

Hackney Young People's Survey 2017/2018 Evaluation Report

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Aim of the consultation

The aim of the consultation was for Young Hackney to consult with all young people aged 6-19 to provide feedback on the service which Young Hackney provides, to improve the Young Hackney services for young people within the Borough. Another aim was to help Hackney Youth Parliament shape future campaigns that would be conducted by the newly elected young parliament panel from October 2018.

Methodology

Data collection, inputting and analysis:

The statistical data and qualitative comments of the consultation were collected at youth hubs and activities ran by Young Hackney and its providers, with staff encouraging young people to fill out the survey during sessions.

Once a respondent filled in an application form and provided their email address, they were entered in a prize draw to win a £50 voucher.

The consultation ran for 8 weeks. Consultation documents was handed out and collected during sessions at youth hubs and Young Hackney providers. An online version of this form was also created and the link was created on posters which was placed at hubs and on social media advertising the survey. This report looks at the findings of the survey. The results were inputted and analysed by Young Hackney staff on Citizen Space and the results have been produced into this report by the Consultation Officer.

Promotion:

The main components of the consultation process are as follows:

- Advertisement of survey with posters and on social media
- Paper reply form
- Online reply form

Advertisement of survey:

The consultation was first advertised at the Hackney Young Parliament election launch event. From there promotion of the survey was done

Event

This will be done at the Hackney Youth Parliament Election Launch on the 16th May in the Assembly Rooms at the Town Hall. Officers engaged with young people at the event and let them know about the survey.

Posters

A3 posters was printed and shown at the HYP Election Launch and youth centres.

Paper:

Paper copies of the survey was provided at youth centres and staff was instructed to encourage young people to fill out the survey. Having this in a paper format means those without the internet are able to respond.

Online engagement:

An exact replica of the survey was made available on the Council's consultation hub – Citizen Space. Links and posts about the survey was on Young Hackney's social media handles- Facebook, Twitter, Instagram and Snapchat. Supporting information linking to the online survey was made available on Young Hackney's website.

Social Media

There was scheduled posts on social media showing the pdf format of the poster. A link to the online survey was attached.

Note on the data quality and interpretation:

A total of 413 people took part in the consultation. 383 surveys was completed on hard copies; only 30 copies was filled in online.

On qualitative data (comments):

In analysing the data, all of the comments and different themes contained within them were 'tagged' or grouped under common themes.

Not all participants chose to give comments in the survey, meaning some questions contained more qualitative data than others. Where comments have been highlighted in this report, it is because the frequency of the comment or theme mentioned was high (relative to other comments and themes for that given question).

Summary of key findings

The overall Young Hackney service:

- 371 respondents (90%) felt Young Hackney provides a good service
- 12 respondents (3%) felt Young Hackney does not provide a good service

Accreditation:

- 182 respondents (44%) have achieved an accreditation
- 145 respondents (35%) have not achieved an accreditation

Experience with Young Hackney:

- 230 respondents (56%) have enjoyed their experience with Young Hackney
- 112 respondents (27%) felt their experience with Young Hackney was good

Safety:

- 134 respondents (32%) felt very safe traveling to the centre
- 184 respondents (46%) felt safe travelling to the centre

- 191 respondents (46%) felt very safe in the centre
- 162 respondents (39%) felt safe in the centre

- 112 respondents (27%) felt very safe in the area they live in
- 185 respondents (45%) felt safe in the area they live in

- 343 respondents (83%) would ask for help if they felt unsafe
- 38 respondents (9%) would not ask for help if they felt unsafe

Issues affecting young people living in Hackney

The top three:

- Knife crime (120 respondents)
- Affordable homes (77 respondents)
- Bullying (52 respondents)

Campaigns which are important to young people

The top three:

- Crime awareness (124 respondents)
- Affordable homes for young people (96 respondents)
- Education about racism in schools (80 respondents)

Activities to include to a school curriculum

The top three:

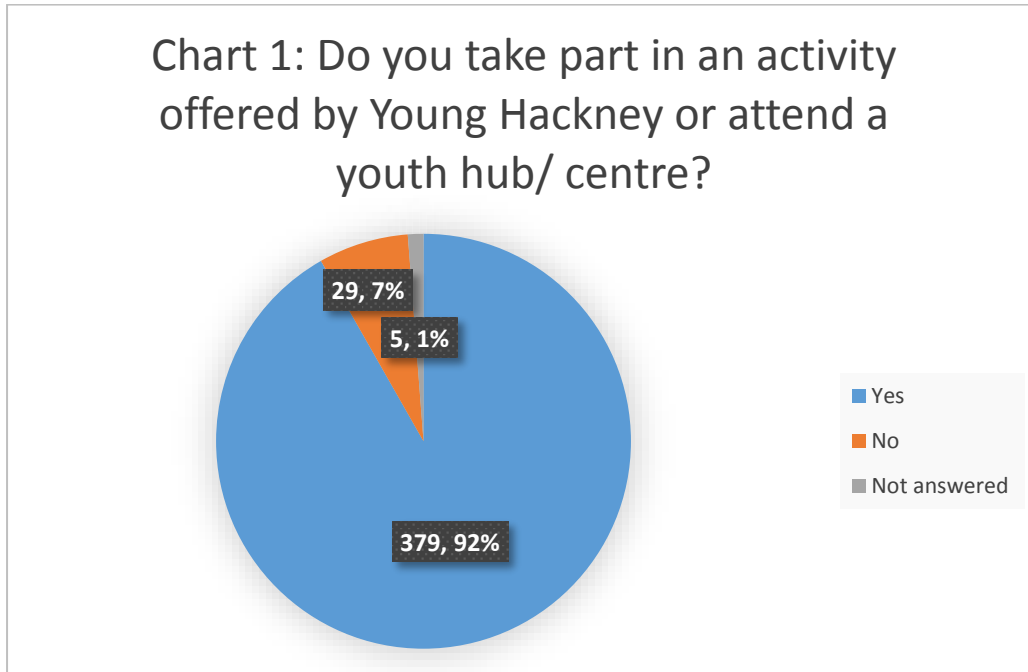
- Practical life skills (104 respondents)
- Career information (94 respondents)
- Personal finances and banking (83 respondents)

The key themes from the comments:

- Activities provided are useful and interesting, but want more options provided such as cooking, camping, trips and watching movies.
- Young people would like accreditation in more sports such as football, rock climbing and netball. In addition to this in culture and arts such as film and dance.

Review of findings

Question 1: Do you take part in an activity offered by Young Hackney or attended a youth hub/centre?

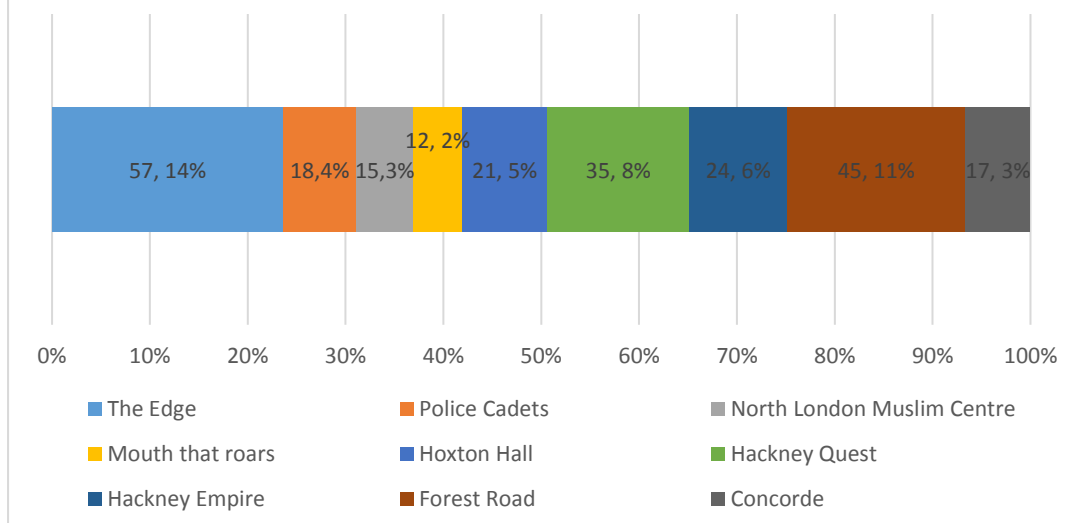


	<u>Respondents</u>	<u>Percentage</u>
Yes	379	92%
No	29	7%
Not Answered	5	1%

The results show that 92% (379) of respondents take part in an activity offered by Young Hackney or attend a youth hub/ centre.

Question 2: Tell us the name of the centre / project /activity that you currently attend or have attended?

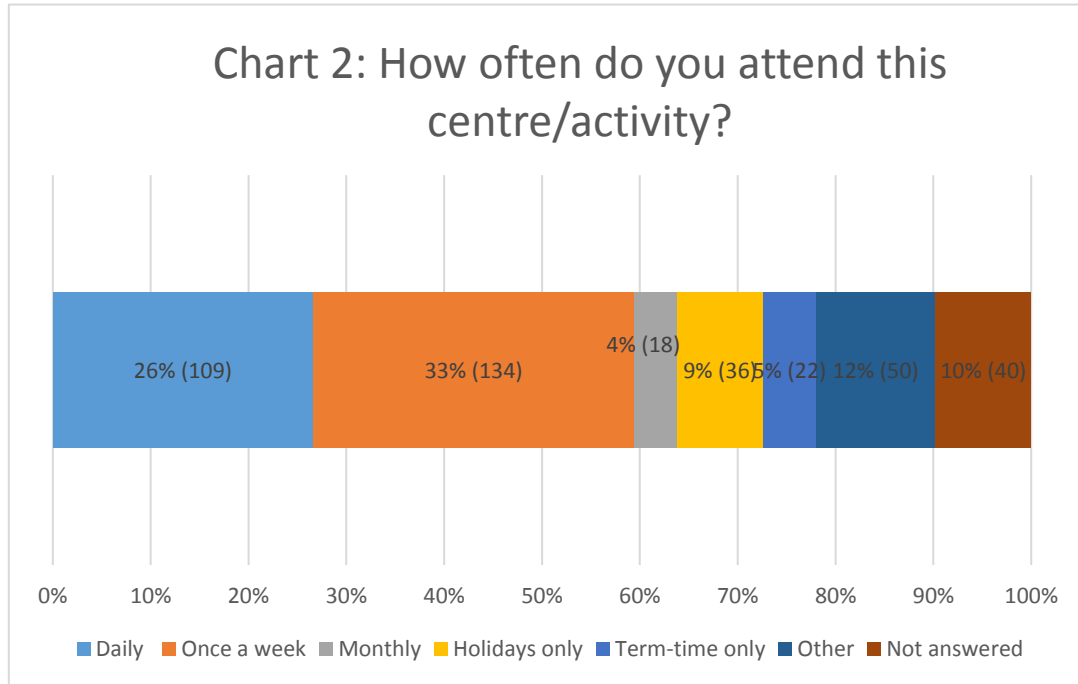
Chart 2: What activity/ youth centre do you attend?



