers and whether young people trust and feel trusted by staff and volunteers, feel safe and respected, as well as positively challenged by activities provided by Linx

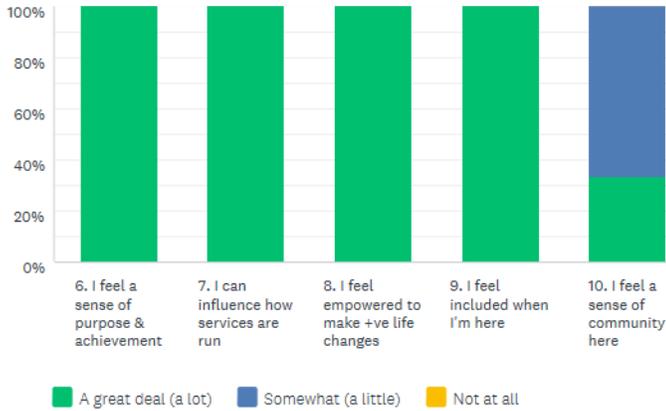


All young people interviewed and surveyed had a sense of mutual trust with staff and young people and felt respected, positively challenged and safe when at the sessions. The results were 100% for all.

% responses 'A great deal' to questions	Coulby Newham	All Linx responses
How much do you trust Linx staff?	100%	89%
How much do Linx staff trust you?	100%	80%
How much are you positively challenged by Linx activities?	100%	74%
How respected do you feel at Linx?	100%	97%
How safe do you feel at Linx?	100%	77%

Questions 6-10

User feedback on whether young people feel a sense of purpose and achievement, that they can influence services, feel empowered, included and a sense of community at open access sessions

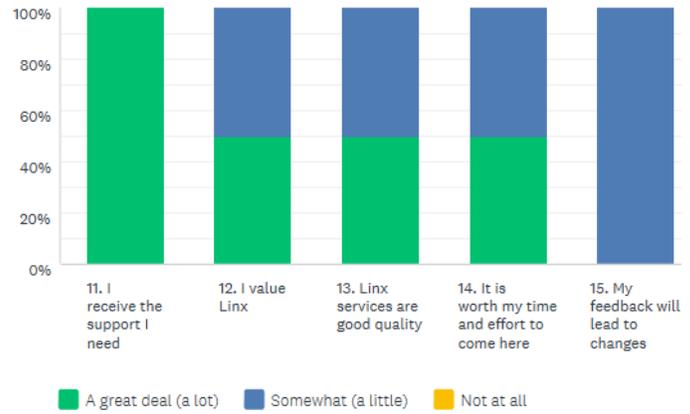


All young people surveyed and interviewed felt included in the sessions and that they could influence services. They felt a sense of purpose and achievement and empowered to make life changes. There was less of a sense of community at this session in survey respondents than in general across the cohort of all respondents.

% responses 'A great deal' to questions	Coulby Newham	All Linx responses
How much do you feel a sense of purpose and achievement at Linx?	100%	77%
How much do you influence how services are run at Linx?	100%	81%
At Linx, how empowered do you feel to make positive change in your life?	100%	81%
How included do you feel at Linx?	100%	90%
At Linx, how much of a sense of community do you feel?	67%	84%

Questions 11-15

User feedback on what young people think in terms of how they value Linx, the quality of services and support to young people and whether they feel that their feedback will lead to changes



Young people felt strongly supported by staff and that it was worthwhile coming to the sessions. In interview, young people talked about how coming to the open access session helped divert them from anti-social behaviour on the streets and in education and gave them a sense of purpose and a willingness to change their attitude and behaviour for the better.

Some responses could be investigated as they are at a lower level than in general, especially around their feedback leading to changes, where 100% of the survey respondents felt that this would happen 'a little' rather than a lot.

% responses 'A great deal' to questions	Coulby Newham	All Linx responses
To what extent do you receive the support you need from Linx?	100%	90%
How much do you value Linx?	50%	71%
To what extent do you think Linx services are good quality?	50%	71%
To what extent do you feel it is worth your time and effort to come to Linx?	50%	86%
How likely do you think it is that Linx will make changes as a result of your feedback?	0%	76%

Observation

The sessions were well run and there were a variety of activities happening in a number of different rooms, including computer sessions, crafts and sports in the Sports Hall.

As well as the Senior Youth Workers, there were apprentices, sessional staff and although very loud and lively, everything seemed to be very well under control.

Interviews with young people

4 interviews were held with young people during the open access session, as individuals and a pair.

What they think of the youth club

- All of the young people interviewed really liked coming to the youth club and appreciated the fact that it was on in their community

What did they do before

- Young people said they would be walking the streets with nothing to do, 'bombing cars' or getting into trouble

What's the best thing about being here

- The young people like to be in the centre, have food and have fun activities to do with their friends

What they think of the staff

- All those interviewed had a huge amount of respect for the staff and genuine affection for them – they felt that the staff helped them, they could "talk to them about anything" and that they were good fun
- One girl said they were 'nice' and 'kind', she also said her and her brother had additional 1-2-1 support which helped them overcome problems they were having
- "They are all sound, they listen to what you have to say and they don't listen to what other people say about you, they won't tell your parents if you tell them things"

Have they been listened to

- All those interviewed felt they had been listened to and that the staff responded to their suggestions
- "If we suggest things, they try their best to make it happen – they always listen to us"

Anything that could be improved, other activities

- They like what is already on, but also the summer trips, bowling and climbing were mentioned
- All thought one night a week was enough

Any problems

- No interviewees mentioned any problems

Would they like to be involved in any way in future

- They like suggesting things and having their ideas acted upon ("like making parmos")
- One young person said that he would be interested in becoming a youth worker in future and wanted to explore that option: "I would like to be a youth worker – because since I've been coming here I was bad and they helped me, so I want to do that so I can help other people, like I got helped, and also I'd like to get a job after school"

Two of the interviewees talked at some length about how being involved in this youth club had been really life changing for them. They had been in quite a lot of trouble with school and the police, the one having been expelled. The latter wanted to now stick in at college and do something positive with his life and was convinced that if he had come to the youth club at an earlier age, he would still be at school.

- "Me and (name provided) used to make mischief, we both sat back, I never did when I was in school, I just used to mess about, now I want to do my work. I'm in College cos I got kicked out of school for fighting, that was happening when I came here – now I don't want to do that. I'm at College doing plastering, plumbing, brick laying and I want to get a job"

The other had seen how his own behaviour had changed since he had been going to the youth club and wanted to keep improving and to stay at school and get qualifications. He was stopping associating with other young people who are constantly getting into trouble, he said.

For both young men, this seemed to be a radical change of heart- which was particularly moving and demonstrated the impact of the sessions and having professional practice in place in this community.