

Youth Review

Engagement findings report



“I think that it’s extremely important that ‘Young People’ get a chance to say what they want to do as it’s their future.”

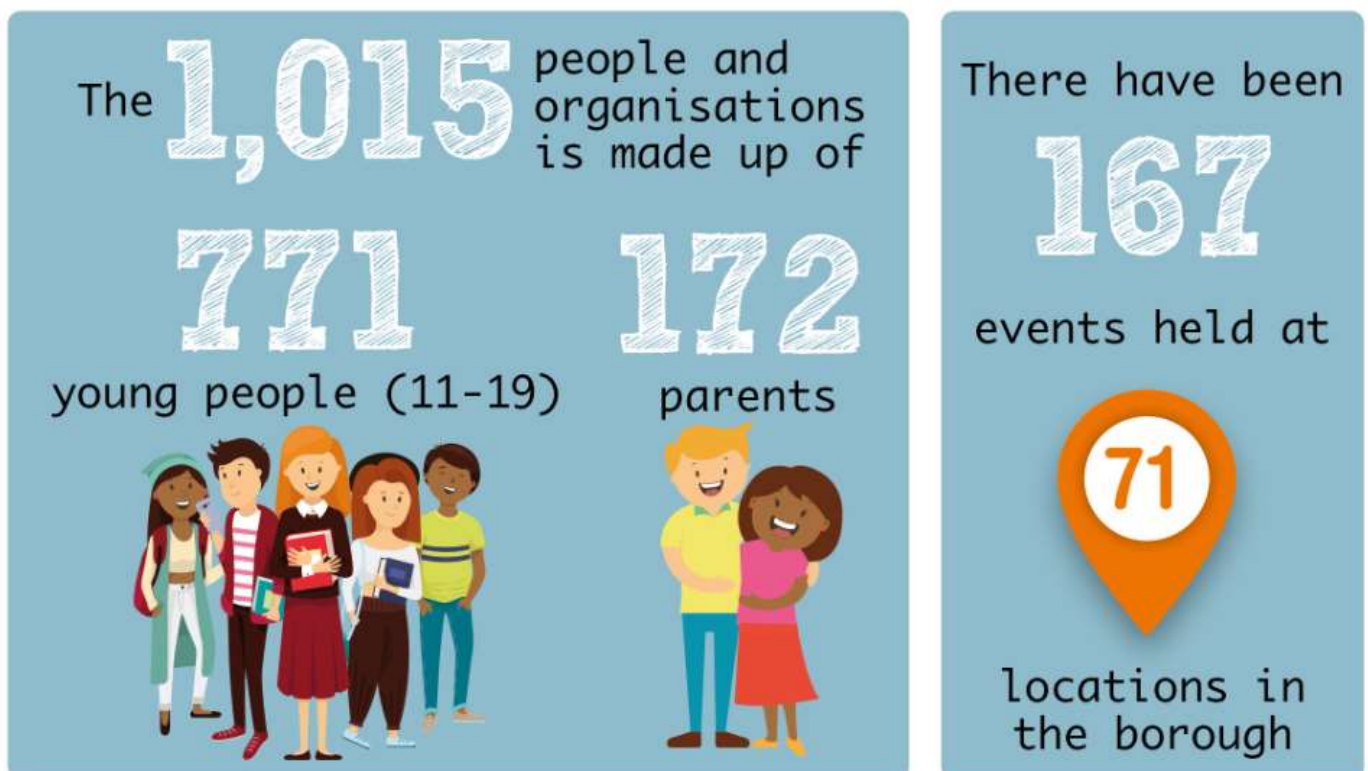
Co-design participant (Age 12)

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1. Executive Summary

- 1.1. This report sets out the findings of the engagement work carried out by officers, including dedicated outreach workers, and peer researchers from March to December 2018. These findings form part of a comprehensive review of youth services in the Royal Borough of Kensington & Chelsea (RBKC) and will inform the design of youth services.
- 1.2. The purpose of this engagement was to obtain the views of key stakeholders including young people, parents, carers, community groups and providers to understand their views on current provision for young people in the Borough, and what key priorities are for the future. It also outlines the findings from internal stakeholder engagement across the Council.
- 1.3. As part of the youth review, the Council has been engaging extensively with a range of stakeholders since February 2018. To date, the Council has engaged with 1015 stakeholders, as follows:



- 1.4. The Council also engaged with various internal stakeholders such as Children's Services, Early Help, Public Health and Community Safety, Grenfell Health and Wellbeing Team and Grenfell Response Team. Engagement and co-design is an iterative and ongoing process, and as such the engagement process will continue through to mobilisation of the new service and beyond.
- 1.5. To engage with young people, parents and residents, outreach workers visited youth clubs, community groups, coffee mornings, school groups, representative bodies, assemblies, youth forums and community events. They have also engaged with specific groups of young people that include children in care, care leavers, young people with special educational needs, young travellers and young people that are in the youth justice system. Street based and estate based outreach was also undertaken in order to engage with young people in the community or those who would not ordinarily attend youth clubs.
- 1.6. Young people have been at the centre of this process, and outreach workers have engaged extensively with young people, to discuss the activities and support accessed, their views of youth services across the Borough, and priorities for what young people need in the future. Peer researchers also carried out face to face surveys with young people (predominantly, although not exclusively within the North of the Borough); young people were also involved in co-designing youth services.