<u>Activity/ Centre</u>	<u>Responses</u>	<u>Percentage</u>
The Edge	57	14%
Forest Road	45	11%
Hackney Quest	35	8%
Hackney Empire	24	6%
Hoxton Hall	21	5%
Police Cadets	18	4%
North London Muslim Centre	17	3%
Concorde	15	3%
Mouth that roars	12	2%

The top three centre/project/ activity that was attended by young people was The Edge (57 respondents), Forest Road (45 respondents) and Hackney Quest (35 responses).

Question 3: How often do you attend this centre/activity?

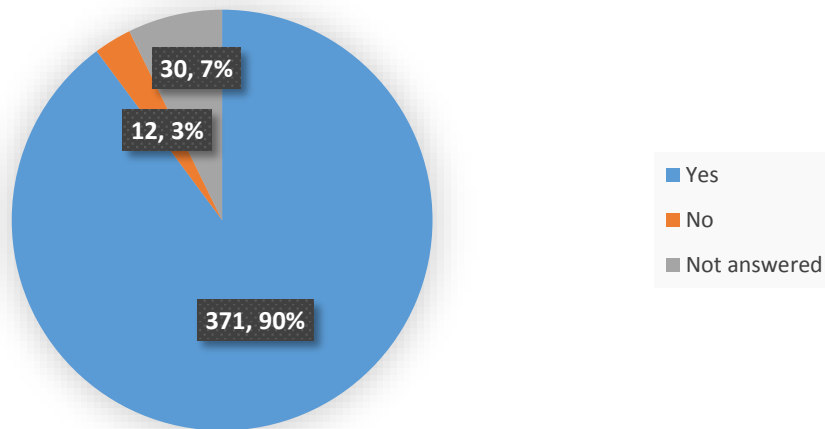


	Responses	Percentage
Once an week	134	33%
Daily	109	26%
Other	50	12%
Not answered	40	10%
Holidays only	36	9%
Term- time only	22	5%
Monthly	18	4%
Once every three months	4	1%

33% (134) of young people attend a centre/ activity once a week and 26% (109) of young people attend daily. It was also noted in 'other' that some young people (7 responses 1%) attend during holidays only.

Question 4: Do you think this youth centre/ activity provides a good youth service?

Chart 3: Do you think this youth centre/ activity provides a good youth service?



	Responses	Percentages
Yes	371	90%
No	12	3%
Not answered	30	7%

371 respondents (90%) felt their youth centre provides a good youth service. Some young people wrote:

“It gives kids a free, fun and happy place to have fun”

“Helps you to socialise with others”

“It helps me to focus on my talent and use my full time productively. I feel that I develop as a young performer and also as a person as I am surrounded by amazing young people”

On the other hand, 12 respondents (3%) did not feel that their youth centre provided a good service. These respondents have attended The Edge, Police Cadets, Homerton Grove Adventure Playground, Hackney Quest and Forest Road. Only 1 of these respondents added to their answer writing:

“They don’t have enough money”

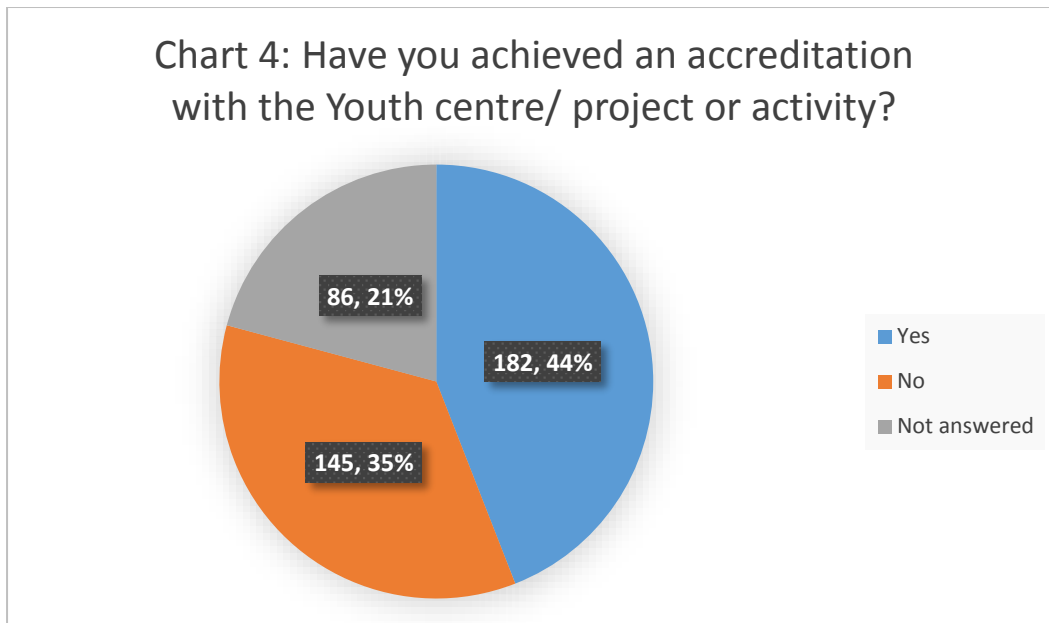
This could be linked to the view that there should be more activities on offer for young people. Further on in the survey a question asked how Young Hackney can improve its services, most respondents who did not think that Young Hackney provide a good service did not respond, only two young people responded to this question and wrote:

“Rewarded for good behaviour with time on computers.”

“More activities”

This could suggest that there needs to be more offered to young people at youth centres and activities to make it a better experience for young people, including encouraging more young people to get involved with what young Hackney has to offer; which will be touched on later in this report.

Question 5: Have you achieved an accreditation with the Youth Centre/project or activity?

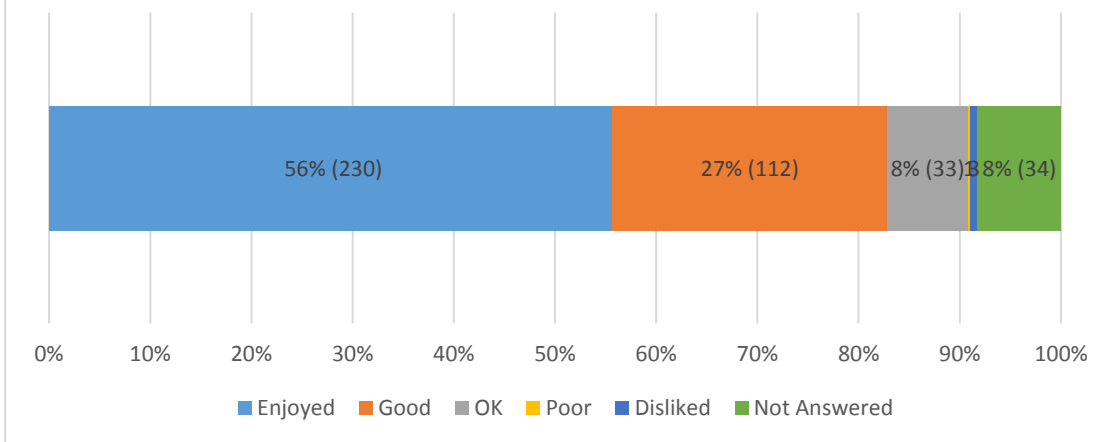


	Responses	Percentages
Yes	182	44%
No	145	35%
Not answered	86	21%

There was 80 responses to this part of the question. 182 respondents stated that they have already taken part in an accreditation. The top three youth centre/ projects where young people have achieved an accreditation is The Edge with 24 respondents, Forest Road with 22 respondents and Hoxton Hall with 16 respondents.

Question 6: How would you rate your experience with Young Hackney?

Chart 5: How do you rate your experience with Young Hackney?



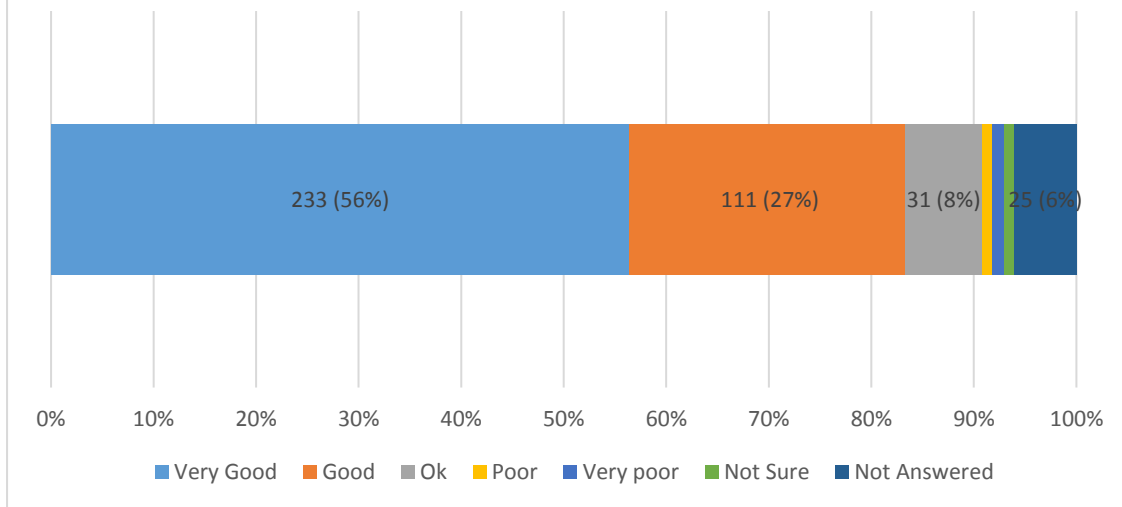
	Responses	Percentages
Enjoyed	230	56%
Good	112	27%
Ok	33	8%
Poor	1	1%
Disliked	3	1%
Not answered	34	8%

230 respondents said that they enjoyed their overall experience from Young Hackney. The top three youth hubs/ project is The Edge with 37 respondents, Hackney Empire with 25 respondents and Forest Road with 23 respondents.

