



# **Torbay Youth Offer Survey Feedback**

## **June 2013**

**This consultation was open between 2 May and 18 June**

<b>Method</b>	<b>Number of questionnaires returned</b>	<b>Percent of questionnaires returned</b>
Paper	137	88.4%
Online	18	11.6%
<b>Total</b>	<b>155</b>	<b>100.0%</b>

## **Introduction**

Torbay Youth Service wanted to capture the views of 8 to 25 year olds on how they could develop a full Youth Offer in Torbay, including a range of support, advice and guidance opportunities. The consultation will be used as part of developing a future vision for Youth Services from April 2014.

## **Methodology**

Torbay Youth Service designed, produced and distributed paper questionnaires to a variety of youth service providers asking them to circulate copies amongst the young people who attend.

An online version of this survey was produced by the Performance, Policy and Review Team. This was also circulated by Torbay Youth Service.

Tables were constructed and percentages calculated using the overall number of questionnaires received (155) as the denominator unless otherwise stated.

## **Quality Assurance**

To ensure the quality of data provided, all information received through both the online and paper surveys were verified and moderated. This provides reassurance that the results presented overleaf are a true representation of respondent's views.

## **Summary of results**

- 74.8% of the young people have Youth Groups or activities in their area.
- 53% attend a Youth Group or activity at least once a week.
- The most common opportunities offered are making friends, a safe and enjoyable place to go and someone to talk to.
- The least common opportunities are spiritual development, accreditations or youth awards and informal learning activities.
- Nearly half of the young people heard about the club / activity they attend from friends.
- Friends and Facebook were the preferred method of communications.
- Most of the respondents (49.7%) walked to the group / activity.
- 40.6% of the young people think that the range of activities and facilities in Torbay is very good.
- When asked what makes a good club / activity the most common answers were the people / friends (23.9%), activities (15.5%) and the youth workers (15.5%).
- 61.3% were happy with the days and times the various provisions are open.
- Bullying (20.6%) was the most likely reason people would stop attending.
- To have fun (37.4%) and see friends (21.3%) were the most common reasons for going to the clubs and groups.

## Results

### Q1 What age are you?

The majority of respondents were aged 14 (15.5%). 78.1% were aged under 16 (8 to 15 years) and 21.3% aged 16 to 25.

Age	Number	Percent
8	4	2.6
9	7	4.5
10	14	9.0
11	17	11.0
12	17	11.0
13	21	13.5
14	24	15.5
15	17	11.0
16	14	9.0
17	7	4.5
18	5	3.2
19	4	2.6
21	1	0.6
22	1	0.6
25	1	0.6
Total respondents	154	99.4
No response	1	0.6

### Q2 What gender are you?

The majority of respondents to the survey were Female (52.9%).

Gender	Number	Percent
Male	71	45.8
Female	82	52.9
Total respondents	153	98.7
No response	2	1.3

### Q3 What is the name of the area where you live?

Nearly half (46.5%) of the respondents live in Paignton. Torquay and Brixham were the next most popular answers with 23.9% and 16.1% respectively. From outside of the Bay the most frequent response was Kingsteignton (3.9%).

Area	Number	Percent
Brixham	25	16.1
Paignton	72	46.5
Torquay	37	23.9
Torbay	2	1.3
Devon	12	7.7
Other	2	1.3
Total respondents	150	96.8
No response	5	3.2

### Q4a Are there any Youth Groups or Youth Activities in your area?

Just under three quarters of the young people answered that there are Youth Groups or Youth Activities in their area.

	Number	Percent
Yes	116	74.8
No	27	17.4
Total respondents	155	92.3
No response	12	7.7

### Q4b Or, are there any Youth Groups or Youth Activities that you go to in another area or town?

23.2% of respondents answered that there was a Youth Group or Youth Activity that they attended in another area or town.