1.7. The Council has taken these findings back to young people and to local organisations, to ensure this represents their views, and to co-design and co-produce the future delivery model with young people.

1.8. Key headline findings from the engagement include:

- There has been a strong focus by young people on their future ambitions and aspirations including employment, mentoring, entrepreneurship and training, as well as personal development
- There is a perceived imbalance between the provision of services in the North and South of the Borough, and some perceived imbalance with provision in the West of the Borough
- There is a need for provision at times when young people are available, such as evenings and weekends
- Both structured and meaningful youth activities, as well as unstructured open access sessions are valued by young people
- Safety is a concern for young people, especially focused on post code issues, gangs and knife crime, and a need for more safe spaces. For some Youth Centres are valued as a place to provide safe spaces for young people to spend time but they are not always well attended and there are barriers to accessing some existing types of provision
- Community and environment are highly valued, and there is a feeling that local assets could be better utilized and the voice of young people and the community should be central and heard when changes to services are made
- The activities that young people currently attend are heavily weighted towards sports based provision, young people would like to maintain a focus on physical activity but they would also like a broader focus on activities that support emotional health and wellbeing, personal development and pathways into employment, life skills and arts based activities. Young people would also like to have the opportunity to go on trips and to see other parts of London and the UK
- There is a feeling that the Borough is well resourced with a strong offer and a wide variety of services, however these are not well advertised or coordinated
- Young people wanted a way to have their voice heard and to influence decision making about things that affect them

1.9. Listening to young people has been central to this engagement process. Please see below a number of quotes from young people expressing why it is important that the Council listens to young people when making decisions that affect them:

- “I think that it’s extremely important that ‘Young People’ get a chance to say what they want to do as it’s their future.” (Age 12)
- “The Council should listen to us because they need to include more youth clubs and activities during breaks to include and involve the community more, as we are one altogether.” (Age 13)
- “This is good because we will enjoy our education/clubs more because we are the children contributing to the rules and activities.” (Age 12)
- “I think it’s important this happens as people like myself are experiencing difficult issues and would like help with it.” (Age 11)
- “It’s important for teenagers and young people to be involved in community events. Young people need to be more safe in the area and feel safe too. People need to encourage and listen to them, our futures are important! Sometimes young people just need some freedom and calm time where we can be free, safe and stress free. I feel like anxiety, doubt and stress stops me from doing the things I want to do and be.” (Age 13)

- “It’s so important that the Council listens to young people because these are our choices and our opportunities. We need the right to speak.” (Age 20, youth club attendee).

1.10. This engagement forms part of the wider consultation and conversation with residents and community groups impacted by the Grenfell Tragedy in order to inform the Grenfell Recovery Strategy. It also demonstrates the Council’s values in relation to putting communities first and working together.

2. Purpose of the report

- 2.1. To provide an overview of the consultation and engagement activity undertaken for the Youth Review
- 2.2. To articulate key themes and messages obtained from a wide variety of stakeholders that will inform the shape of future youth provision, with a particular focus on the views and priorities of young people
- 2.3. To identify strengths and gaps in the current offer to young people in RBKC
- 2.4. To identify key priorities for the future vision of the youth offer
- 2.5. To set out the co-design approach and findings from this work with young people

3. Aims of the engagement

- 3.1. To engage with young people and identify their priorities, in order to ensure the future model meets the needs and requirements of young people in the Borough
- 3.2. To co-design future youth services with young people, parents and the community
- 3.3. To engage with parents and the wider community to understand their views of services for young people and what is required in the future
- 3.4. To engage with the voluntary sector and other providers, to understand what is currently delivered and what a future offer could look like
- 3.5. To engage with internal stakeholders, to understand the wider council offer to young people, and interfaces between Council departments and commissioned youth provision