Question 7: Rate the service our staff provides

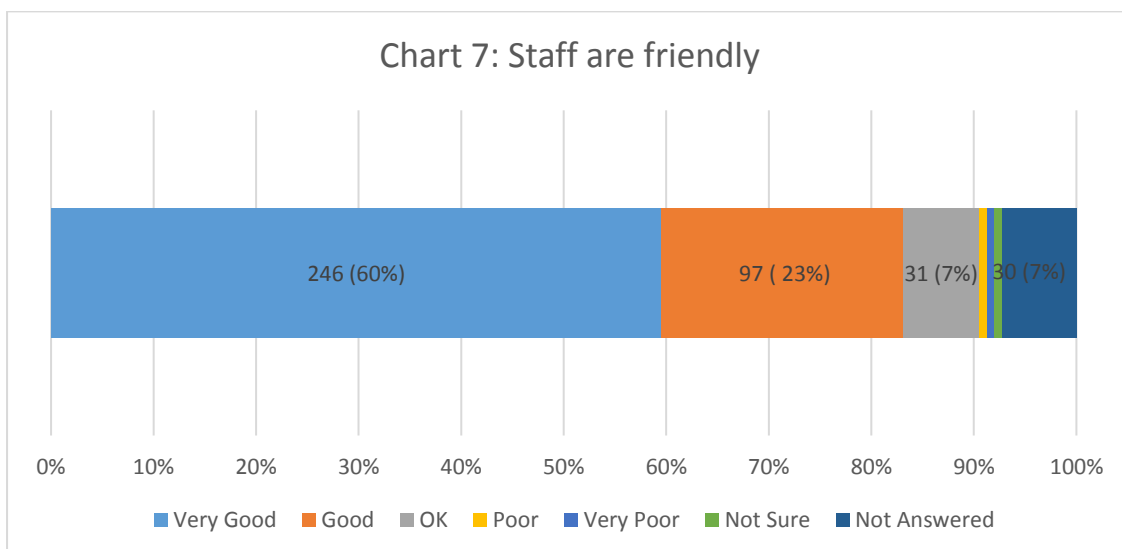
Chart 6: Given a warm welcome

Chart 6: Given a warm welcome



	Responses	Percentages
Very good	233	56%
Good	111	27%
OK	31	8%
Poor	4	1%
Very poor	5	1%
Not sure	4	1%
Not answered	25	6%

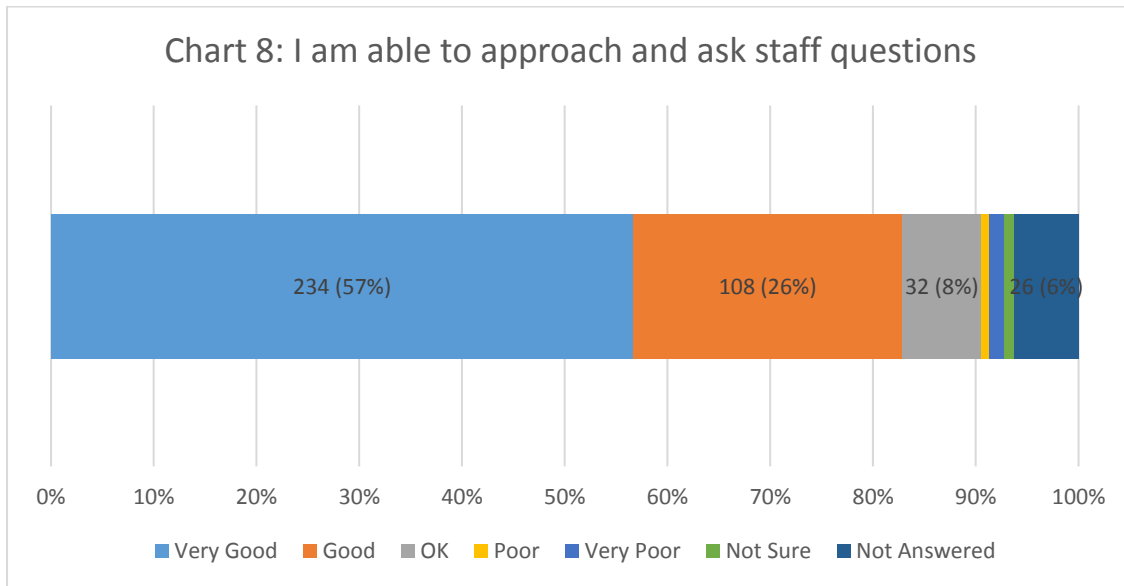
Chart 7: Staff are friendly



	Responses	Percentages
Very good	246	60%
Good	97	23%

OK	31	7%
Poor	3	1%
Very poor	3	1%
Not sure	3	1%
Not answered	30	7%

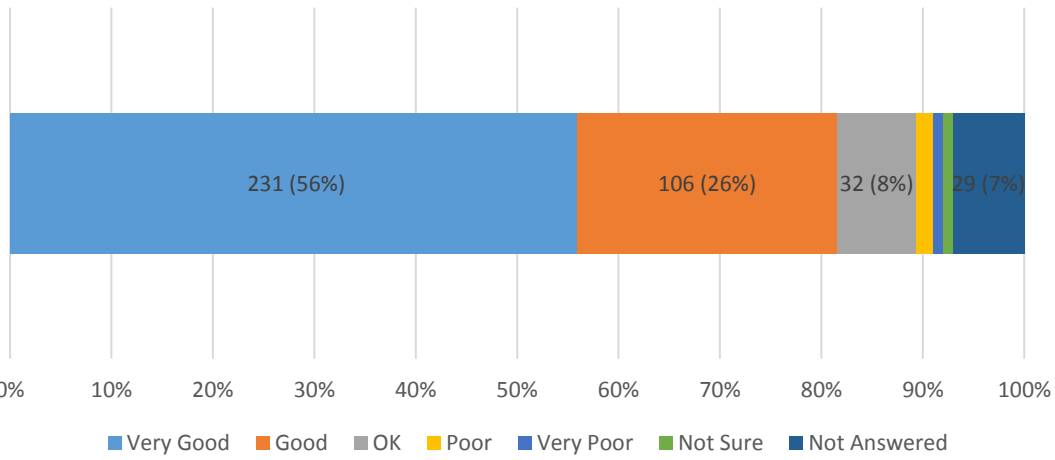
Chart 8: I am able to approach and ask staff questions



	Responses	Percentages
Very good	234	57%
Good	108	26%
OK	32	8%
Poor	3	1%
Very poor	6	1%
Not sure	4	1%
Not answered	26	6%

Chart 9: Staff are understanding and I am able to talk to them

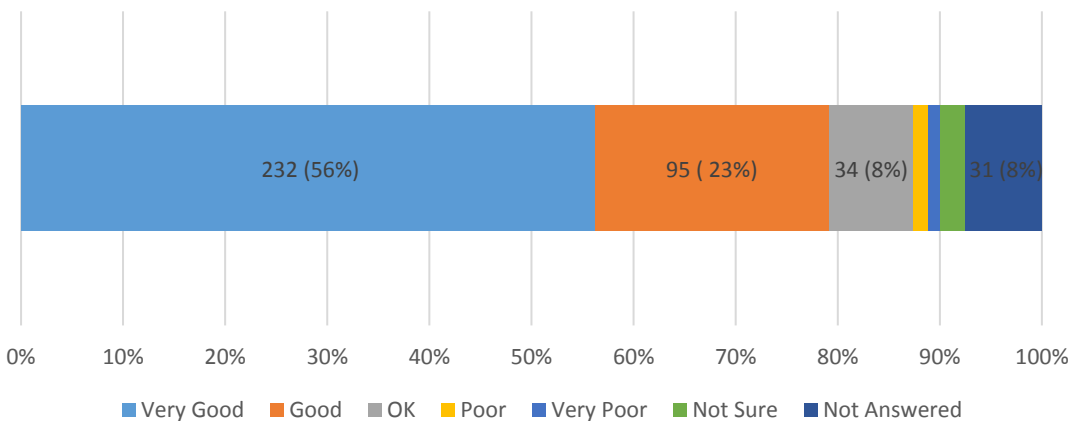
Chart 9: Staff are understanding and I am able to talk to them



	Responses	Percentages
Very good	231	56%
Good	106	26%
OK	32	8%
Poor	7	2%
Very poor	4	1%
Not sure	4	1%
Not answered	29	7%