	Number	Percent
Yes	36	23.2
No	45	29.0
Total respondents	81	52.3
No response	74	47.7

**Q5a If yes, (Q4a or Q4b) how often do you attend?**

Over half (61.3%) of the young people who completed a survey regularly attend a Youth Group or Youth Activity.

	Number	Percent
Regularly	95	61.3
Quite often	15	9.7
Not much	15	9.7
Total respondents	125	80.6
No response	30	19.4

**Q5b If regularly, how many times a week?**

50.5% of those young people who stated they attend regularly go once a week, this equates to 30.9% of the total respondents who submitted a survey.

	Number	Percent
Once a week	48	50.5
Twice a week	11	11.6
3 times a week	11	11.6
4 times a week	3	3.2
5 times a week	9	9.5
Total respondents	82	86.3
No response	13	

## Q6 What does/do your youth club / centre / group(s) offer?

The most frequently selected opportunities were making friends (81.9%), a safe and enjoyable place (74.8%), and someone to talk to (72.9%).

The services selected by the fewest proportion of respondents were spiritual development (27.1%), accreditations or youth awards (31.6%) and informal learning activities (31.6%).

The sum of the responses to this question is more than the total number of young people as respondents could choose more than one answer.

	Number	Percent
Making friends	127	81.9
A place that is safe and enjoyable to spend your time	116	74.8
Someone to talk to	113	72.9
The opportunity to have your say	107	69.0
Leisure and sports	100	64.5
Cultural activities, such as arts, theatre, drama, dance and music	93	60.0
Information and support	87	56.1
Volunteering/young leading	79	51.0
The opportunity to decide on how your group/club is run	74	47.7
Trips and off site activities	72	46.5
Anti-bullying awareness/policy	62	40.0
Informal learning activities such as relationships and health awareness etc	49	31.6
Accreditations or youth awards	49	31.6
Spiritual development	42	27.1

**Q7 How did you hear about the Youth Clubs / Activities etc. that you attend?**

Nearly half of the young people (49%) heard about the Youth Club/Activities that they attend from friends. Other frequent answers were school (30.3%) and family (24.5%).

Answers given in the “Other” category included youth worker, church, internet and social worker.

	Number	Percent
Friends	76	49.0
At school	47	30.3
Family	38	24.5
Other	38	24.5
Posters/flyers	32	20.6
Parkfield website	15	9.7
Social media	12	7.7
Group's website	10	6.5

**Q8 How would you want to hear about clubs / groups / youth provision?**

The most popular sources of information were friends (11.0%) and Facebook (8.4%).

	Number	Percent
Friends	17	11.0
Facebook	13	8.4
Flyer/Poster	9	5.8
Internet	9	5.8
In person	9	5.8
Letter/Newsletter/Leaflet	7	4.5
School	7	4.5
Family	6	3.9
Youth worker	6	3.9
Club/Group	3	1.9
Social media	3	1.9
Email	2	1.3

**Q9 How did you get there / here?**

Most of the young people (49.7%) walked to the Youth Group/Activity they were attending.

	Number	Percent
Walked	77	49.7
Bus	11	7.1
Other:		
Bike	6	4.2
Car	27	18.9
Train	1	0.7
Ticked other but no response	21	14.7
Total respondents	143	92.3
No response	12	7.7

**Q10 What do you think of the range of youth activities / facilities in Torbay?**

40.6% of respondents feel that the range of youth activities / facilities in Torbay is very good. 17.4% answered that they could be better.

Answers in the “Other” category included “don’t know” and “rubbish”.

	Number	Percent
Very good	63	40.6
OK	42	27.1
Could be better	27	17.4
Other	9	5.8
Total respondents	141	91.0
No response	14	9.0



**Q11 What do you think makes a good club / centre / group / youth provision?**

The most frequently mentioned answer, by 23.9% of respondents, was **people / friends**. Other popular responses included **activities** (15.5%), the **youth workers** (15.5%) and **having fun** (11.6%).