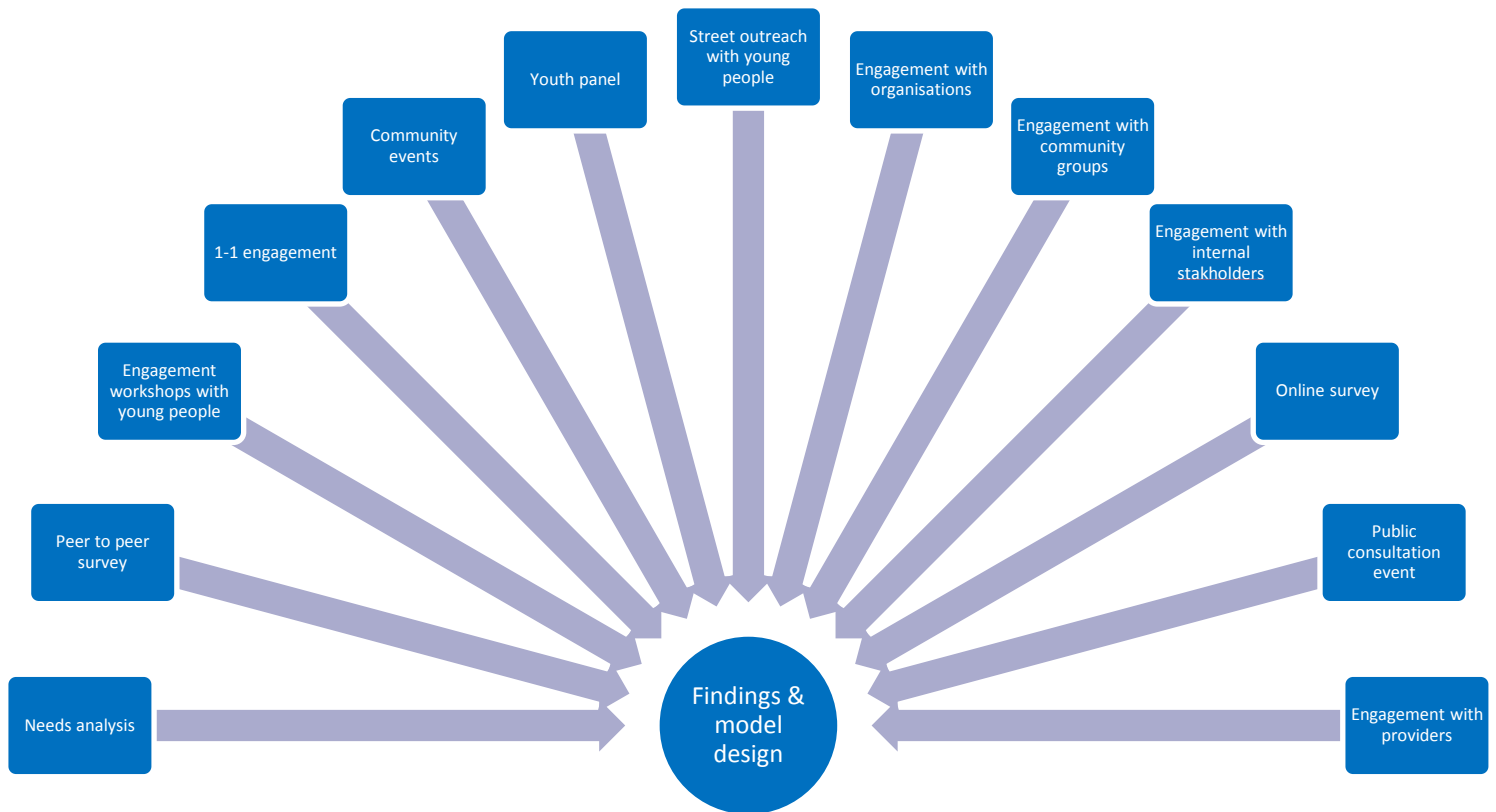
4. Key stakeholders



5. Engagement Methodology

Engagement overview

- 5.1. A period of extensive engagement with a wide range of groups has been undertaken. Further targeted engagement and co-design will continue with young people in implementing the model; in particular, in designing and setting out service specifications.
- 5.2. We have adopted a multi-channelled engagement methodology, following an 'appreciative enquiry' approach which is a strengths based approach to developing a vision for a product, service, organisation, community or wider society that focuses on the vision, assets and collective strengths, rather than issues or problems which need to be overcome.
- 5.3. This approach has been used to reach as many people as possible, in generating ideas for a future model, including those that do not currently access the Youth Offer. This approach enabled us to reach and engage with 172 parents, 771 young people and 72 organisations, some of whom have previously had no or very little contact with services locally.
- 5.4. This report represents the conclusion of the initial phase of engagement which has involved understanding strengths, areas for improvement, and key priorities for future services.
- 5.5. Engagement and co-design was multi-channelled, using a range of approaches designed to reach the broadest possible audience whilst mindful of including the views of people most likely to use or need the services. These have ranged from working with young people on a 1-1 basis; to workshops; to large scale community events; to street based outreach on Estates or open spaces in the community. The diagram below sets out a comprehensive list of engagement channels.



5.6. This engagement then led to common themes and priorities and shaped 4 priority themes, these being staying safe; leading happy, healthy lives; community and environment; and future and ambition. The key themes and priorities identified were taken back to young people, parents, community groups and providers as part of the ‘co-design’ phase of engagement. This ensured that they were satisfied with what had been captured so far; that the priorities and needs of young people were evident in the proposed service design for the future offer; and that they supported the proposed service design delivery model.

5.7. The feedback and findings from the engagement were also used to shape and design the model for youth services as set out in the ‘Co-design Methodology with Young People’ section that follows.

Engagement with young people

5.8. Dedicated outreach workers have been engaging with young people across the Borough to understand their views and priorities. They have engaged young people through attending open access existing youth clubs and forums which young people access, and have spoken to young people in settings including the EPIC Youth Forum, Baraka Youth Forum, Rugby Portobello Trust community café and Harrow Youth Club.

5.9. Young people were also invited to attend 5 sessions of a Youth Panel based at Kensington Town Hall over the Summer. Young people learnt about the commissioning process, and let the Council know about how they would like to be involved. Young people preferred to engage with the Council in less formal settings and preferred to engage in activities that were more dynamic, high energy and within the engagement channels they currently access such as youth forums.