Chart 10: Staff provide advice and support

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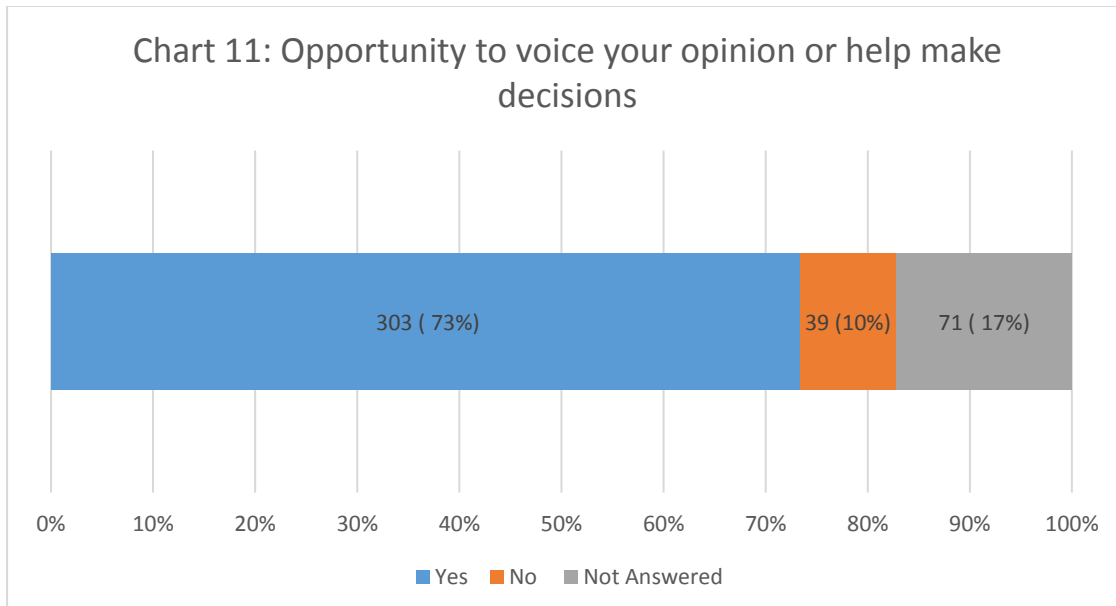
	Responses	Percentages
Very good	232	56%
Good	95	23%

OK	34	8%
Poor	6	1%
Very poor	5	1%
Not sure	10	3%
Not answered	31	8%

Overall, the response to this question was mainly positive. The responses to the statements are agreeing that they are given a warm welcome with 233 respondents, staff are friendly with 246 respondents, able to approach and ask staff questions with 234 respondents, staff are understanding and is able to talk to them with 231 respondents and staff provide advice and support with 232 respondents.

Question 8: please answer the following questions:

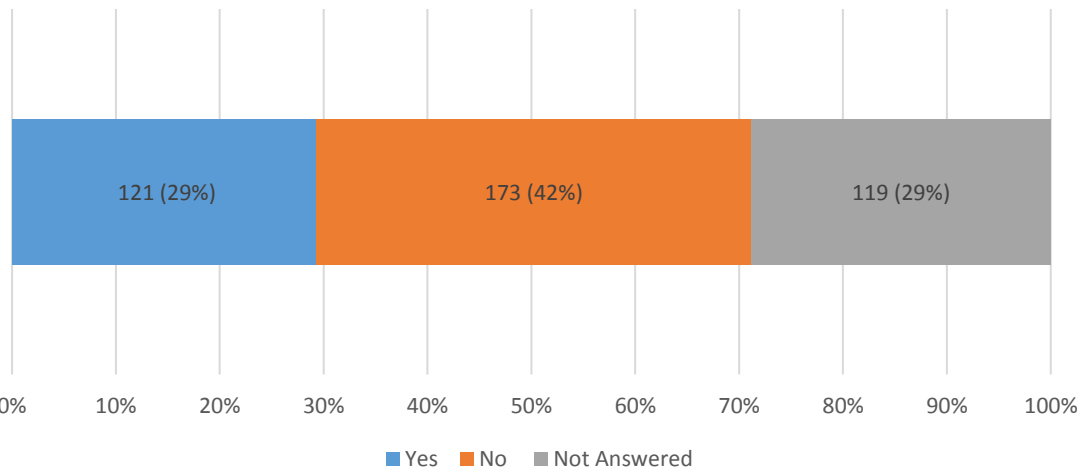
Do you have an opportunity to voice your opinion or help make decisions in how the youth centre/project activities are run



	Responses	Percentages
Yes	303	73%
No	39	10%
Not answered	71	17%

Do you know about our youth forums?

Chart 12: Do you know about our youth forums?

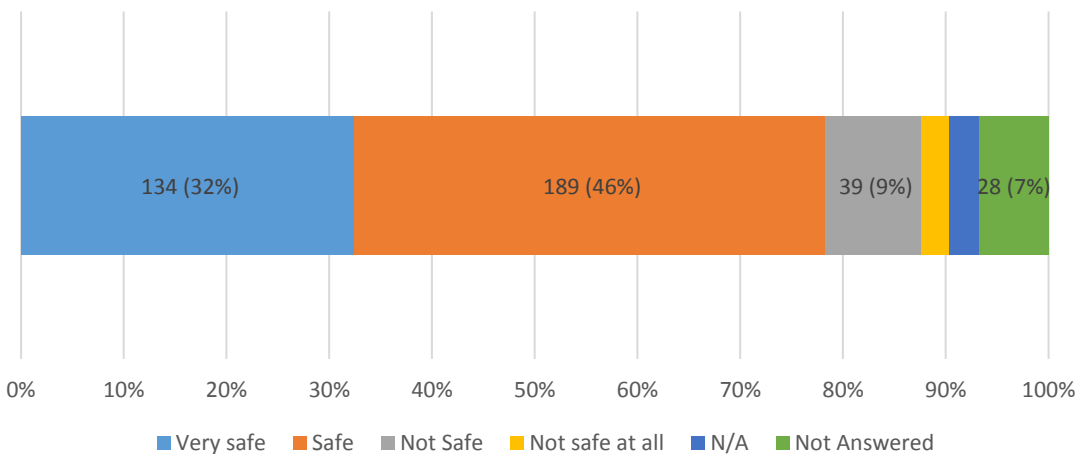


	Responses	Percentages
Yes	121	29%
No	173	42%
Not answered	119	29%

Question 10: Please rate the following statements:

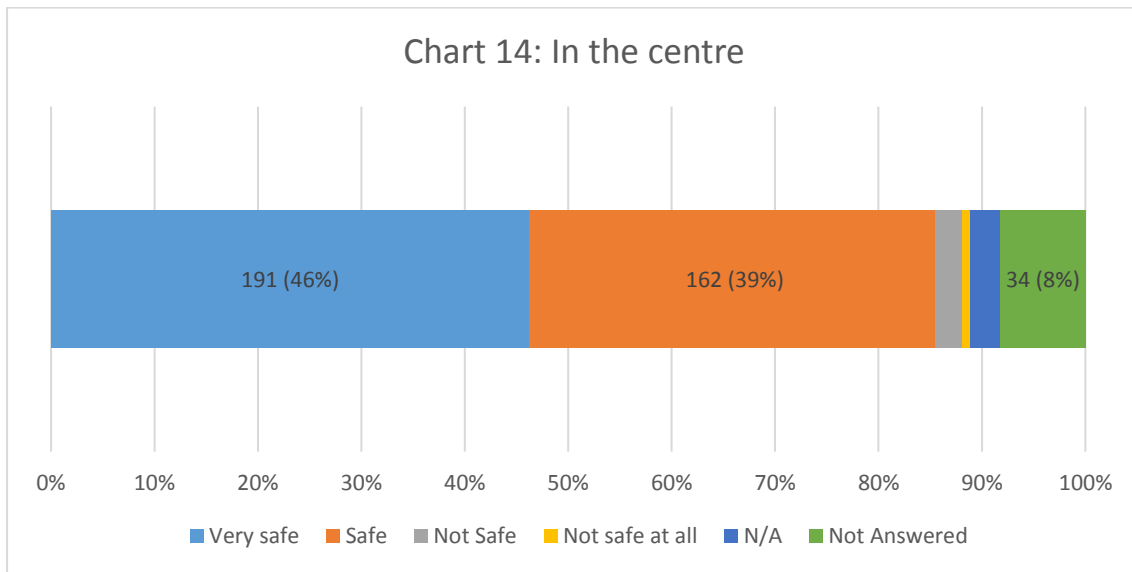
Chart 13: How safe and secure do you feel? Travelling to the centre

Chart 13: Travelling to the centre



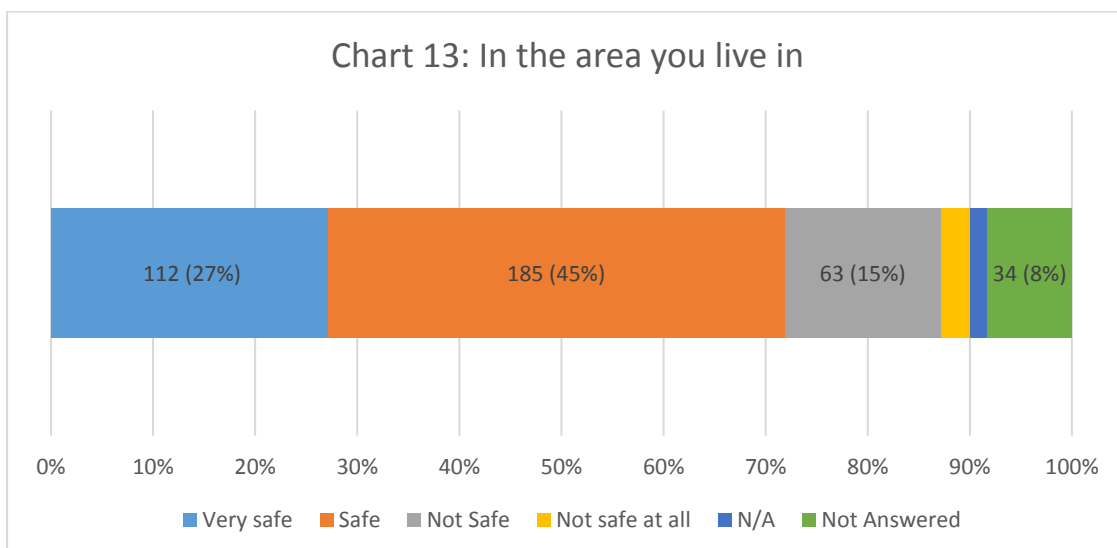
	Responses	Percentages
Very safe	134	32%
Safe	189	46%
Not safe	39	9%
Not safe at all	11	3%
N/A	12	3%
Not applicable	28	7%

Chart 14: How safe and secure do you feel? In the centre



	Responses	Percentages
Very safe	191	46%
Safe	162	39%
Not safe	11	3%
Not safe at all	3	1%
N/A	12	3%
Not applicable	34	8%