	Comments made by respondents
<b>The people / friends</b>	<p><i>"Friendly people and good friends."</i></p> <p><i>"...having friendly people around..."</i></p> <p><i>"Meet more friends."</i></p>
<b>Activities</b>	<p><i>"...You need to give us good stuff to do so we don't look to do other stuff."</i></p> <p><i>"Things to do - laptops, cooking project, playing pool..."</i></p> <p><i>"A range of activities for all ages."</i></p>
<b>Youth workers</b>	<p><i>"Brilliant staff."</i></p> <p><i>"Workers that will understand us and treat us as adults and not like little kids."</i></p> <p><i>"Leaders that are kind and understanding."</i></p>
<b>Having fun</b>	<p><i>"To have fun."</i></p> <p><i>"Fun."</i></p>
<b>Computers</b>	<p><i>"Having computers."</i></p> <p><i>"Computers."</i></p>
<b>Safe place</b>	<p><i>"Being safe."</i></p> <p><i>"Somewhere you can feel safe."</i></p>
<b>Support / advice</b>	<p><i>"Place to go that u can get support and speak about stuff without being criticised and where u feel u are listened to and that u will be supported for just being who u r"</i></p> <p><i>"Somewhere you can go if you are upset or need advice."</i></p>
<b>No bullying</b>	<p><i>"No bullying..."</i></p> <p><i>"Nice staff and no mean kids are the best places."</i></p>

**Q12 What do you think of the days and times the youth club / centre / groups are open?**

61.3% of the young people had positive comments and 15.5% were negative in their response about the days and times. 13.6% of respondents suggested other times that they could be open.

Comments made by respondents	
<b>Positive</b>	<p><i>“Brilliant.”</i></p> <p><i>“It’s good because there are many on different days.”</i></p> <p><i>“Perfect times to have them, especially at Parkfield. The night is usually for teens and the daytime is usually for the younger ones to come to like the BMX track or Youth Club.”</i></p>
<b>Negative</b>	<p><i>“It’s not open for long enough, we lose nearly an hour for lunch to be eat.”</i></p> <p><i>“Not good.”</i></p> <p><i>“Too late to get bus home.”</i></p>
<b>Other suggestions</b>	<p><i>“Should be open 7 days a week and later at weekends.”</i></p> <p><i>“It should be open on Sunday and Monday.”</i></p> <p><i>“Saturday, Wednesday, Monday.”</i></p>

**Q13 What would stop you from going to a youth club / centre or group?**

**Bullies and people not being nice** was the most likely reason the respondents would stop going to a youth club / centre or group (20.6%). 14.8% stated that **nothing** would stop them from going and 9.0% if they were **unable to get there**.

	<b>Comments made by respondents</b>
<b>Bullies / People not being nice</b>	<p><i>"Being bullied."</i></p> <p><i>"If there was bullying."</i></p> <p><i>"People who go there bullying other people."</i></p> <p><i>"Mean people and horrible staff. Simple as that."</i></p>
<b>Nothing</b>	<p><i>"Nothing"</i></p> <p><i>"Nothing, I like everything about the YC."</i></p>
<b>Unable to get there / home</b>	<p><i>"Getting here."</i></p> <p><i>"If I couldn't get there."</i></p> <p><i>"Transport / getting home."</i></p>
<b>No longer fun</b>	<p><i>"Getting bored if there is nothing to do or anything I like to do."</i></p> <p><i>"If there was nothing to do."</i></p>
<b>Other commitments</b>	<p><i>"When I'm busy or spending time with my family."</i></p> <p><i>"Being involved with something else / exams / commitments."</i></p>
<b>Not on / closed</b>	<p><i>"If it was closed."</i></p> <p><i>"If it is not on."</i></p>

## Q14 Why do you go to your youth club / centre / group?

The most common response given for why young people go to their youth club, centre or group was because it is **fun** (37.4%). The second most frequent answer was to **see friends** (21.3%), followed by **something to do** (11.6%) and to **make new friends** (6.5%).