5.10. Engagement has also focused on reaching young people who are not currently engaged in services. The approach to engaging these wider groups included street based outreach on estates such as the Lancaster West Estate and World’s End Estate, and open spaces where young people spend time. Specific target groups have also been engaged including young travellers- engaged at the Harrow Club, and also at the Travellers site, and young offenders engaged through the Youth offending team. A number of sessions have been run with the Youth Offending Team and there have been 8 street outreach sessions run to date.

- 5.11. Outreach workers developed an engagement methodology to maximise the time spent with young people. This methodology focussed upon issues and priorities that matter to young people rather than asking young people to complete forms or questions. This was particularly effective as it allowed a level of flexibility for young people to explore subjects that were of interest or mattered to them. Having this level of flexibility meant that young people were more interested and therefore offered more insight and had higher levels of engagement.
- 5.12. Outreach workers linked in with 44 youth organisations that helped to facilitate engagement with young people; these organisations highlighted that the views of parents are also very important not just in shaping services, but also in influencing the activities young people attend. 3 specific parent's sessions have also therefore been run to gain the views of parents specifically; groups engaged have included the Break4U parents' forum run by Epic CiC, the Rugby Portobello Trust Community Café and the Westway Sports Centre Parents Group.
- 5.13. In line with recognised best practice for co-production and meaningful community engagement, the outreach team have adopted some guidelines when interacting with young people. Young people are encouraged (to a reasonable degree) to steer the topic of discussion to the subjects they feel are most pertinent to them. Perspectives of young people are captured in their entirety and the potential reasons behind their thinking are explored. Young people are also not pressured into providing answers, or discussing any topics they would prefer not to. Instead, facilitating a fun, safe and respectful environment has allowed trust to be developed quickly, helping young people to feel that their views are valued and shared openly.
- 5.14. In parallel to the outreach sessions as outlined above, a group of 18 peer researchers also visited sites predominantly across the North of the Borough, to complete a survey with young people. This collected data from 152 young people living in the Borough, and provided a wealth of information. The survey was conducted in the form of a face to face interview, with both closed and open ended questions. It was also available online. Interviews took place in a range of locations where young people gathered both formally (in youth clubs and schools) and informally (such as in parks and open spaces). The aim of this research was to understand the aspirations, opportunities and challenges of young people living in the Borough.
- 5.15. While the youth engagement team met with young people from across the Borough and co-designed services for the whole of the Borough, outreach workers ensured that they engaged with young people, parents, community groups and organisations from the North of the Borough to understand and obtain the views of groups affected by the Grenfell Tragedy.
- 5.16. The total list of organisations and groups engaged can be found as in Appendix 1.

Co-design methodology with young people

- 5.17. Co-design is a method of participatory engagement whereby an organisation works alongside communities to create a product or service that is wanted, needed and fit for purpose- whilst mindful of practical considerations and available resources. Each stakeholder involved in co-design - in this case young people, the community, the voluntary and community sector and internal colleagues – are recognised for their expertise and lived experiences.
- 5.18. Co-design is an approach centred on a set of values and principles which align well with all four of RBKC's corporate values (Putting Communities First; Respect; Integrity; and Working Together).
- 5.19. The core principles of this co-design approach are:
- **Equality:** offering young people and the local community equal opportunities in decision making alongside council departments. This principle recognises the value of the experiences young people, parents and residents have- as well as the knowledge of what has and hasn't worked previously, and what needs to change.

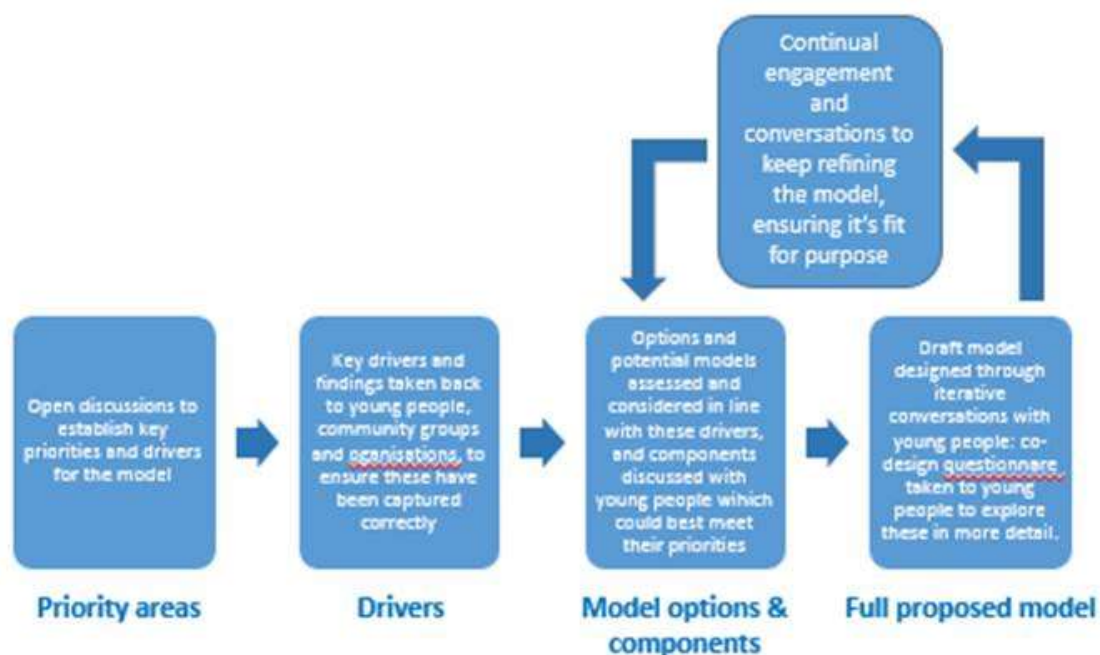
- **Diversity:** This recognises the diversity within the Borough and the importance of reflecting this in this work. By ensuring we are working with young people with a range of life experiences, identities, interests, needs and who are based in different parts of the borough- we are much more like to be able to collectively design services that are inclusive and fit for purpose.
- **Accessibility:** In order for young people in particular to engage effectively, it has been part of the role of outreach works to adapt and find ways to discuss often quite personal and sensitive subjects – as well as complex ideas like model and service design - in a way that makes sense for them. In addition to this it has been key to be present in the community, in the spaces young people feel safe and free to express themselves, at the times they are available.
- **Reciprocity:** This involved ensuring young people would have a tangible benefit from participating in the process. In this case, the answer is that young people know they are getting a high quality service that meets their wants and needs. They get to broaden their horizons by taking part in new experiences, such as co-design workshops and consultation events. Groups engaged so far including young people, parents, schools and colleges and the voluntary sector, have unanimously highlighted that the community want to feel their voices are heard.