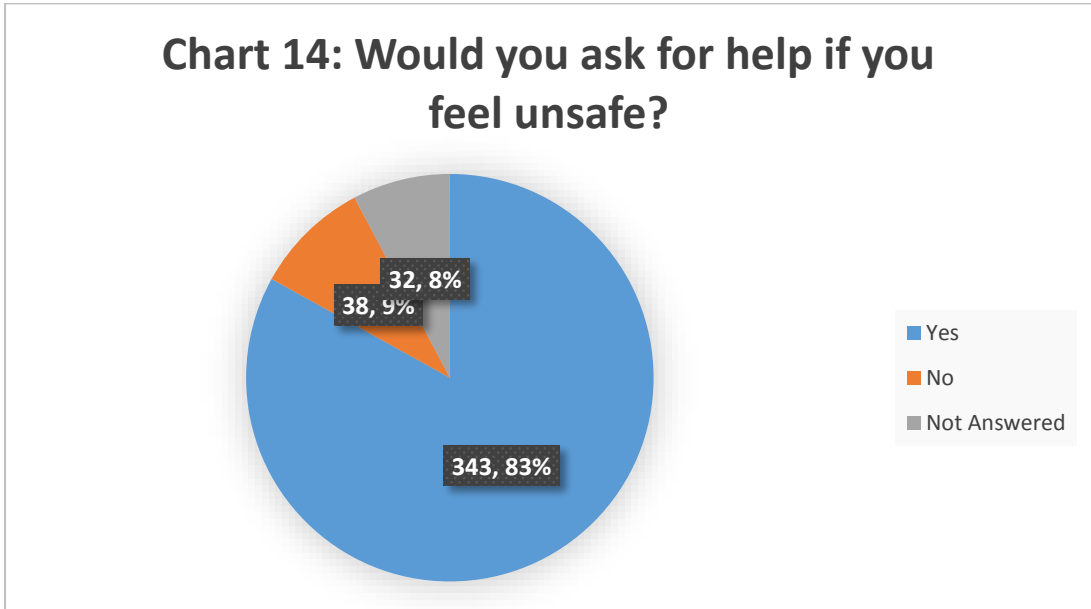
Chart 13: How safe and secure do you feel? In the area you live in



	Responses	Percentages
Very safe	112	27%
Safe	185	45%
Not safe	63	15%

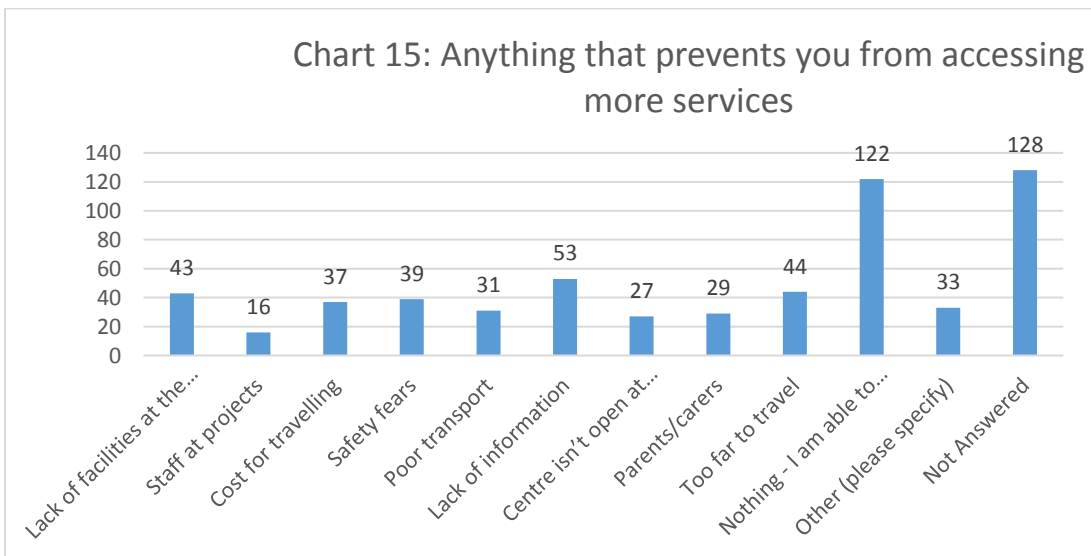
Not safe at all	12	3%
N/A	7	2%
Not applicable	34	8%

Question 11: would you ask for help if you felt unsafe?



	Responses	Percentages
Yes	343	83%
No	38	9%
Not answered	32	8%

Question 13: Is there anything that stops you from accessing more services?

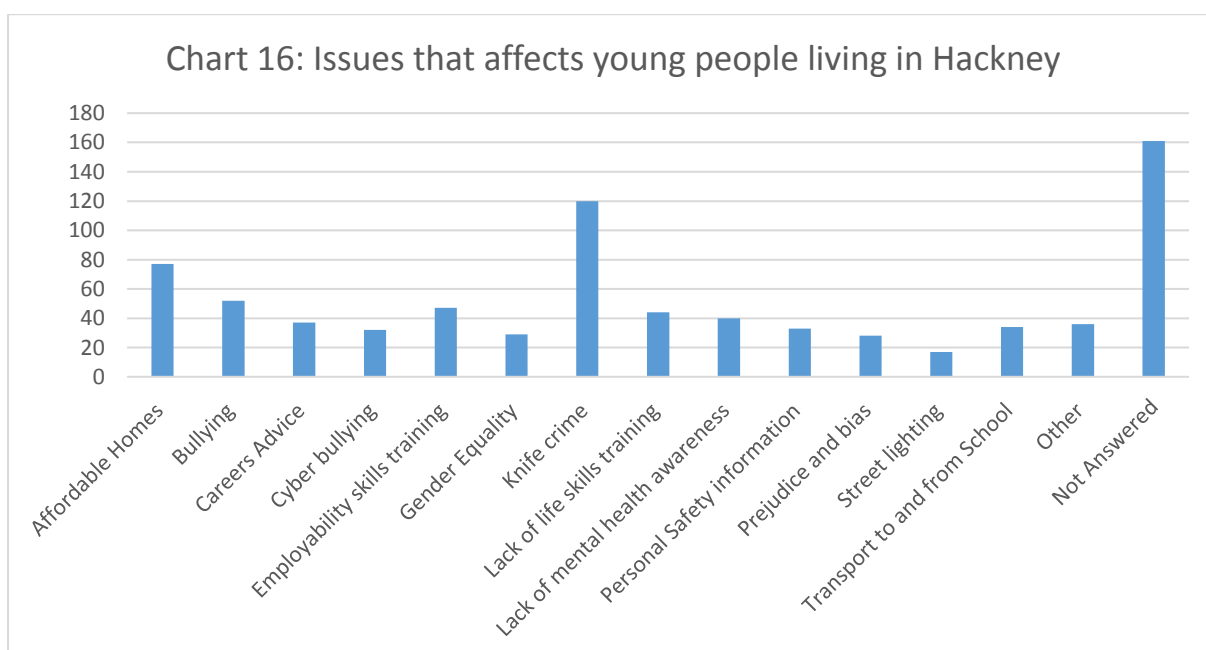


	Responses	Percentages
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Lack of facilities at the centre	43	10%
Staff at projects	16	3%
Cost for travelling	37	8%
Safety fears	39	9%
Poor transport	31	7%
Lack of information	53	12%
Centre isn't open at the times I need	27	6%
Parents/carers	29	7%
Too far to travel	44	10%
Nothing - I am able to go to without difficulty	122	29%
Other (please specify)	33	7%
Not Answered	128	30%

Most respondents felt that there isn't anything which prevents them from accessing more services (122 respondents), others felt that the distance to activities and youth centres was too far for them to travel (44 respondents). In addition, the lack of facilities provided was also another reason why young people was prevented from accessing more services (43 respondents).

Question 15: Which of the following issues affect you living in Hackney?

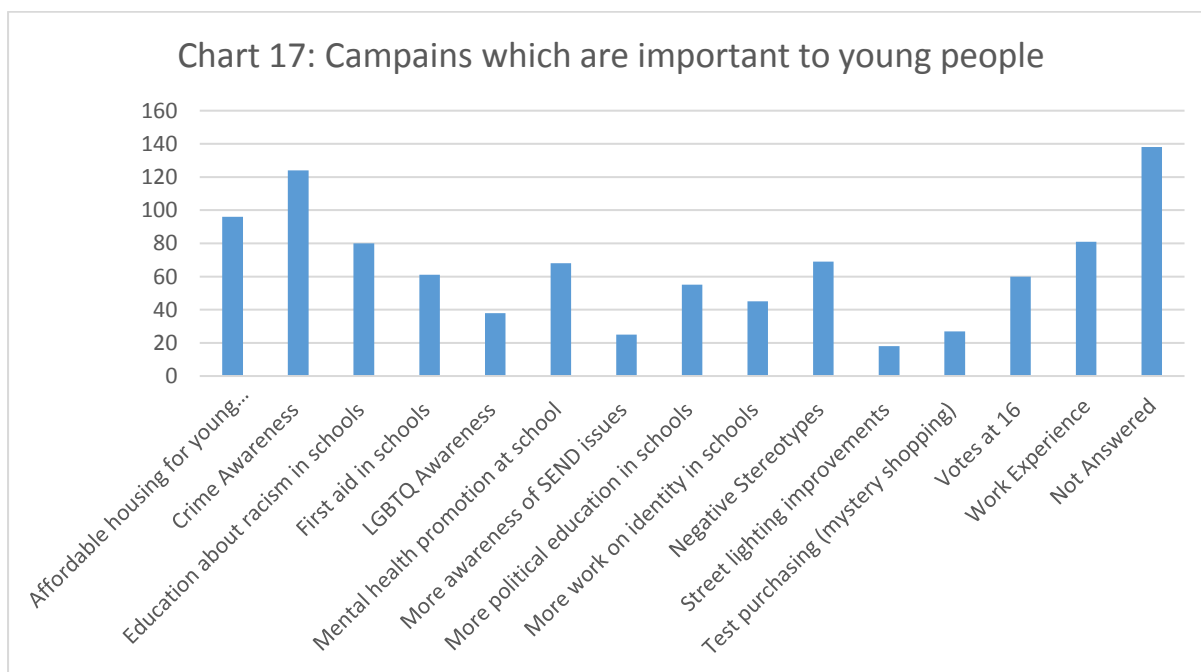


	Responses	Percentages
Affordable Homes	77	19%
Bullying	52	13%
Careers Advice	37	9%

Cyber bullying	32	8%
Employability skills training	47	11%
Gender Equality	29	7%
Knife crime	120	29%
Lack of life skills training	44	11%
Lack of mental health awareness	40	10%
Personal Safety information	33	8%
Prejudice and bias	28	7%
Street lighting	17	4%
Transport to and from School	34	8%
Other	36	9%
Not Answered	161	39%

The top three options which respondents selected as the issues which affects them living in Hackney is knife crime (120 respondents), affordable homes (77 respondents) and bullying (52 respondents).