	Comments made by respondents
<b>Fun</b>	<p><i>"Because I enjoy it..."</i></p> <p><i>"Because you can have fun..."</i></p> <p><i>"Coz I enjoy it – I think it's great."</i></p> <p><i>"To have fun."</i></p>
<b>See friends</b>	<p><i>"To hang out with my friends more often out of school."</i></p> <p><i>"To spend time with my friends."</i></p> <p><i>"To be with friends..."</i></p>
<b>Something to do</b>	<p><i>"It's something to do on a Saturday."</i></p> <p><i>"Nothing else to do."</i></p> <p><i>"Something to do."</i></p>
<b>Make new friends</b>	<p><i>"...I can make new friends."</i></p> <p><i>"...meeting new people."</i></p>
<b>Chill</b>	<p><i>"To chill with my mates..."</i></p> <p><i>"Getting out of house...relaxing..."</i></p>
<b>Music</b>	<p><i>"For the recording studio."</i></p> <p><i>"To participate in the music."</i></p>
<b>Sport / Fitness</b>	<p><i>"Fitness / strength building."</i></p> <p><i>"Get fit – football."</i></p>
<b>Advice / Support</b>	<p><i>"I go to speak to someone about my life and they give me support and help with all the s*** in my life that were f***** up by people not accepting me for who i am. Parkfield is a place where i feel safe and the one of the staff helps me to feel good about myself and my life".</i></p> <p><i>"Somewhere to go where kids are accepted and never get judged It's fun and they support you on any issue."</i></p>

## Q15 Any general comments about youth club / centre / groups in Torbay.

A selection of these comments has been copied into the table below.

Comments made by respondents
<ul style="list-style-type: none"><li>• <i>Better advertisement needed, more activities for older youths up to 21</i></li><li>• <i>Could we cut down the brambles in Indigo and need more swings like the swings with handles</i></li><li>• <i>Fun but should do different things each week and cut down the brambles and have the swings back with the handles</i></li><li>• <i>Get someone who knows what young people are about to run the clubs. Get someone who knows how to organise really cool stuff to run the clubs like a business so it has money for things. Parkfield is such a letdown and we got promised so much stuff there.</i></li><li>• <i>How come we haven't no youth worker in our school anymore? they helped me at pcsc when i was feeling s***</i></li><li>• <i>I am happy with the youth clubs I attend that are available in the bay.</i></li><li>• <i>I go to Parkfield. It is the best!!!!!!!!!!!!!!</i></li><li>• <i>I hope no clubs have to be get rid of only because Parkfield is an amazing OPTION. THE OTHERS ARE GOOD BUT THIS ONE IS THE BEST!! The youth clubs are amazing and brings so much fun after school. No wonder they are busy. Great fun!!</i></li><li>• <i>I hope they don't stop running the club.</i></li><li>• <i>I really want to do the duke of Edinburgh award but don't want to do it in my school. Brixham YES used to do it but not anymore. If it still goes on can it be advertised at Parkfield I'm in there a lot.</i></li><li>• <i>Keeps me happy, safe and away from trouble</i></li><li>• <i>More could be done to help youth clubs/centres/groups in Torbay financially</i></li><li>• <i>Nana Kaff is awesome</i></li><li>• <i>Nana Kaff rocks she is wicked</i></li><li>• <i>Need more advertising/involvement with leading them from available adults</i></li><li>• <i>need more of them and not the ones that try to convert u into being a zombie worshiper but ones that allow u to be who u r and make things safe for u to be a kid and get information about sex and stuff</i></li><li>• <i>Some of them need to stop bullying</i></li><li>• <i>There needs to be more people to talk to. i used to have someone in school but then they left and now there is no one in school any more. The staff at the youth centre place have basically saved my life!!!!</i></li><li>• <i>They are poorly funded, lack inspiration and do not encourage creativity. I feel as though that youth provisions are being squeezed to breaking point.</i></li></ul>