5.20. Following these principles has ensured that communities have a meaningful contribution to service design, that the process is inclusive and representative of the Borough, that communities voice their thoughts in a way that makes sense to them, and that communities get something in return- in this case the highest quality youth services.

5.21. The co-design sessions themselves, whether 1-1 conversations or group workshops, have required a degree of adaptability and have evolved in the way that they have been facilitated, allowing young people to discuss their topic of choice formally or informally. As a result, young people of different ages and abilities, and people with acute disabilities, learning difficulties and mental ill health have been able to engage fully in the design of new services.

5.22. The entire co-design process has been iterative, with the early stage findings from young people forming the initial model structure. This was then presented back to communities to seek feedback, ways the proposal could be improved, and what aspects should be added or removed. Changes were made before presenting back to communities once again, repeating the feedback-adaptation process.

Co-designing methodology



5.23. The table below sets out the overall and key findings and drivers from young people, community groups, organisations and internal stakeholders which were then taken forward to co-design a model that would best meet these drivers:

Driver / Finding	Evidence
Young people have a voice in shaping services /making decisions	<ul style="list-style-type: none"> Young people have said that they want their voices to be heard and central in decision making and shaping services. They have said they want a more coordinated approach across the Borough, and a direct link with the Council. Internal stakeholders have said they want a more joined up or network approach to hear young people's voices across the Borough.
A more diverse offer / wider range of activities across the borough	<ul style="list-style-type: none"> Young people have said they want more choice, the sector have highlighted the diverse range in the market, and needs analysis has identified gaps in provision (see findings report for more info).
Safe spaces	<ul style="list-style-type: none"> Young people value youth clubs as safe spaces & also wanted delivery from other community sites that are safe
Priority areas – Future and Ambition	<ul style="list-style-type: none"> focus on future ambitions and aspirations including employment, mentoring, entrepreneurship and training, as well as personal development, and having opportunities to broaden their horizons through trips and new experiences
Community and environment	<ul style="list-style-type: none"> Young people want to maximize use of local assets and spaces across the Borough and spoke about wanting to bring communities together. Young people also want to ensure that their voice and that of the community is central and heard when changes to services are made.
Safety and security	<ul style="list-style-type: none"> Young people do not always feel safe when travelling around the Borough. They have concerns about, gangs and knife crime, and feel there is a need for more safe spaces and diversionary support. For some young people youth centres have been identified as safe spaces, but a need for greater outreach has also been identified and for there to be a better balance between centre based and detached provision.
Happy Healthy Lives	<ul style="list-style-type: none"> Mental health and emotional wellbeing, was a key priority. There was a focus on what can help young people feel happy and less stressed, as well as their physical health. Young people want to see a broader range of activities available beyond a