Question 16: Which of the following campaigns are important to you?

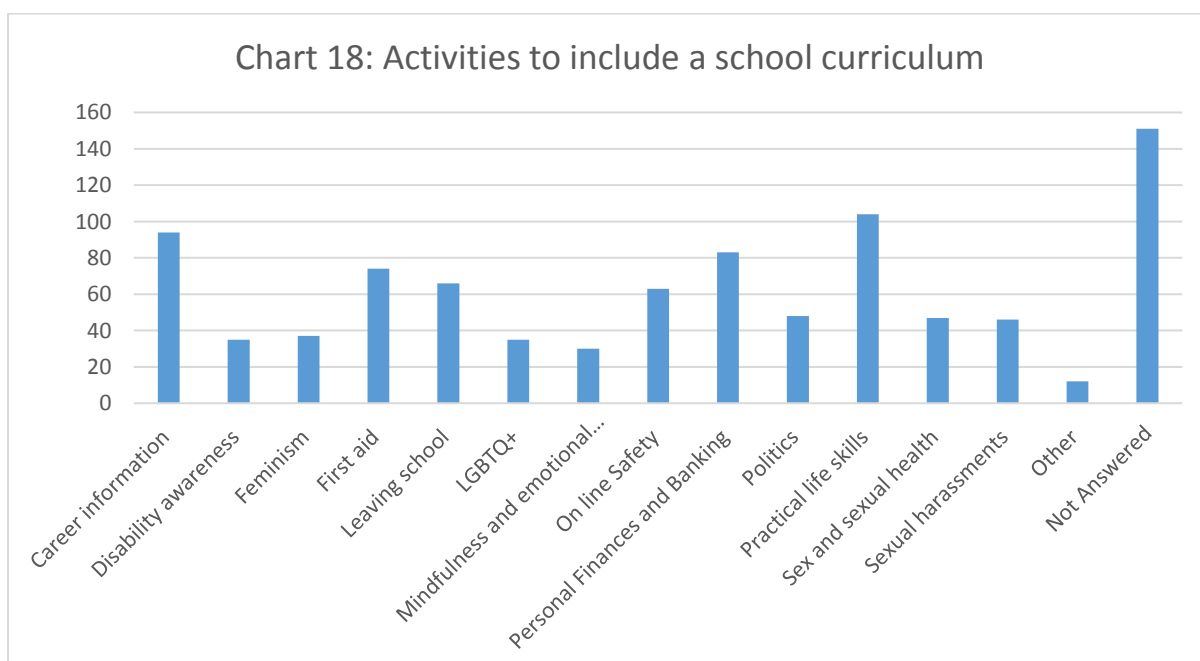


	Responses	Percentages
Affordable housing for young people	96	23%
Crime Awareness	124	30%

Education about racism in schools	80	19%
First aid in schools	61	14%
LGBTQ Awareness	38	9%
Mental health promotion at school	68	16%
More awareness of SEND issues	25	6%
More political education in schools	55	13%
More work on identity in schools	45	10%
Negative Stereotypes	69	16%
Street lighting improvements	18	4%
Test purchasing (mystery shopping)	27	6%
Votes at 16	60	14%
Work Experience	81	19%
Not Answered	138	33%

The top three campaigns which are important to young people are crime awareness (124 respondents), affordable homes for young people (96 respondents) and education about racism in schools (80 respondents).

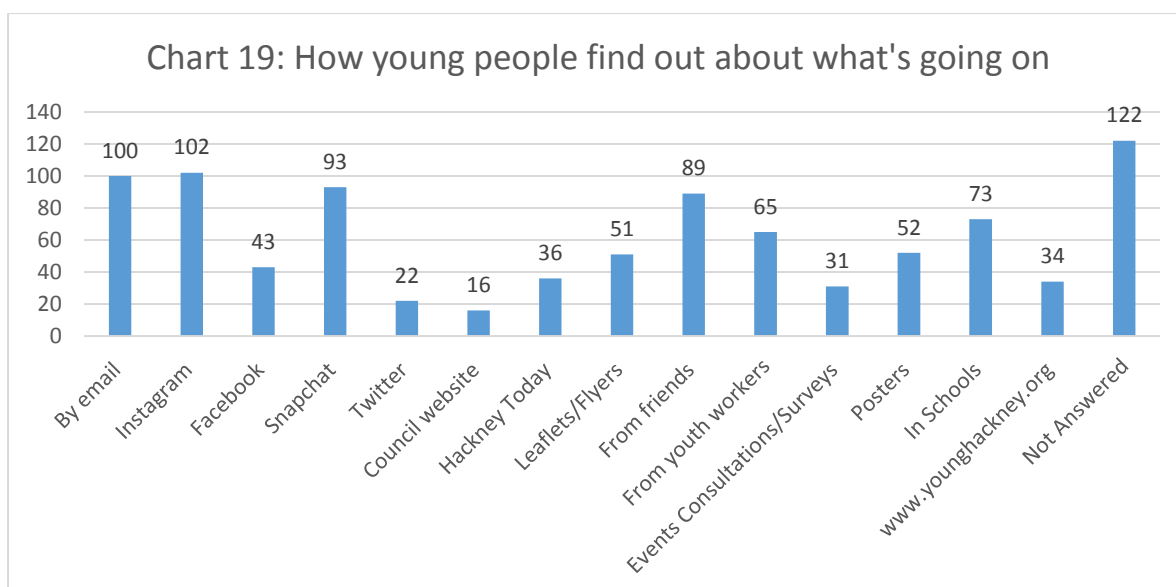
Question 17: Which of the activities below would you be interested to include in a School Curriculum?



	Responses	Percentages
Career information	94	22%
Disability awareness	35	8%
Feminism	37	8%
First aid	74	17%
Leaving school	66	15%
LGBTQ+	35	8%
Mindfulness and emotional wellbeing	30	7%
Online Safety	63	15%
Personal Finances and Banking	83	20%
Politics	48	11%
Practical life skills	104	25%
Sex and sexual health	47	11%
Sexual harassments	46	11%
Other (please specify)	12	2%
Not Answered	151	36%

The top three activities which young people would be interested to include in the School Curriculum are practical life skills (104 respondents), career information (94 respondents), and personal finances and banking (83 respondents).

Question 18: How do you find out about what's going on in Hackney?

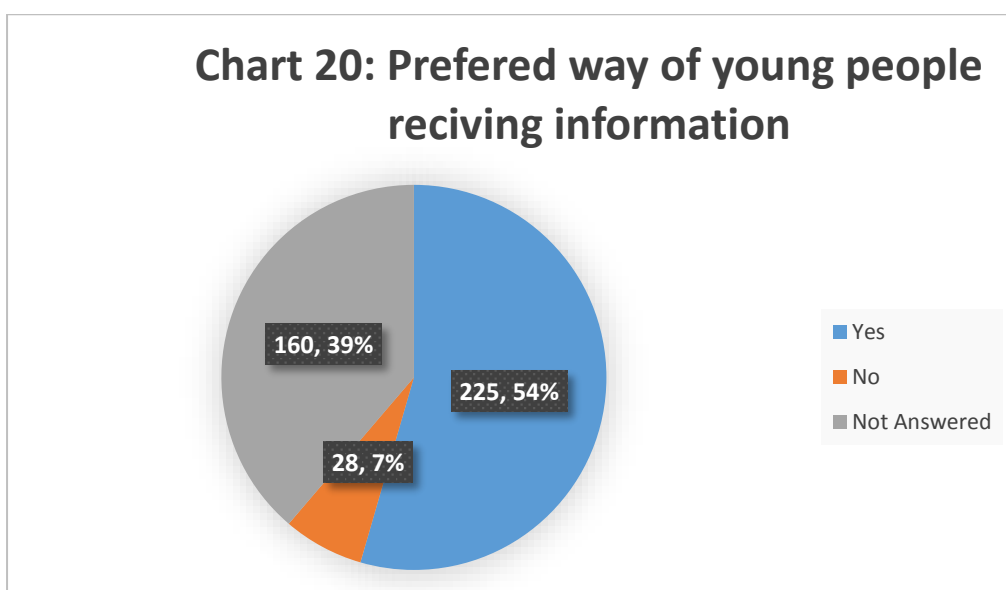


	Responses	Percentages
By email	100	24%
Instagram	102	24%
Facebook	43	10%

Snapchat	93	22%
Twitter	22	5%
Council website	16	3%
Hackney Today	36	8%
Leaflets/Flyers	51	12%
From friends	89	21%
From youth workers	65	15%
Events Consultations/Surveys	31	7%
Posters	52	12%
In Schools	73	17%
www.youngackney.org	34	8%
Not Answered	122	29%

The top three ways young people find out information concerning what's going on in Hackney is via Instagram (102 respondents), email (100 respondents) and from friends (89 respondents).

Question 19: Is this your preferred way of receiving information?