	core sports offer, such as activities that support wellbeing, personal development and pathways into employment, life skills and arts based provision.
Flexible and responsive offer that can meet changing needs	<ul style="list-style-type: none"> • Young people want services which meet their changing and needs and priorities, and the voluntary sector also want an offer which is responsive and adaptable, especially post the Grenfell Tragedy.
Locality based provision delivered across a range of community spaces and sites	<ul style="list-style-type: none"> • Young people value youth clubs but also want services that are not just building based, and want trips and visits outside of their youth clubs
Offer is accessible to all (i.e. hard to reach groups of young people)	<ul style="list-style-type: none"> • Some young people don't feel that the youth offer is for them, or are not how to access it. • Providers have told us specific groups of young people are underrepresented or may not feel comfortable in accessing youth services. • Internal stakeholders highlighted that there is a need for vulnerable groups of young people and minority groups to better access services.
Strengthened targeted youth support Strengthened detached and outreach offer	<ul style="list-style-type: none"> • Young people, parents and the sector have highlighted a need for additional support particularly in areas of wellbeing or mental health • Young people feel unsafe in certain areas of the borough and have highlighted a need for greater outreach • Young people have told us they don't know where to go to or who to approach to get support • Young people have said when they are receiving youth services there are too many people involved which makes accessing the right service difficult
More joined-up approach across service provision / whole systems approach / integrated approach	<ul style="list-style-type: none"> • The voluntary sector would like a more co-ordinated and joined up way of working to make best use of resources, avoid duplication and to best meet the needs of young people. • Young people have said that they are confused about who to approach or how to get additional support. • Internal stakeholders have said that they want more integrated working to promote the trusted relationship model, which is best practice.
Better use of resources	<ul style="list-style-type: none"> • Young people feel community spaces have lots of potential and that more services could be run from them. Young people have said they value local organisations in their community and feel more support for these organisations is needed. • Residents and community groups said they would like more access to Council owned spaces for delivery of their services. •
Promotion and co-ordination of the offer	<ul style="list-style-type: none"> • Young people and parents want a more visible and comprehensive youth offer • Young people want to know what services they can access, how and when. • Organisations have said the offer needs to be better promoted and understood so that there is more coordination and opportunities to work together
Support and capacity build with the sector	<ul style="list-style-type: none"> • Young people have said they value local organisations in their community and feel more support for these organisations is needed. • Voluntary sector organisations would like more support to build capacity, improve sustainability, work together and share resources. They want a range of opportunities: both longer contracts and more flexible provision, with proportionate processes.

5.24. Having collated the four themes and young people's priorities, the outreach workers took these back to young people to ensure that these had been captured correctly. There was a multi-channeled approach to co-design the new youth offer that included a 'co-design questionnaire', an online survey, a public consultation event, one-to-one sessions, group sessions, street outreach and engagement.

- 5.25. To make the co-design engagement accessible and meaningful, outreach workers used the 4 findings and themes identified to create a 'co-design questionnaire' that articulated clear components of the model in relation to the feedback from young people. It essentially set out what young people have told us, and how the future model could meet these priorities. This ensured that young people, parents and residents were satisfied with what had been captured so far; that the priorities and needs of young people were evident in the proposed service design for the future offer; and that they supported the proposed service design delivery model.
- 5.26. At the public consultation event on the 16 November 2018, qualitative information was gained through conversations, feedback was given on each specific element of the model, and a poll was run for young people to provide quantitative feedback on the suitability of the model as a whole. In this poll, an average score of 7.2 out of 10 reflected the support for the proposed service design components. This still left potential for the model to be improved further and therefore, subsequent changes which will be made based on feedback from young people included:
- Young people said that the youth parliament needed to be proactive in ensuring that young people from diverse backgrounds are able to participate. As a result, the Council will ensure that the Youth Parliament and activities, including those run by youth hubs and youth clubs, will be accessible and open to vulnerable young people or young people from minority groups. These groups may include young people with special educational needs or disabilities, children in care, care leavers, young people from traveler communities, young people from the LGBTQI+ community or young people from BAME communities.
 - Young people were conscious that there weren't going to be youth clubs in the centre of the Borough and therefore there needed to be more pop up activities in these areas to allow young people from across the Borough to come together to meet and interact. The Council has already established a participation fund that the youth parliament will have access to in order to deliver pop ups across the Borough.
 - Young people recognize that many youth clubs offer sports as a central activity, however the quality of equipment, facilities and trainers vary greatly. Young people have said that there is a clear need for free or low cost and high quality sports provision (particularly boxing and football). Through the co-design of youth hub and youth club specifications, the Council will ensure that sports remain a central provision. The Council will also ensure that a range of sports provision is included in activity based provision.
- 5.27. Engagement and co-design is ongoing and will continue through award and mobilization of contracts and beyond, specific opportunities will be identified where young people can work in detail on one part of the model; for example, young people have expressed an interest in designing the new Youth Parliament.
- 5.28. Examples of ways in which young people specifically have directly influenced the components, structure and content of the new model, through this co-design process, can be found in the table below.

Theme/ component	What young people have told us	Proposed model to meet this priority
Participation and Youth Voice	<i>'It's really important that young people are listened to and have a meaningful role in shaping services that affect them'</i>	<ul style="list-style-type: none"> • A Youth Participation Team will run a Youth Parliament across the Borough, which all young people can join to have their say • This team will also help to join up and connect existing youth groups and forums in the Borough
	<i>'We want to be able to plan and run our own events'</i>	<ul style="list-style-type: none"> • A Youth Opportunity fund will offer small amounts of funding for young people to run events
Youth Clubs	<i>'Youth clubs are a space where we feel safe, with people who we trust'</i>	<ul style="list-style-type: none"> • Support existing youth clubs which offer safe spaces for young people • Also run two 'youth hubs' which help to coordinate what is available
Youth Hubs	<i>'There aren't enough opportunities to bring the community together'</i>	<ul style="list-style-type: none"> • Provide a central hub in the North of the Borough and in the South, where community groups and youth clubs can deliver activities
	<i>'There needs to be more support for small groups and organisations to offer high quality services'</i>	<ul style="list-style-type: none"> • Offer support to organisations to develop the services they offer and to gain additional funding
Outreach	<i>'I don't know what's available in the local area.'</i> <i>'I know what's available but I don't think it's for me'</i>	<ul style="list-style-type: none"> • Outreach workers who meet young people out in the community, tell them what is available, and introduce them to activities and youth centres in their area
Detached	<i>'I enjoy activities, but I don't want to go to a Youth Club'</i>	<ul style="list-style-type: none"> • Run 'detached' activities which are not in a building but in community spaces or sites
Pop-up activities	<i>'Community spaces have lots of potential and more activities could happen here.'</i>	<ul style="list-style-type: none"> • Run 'pop-up' projects and events in popular community spaces
Targeted support	<i>'Some young people are having a difficult time and might want to make positive changes'</i>	<ul style="list-style-type: none"> • Highly trained youth workers can give 1:1 support to young people; e.g. to support them with education and employment.

Engagement with youth focussed organisations

- 5.29. Organisations have been engaged through the process in different ways, and the engagement approach has been as flexible as possible to ensure that all groups who wish to contribute are able to do so.
- 5.30. To ensure a wide range of organisations were invited to contribute, a mapping exercise was conducted at the beginning of the engagement process, to identify providers who offer services and support to young people. 86 groups were identified including existing commissioned providers, supplementary schools and other youth clubs and community based groups and providers.
- 5.31. All of these organisations were contacted by email, and invited to a series of workshops in the north, centre and south of the Borough, over the summer. 24 different organisations attended these events, which focused on understanding the current 'as is' offer across the Borough, and identifying priorities for the future offer. These meetings also included discussions more specific to this sector, including capacity of organisations to bid for services and how impact and outcomes can be measured.
- 5.32. In addition to these events, outreach workers and commissioners have also had separate meetings with providers, including individual 1:1 meeting with all 11 commissioned youth providers to discuss the offer they currently provide, and any aspirations for their future services. There have also been visits to specific sessions and events run for the sector including the Kensington and Chelsea Social Council forum and a meeting of the BME Consortium. This had brought the total number of organisations directly involved in facilitating engagement sessions with parents/young people (alongside the engagement team) to 31, not including sessions facilitated by other internal RBKC departments. Organisations engaged provide a wide range of activities and support for young people; from open access youth clubs, to specific cultural and community groups that young people are part of.
- 5.33. Following the Grenfell Tragedy, the local voluntary sector has developed and diversified. Many of these organisations played a significant role in responding to the needs of young people and families and continue to play a part in support local communities. It is important to give these local organisations an opportunity to

participate in commissioning arrangements and to continue to meet the needs of young people within the Borough.

Location of providers engaged

5.34. Current commissioned providers and all other known local youth focused voluntary and community sector organisations were invited to take part in the Youth Review. The engagement team have made continued efforts to encourage these providers to take part in engagement activities, ensuring that there has been representation from providers based across the Borough. The map to the right shows providers engaged according to postcode.

5.35. There is however much greater provision in the North of the Borough and so this region has been more heavily represented in the engagement process.

5.36. To ensure a balance of engagement, the following organisations operating in the South of the Borough have been engaged:

- Chelsea Theatre
- Community Champions
- Big Local
- Portobello Dance School
- Earls Court Youth Club
- Chelsea Youth Club
- The Tabernacle (limited engagement)

5.37. There has been significant outreach based sessions that have taken place in the South of the Borough to ensure engagement is representational.

5.38. An overall list of providers engaged to date can be found in appendix 1. The number of organisations that the Council reached out to is much greater; the list of providers below only represents those organisations that directly facilitated sessions with young people, parents or residents.

<ul style="list-style-type: none"> • Azza Supplementary School • Baraka Youth • Big Local • Break4U Forum • Chelsea Academy • Chelsea Theatre • Chelsea Youth Club • Clement James Centre • Children in Care Council • Community Champions • Dalgarno Trust 	<ul style="list-style-type: none"> • Earls Court Youth Club • EPIC CiC • Goldborne Youth Club • Harrow Club • Henry Dickens Community Centre • Kensington Aldridge Academy • Lancaster West Youth Forum • London Youth Assembly • Making Communities Work and Grow 	<ul style="list-style-type: none"> • North Kensington Youth Festival • Octavia Foundation • QPR • Rugby Portabello Trust • SPID Theatre • The Curve Community Centre • Westway Sports Centre • Working with Men • Worlds End Community Centre • Youth Offending Team • Youth Action Alliance
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5.39. The total list of organisations and groups engaged can be found as in Appendix 1. Where providers have not been able to support with facilitating session with young people or parents, many have engaged via surveys, public consultations events, market warming activity or other means- providing a local insight into the communities they work alongside.

Internal stakeholder engagement

5.40. Internal stakeholders have been engaged across the Council, to understand the interface between youth providers and council services, and the priorities for the future model from these services.