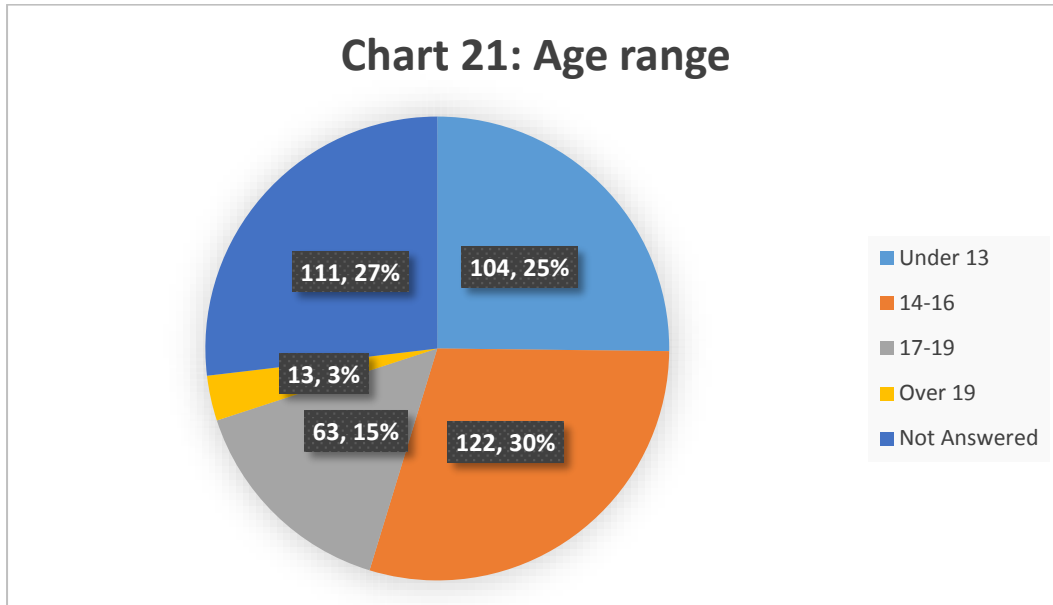


	Responses	Percentages
Yes	225	54%
No	28	7%
Not answered	160	39%

The data suggests that the methods used by Young Hackney which young people like to stay updated with, these methods are easy to access via smartphones and can see information easily whilst scrolling through feeds rather than going out and seeking the information. This could explain they the Council Website received 3% (16 responses).

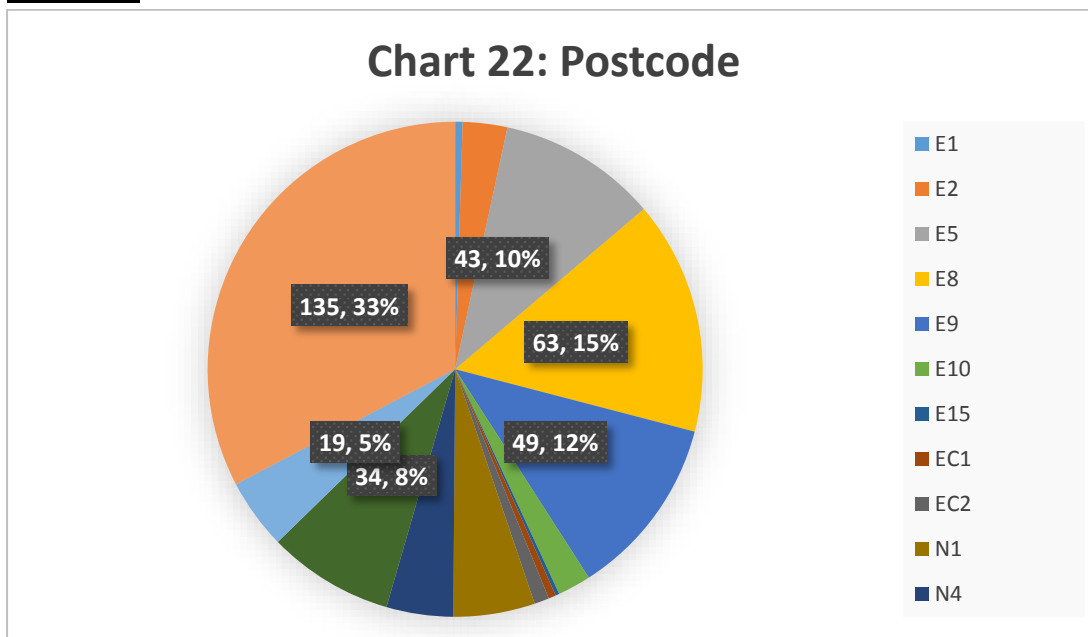
Who took part?

Age range



	Responses	Percentages
Under 13	104	25%
14-16	122	30%
17-19	63	15%
Over 19	13	3%
Not Answered	111	27%

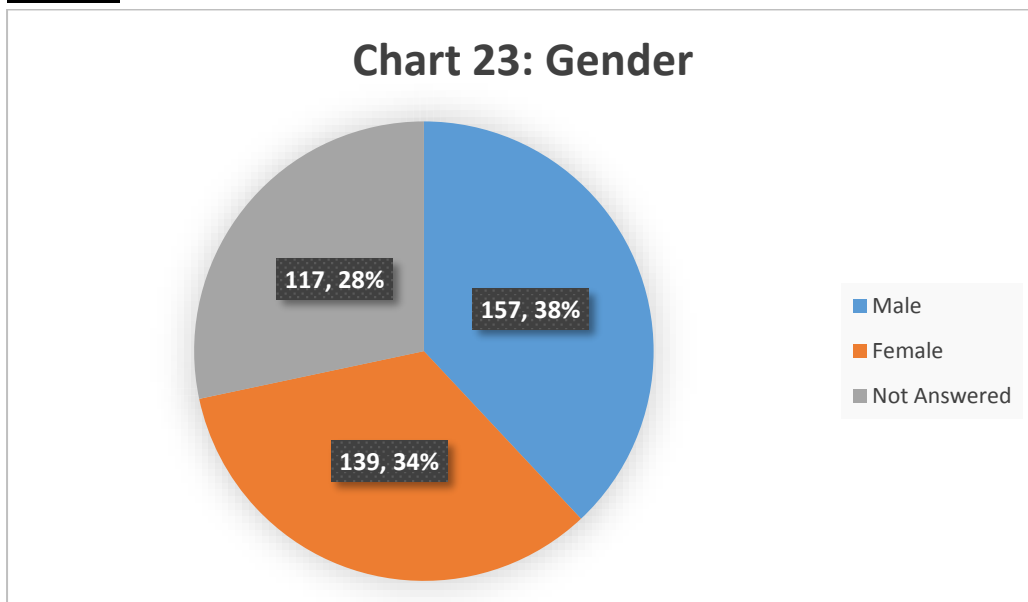
Postcode



	Responses	Percentages
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E1	2	1%
E2	12	3%
E5	43	10%
E8	63	15%
E9	49	12%
E10	9	2%
E15	1	1%
EC1	2	1%
EC2	4	2%
N1	22	5%
N4	18	4%
N16	34	8%
Other	19	4%
Not Answered	135	32%

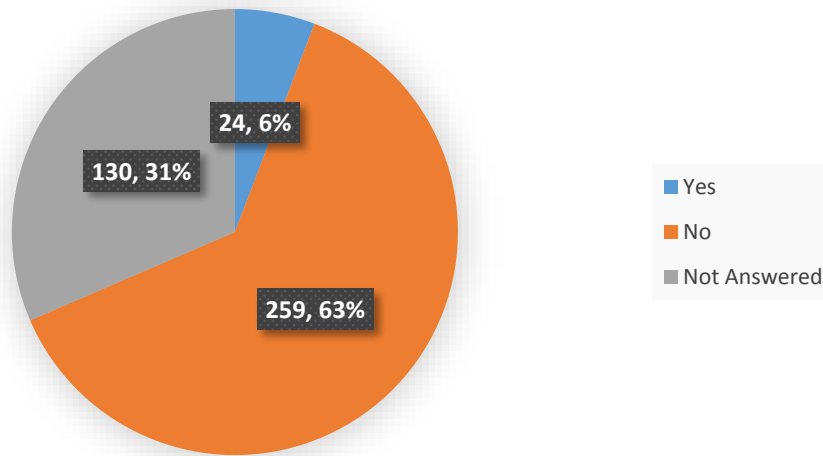
Gender:



	Responses	Percentages
Male	157	38%
Female	139	34%
Not Answered	117	28%

Disability:

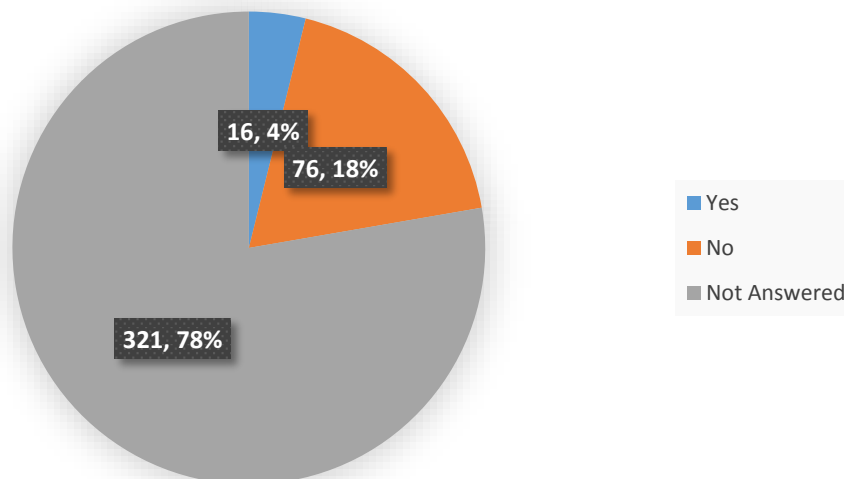
Chart 24: Disability



	Responses	Percentages
Yes	24	6%
No	259	63%
Not answered	130	31%

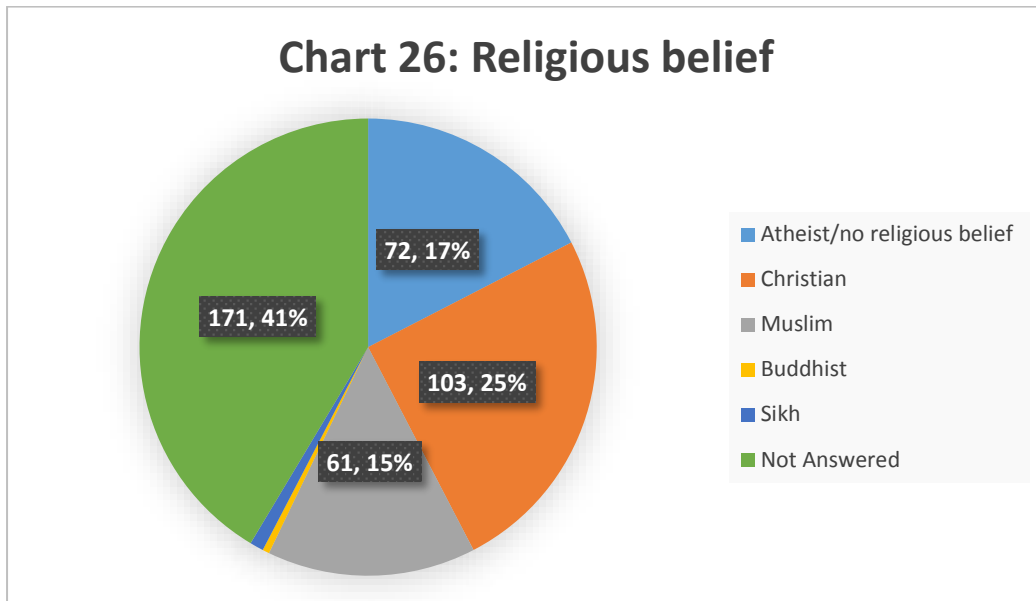
Caring responsibilities

Chart 25: Caring responsibilities



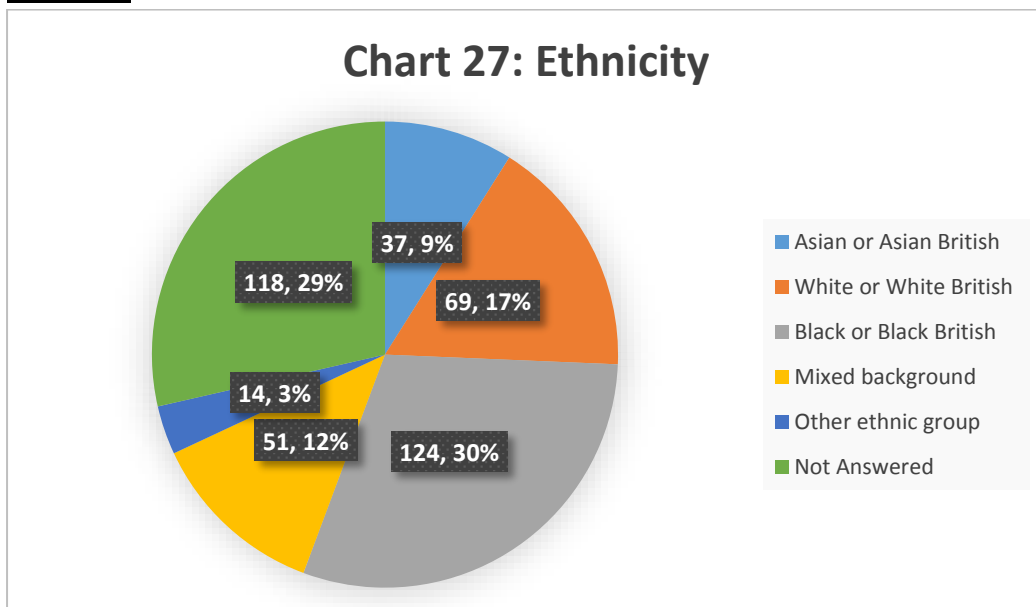
	Responses	Percentages
Yes	16	4%
No	76	18%
Not answered	321	78%

Religion or belief



	Responses	Percentages
Atheist/no religious belief	72	17%
Christian	103	25%
Muslim	61	15%
Buddhist	2	1%
Sikh	4	1%
Not Answered	171	41%

Ethnicity



	Responses	Percentages
Asian or Asian British	37	9%
White or White British	69	17%

Black or Black British	124	30%
Mixed background	51	12%
Other ethnic group	14	3%
Not Answered	118	29%

Key themes in the comments

Question 5: Would you like to do an accreditation and in what activity or skill?

There was 80 responses to this part of the question. 182 respondents stated that they have already taken part in an accreditation. In regards to this question, a respondent wrote:

“Yes, I would like for people/young kids to have more options a chance to know they have achieved something”

Sports

17 respondents stated that they would like to take part in sport accreditation such as football, rock climbing, netball and gymnastics

Qualification & Skills

36 respondents stated that they would like to gain qualification in skills such as coaching, cooking and Duke of Edinburgh. Duke of Edinburgh was mentioned by 12 respondents as an accreditation that they would like to do, some mentioning that they would like to gain skills in fire making, cooking and camping. It was also mentioned by some that they have already started working towards a Bronze award with the Duke of Edinburgh.

Culture & Arts

21 responses made by young people described wanting to have accreditation in activities such as dance, film and the British Film Institute (BFI). One respondent wrote:

“I wouldn’t mind get recognition from professionals and in performing arts”

This could possibly reflect the passion which young people have for culture and arts and seek to establish themselves within that sphere. A suggestion which could be taken on board is to work in collaboration with organisations like the BFI to provide young people with accreditation which is recognised by professionals.

This could also demonstrate the importance of accreditation in young people’s lives. They value how completing an accreditation can help develop their skills and experience and can impact them in the long run.

Question 9: How would you improve Young Hackney services?

More activities

43 respondents felt that there should be more activities offered by Young Hackney. Some specifically mentioned activities such as cooking, camping, watching movies and trips.

Format of sessions

13 responses were made relating to the way sessions are ran. There was the mention of longer sessions, serving healthy snacks for young people; so that those who are hungry can eat. Also, having an idea box in youth hubs, so young people can always put in suggestions. It was also mentioned by some that staff at youth hubs should be kinder and their skills should improve. One respondent wrote:

“....Other young people’s behaviour needs to be challenged so they are nicer”

This might indicate that more needs to be done in sessions by youth workers to control situations where some attendees are disruptive in sessions, making the youth hub a nice space for others to attend.

Structural improvements

17 respondents felt that there needs to be a change to the structural aspect of youth hubs; creating a space for a therapy room and other activities, hanging the colour of the walls in the youth hubs to more positive and happy colours, have more youth hubs around the borough and have the youth hub open for more days.

Question 12: Do you know who you would feel comfortable in asking for help?

Staff

168 respondents stated that they would feel comfortable in talking to staff; at school and Young Hackney staff; staff at youth hubs, youth workers and peer mentors. This is a nice response as it illustrates that young people who attend youth hubs or activities feel comfortable to talk to adults in charge when they face difficult situations.

External organisations

14 young people stated that external organisations such as ChildLine and the Police is who they would contact for support if they feel unsafe.

Family

59 respondents felt that going to their family members if they felt unsafe.

Friends

21 respondents would go to their friends for help with regards to their safety.

No one/ not sure

The data shows that 14 respondents did not know who to tell if they felt unsafe or would not tell anyone if they felt unsafe. A suggestion for improvement is that there could be more publicity to the different avenues which young people can take if they feel unsafe, and to encourage them to talk to someone rather than keep problems to themselves.

Question 14: What would encourage you to take part in youth activities and what is stopping you from getting involved?

Variety of activities

16 respondents felt that with more activities on offer for older kids, activities which are related to their hobbies and interests would appeal to more young people to attend.

Lack of communication of what's going on

16 young people mentioned that there could be better communication of what activities are going on. It is felt that with more promotion and releasing timetables of activities in advance would help young people be aware of what's going on.

Availability

10 respondents stated that due to their availability, nothing would encourage them to take part in youth activities. Other commitments such as exams, other activities in addition to school work and jobs prevent them from being involved.

Other suggested ideas and comments

Question 4: Do you think this youth centre/ activity provides a good youth service?

4 respondents felt that youth centres and activities listen to young people. They felt that there was an opportunity for them to share their ideas and feel listened to by staff.

4 young people expressed how youth hubs provides a good service and how they felt that facilitators actively care for young people.

9 respondents like how the activities that they provide is free and fun.

Question 11: Would you ask for help if you felt unsafe? Please explain reasons why you may not feel safe

8 respondents felt that they would feel unsafe because of their fear of crime. 6 young people were fearful of fights; witnessing fighting around them such as gang fights as well as them being targeted and being fought by older kids and bullies. This fear could possibly be linked to their surroundings outside the youth hub and their local area where they live. Here are some quotes from respondents explaining why they may not feel safe:

"Stabbings and drug users on my route"

"Hubs finishing late at night"

"I'm by myself outside"

"People in my area"

This demonstrates young people's reality once they have left the youth hub or activity which is a safe place for them.

Conclusion of key findings

The aim of the consultation was for Young Hackney to collect feedback from young people on the service which Young Hackney provides, to improve Young Hackney services and shape future campaigns form Hackney Youth Parliament. The data collected from this survey demonstrates that the aims set has been made and will aid Young Hackney and Hackney Young Parliament moving forward.

The findings of this survey show that overall, the majority of young people believe that Young Hackney provides a good service. Their experience with young Hackney at an activity or youth hub has been enjoyable and that many take part in what is there to offer with an accreditation.

However, some comments which can be taken on board for further improvement is that there needs to more activities and accreditations on offer for young people as they value the experience and knowledge to be gained from completing it. The data suggests that it is something which they view as helpful for them in the future to include on their CV.

Moreover, the suggestion of having a clearer and detailed programme of what will be occurring produced in good time and promoted well to ensure that more young people are aware of what is on offer.

With regards to safety, most respondents stated that they would ask for help if they felt unsafe, however, there was a proportion of young people who said that they would not. Although the percentage was small, to try and reduce it, a suggestion could be to have more promotion about the different options young people have to talk about their safety concerns, whether it be the police, teacher, youth worker or a friend.

With Hackney Young Parliament, the data demonstrates young people's interest in the future work which Hackney Young Parliament will be undertaking and suggests to the support and engagement which these campaigns will receive from young people living in Hackney.