- 5.41. Task and finish group workshops were run in July; departments were asked to nominate relevant people to attend these. There was representation from departments including Community Engagement, Early Help, Youth Offending Team, Community Safety, Economic Development and Public Health. Each of these departments had clear aims and objectives for supporting young people, and felt that a whole systems approach was needed to align these with what the sector delivers.
- 5.42. There have been additional one-to-one meetings with leads in these departments to understand their specific priorities in more detail; for example, meetings with early help to understand the pathways and potential for collaboration between early help practitioners and youth centres.
- 5.43. The youth review team have also attended existing forums such as the employment partnership working group, which aims to join up thinking around employment support to all age group across the Council, the Adolescents service working group run by Early Help, and other project groups and meetings including for the Grenfell Health and wellbeing Team and the RBKC Early Help review.

6. Common themes across all groups

- 6.1. Across all stakeholders engaged, including young people, parents, community groups, current providers, the voluntary and community sector and internal partners, several key themes and priorities have emerged. These are set out below. Feedback from specific stakeholder and interest groups is outlined in the following paragraphs.

Future and ambition

- There was a strong focus on education and employment support as well as opportunities for young people, such as providing a network of business and enterprise mentors, and support with CV and interview preparation.
- Young people would like more support to identify their strengths and what careers these could be suited to, as well as understanding the entry level routes into these industries.
- Young people want further support to create and run businesses, via training and bespoke support with the legal, technical and creative aspects of enterprise.
- More work should be done to link academic activities and decisions in schools (such as choosing GCSE options and college courses) to career ambitions. Young people wanted to know which courses and training opportunities would suit their ideal career.
- Young people struggle to access local entry level jobs and would like to understand how to tailor applications to large employers of young people, and have opportunities to develop contacts within these firms.

Community and environment

- Young people want to ensure that youth clubs and other facilities are accessible and available at times that suit them.
- Some young people would like to spend more of their free time being challenged through new experiences and structured activities, whilst other young people feel that there needs to be more self-directed and largely unstructured provision.
- Young people value local assets and community spaces, but recognise that some spaces need to be better utilised and promoted. The voices of young people should be central to improving services, spaces and practice.
- Young people want the opportunity to influence the decisions that affect them beyond their youth clubs, which includes leading on campaigns in the community and feeding into council decision making.
- Young people want their neighbourhoods to become more aesthetically pleasing and vibrant.
- Many community facilities such as play parks and community gyms contain equipment that needs improving and fixing.

- Communities should regularly host a range of activities and groups which focus on forming a strong, supportive and cohesive community.
- Young people want to experience inter-cultural exchanges, particularly centred on food, music, history, storytelling, clothing and personal experiences.
- Community assets should offer year round activity.
- Young people want to visit new spaces within the Borough (such as other youth clubs or cultural sites), other parts of London, elsewhere in the country and other countries. These experiences help to broaden young people's horizons.

Safety and security

- Many young people feel unsafe when travelling to different parts of the Borough, either due to witnessing violence or anti-social behavior, or due to the perceived reputation of neighbourhoods.
- It was identified that crime and anti-social behavior is often linked to economic opportunity, home life and social networks. Diverting young people at risk of behaving away from these behaviours requires a holistic approach.
- Young people need a supportive positive network around them (such as youth workers and mentors), and services should take a proactive approach to including those at risk of offending or otherwise harmful behaviours.
- There should be a range of spaces across the Borough where young people can go and feel safe.
- A range of support and training should be offered to help young people to know how to avoid harmful situations, keep themselves safe and deal with emergencies.
- Youth clubs were typically valued as safe and supportive environments, however, some clubs have a frequent low attendance. Safety concerns (with young people feeling like they cannot travel to particular areas) sometimes acts as a barrier to accessing these services.

Healthy, Happy Lives

- Weekend activity provision is sporadic and, for the most part, prohibitively expensive. Wellbeing and mental health provision also needs to be bolstered around times of the year when young people are most at risk of experiencing stress, such as during exam periods.
- Young people have identified that activities they attend centre heavily on sports, however, the quality of the facilities and equipment is mixed, and this activity is often expensive. Previously, free to access astro turf pitches in the north of the Borough greatly helped to improve the health and wellbeing of young people, and helped to build community cohesion between groups of young people from different parts of the Borough.
- Beyond sport, a broader range of activities is needed to support young people with their health and wellbeing, in becoming more resilient, in their journey towards adulthood and employment, and to express themselves creatively.
- Therapeutic and mental health services have been essential to young people most affected by the Grenfell tragedy, particularly during holidays and the anniversary of the tragedy.
- Youth practitioners should have an awareness of how to support young people mental health difficulties.
- Providers need to be able to identify where young people need additional support as early as possible, and work alongside other specialist services to provide this support, preventing issues from escalating further.

Additional themes identified which were overarching elements, regarding the whole youth offer, included:

- **The youth sector and offer:** there is a strong feeling that the Borough is well resourced with a strong offer and a wide variety of services, however these are not well advertised. Survey responses showed that young people take part in a wide range of activities, particularly youth clubs and sports, but there can be barriers to accessing these such as cultural factors and a sense of limited opportunities. Overall young people wanted better access to youth clubs and in terms of activities would like more sport, careers advice, self-defense and creative and art-based activities.

- **Communication:** there is a lack of a central hub or specific point of contact to access information, and stakeholders feel the future offer needs to be more joined up, perhaps through a youth network
- **Whole systems approach:** a lack of coordination between the Council and providers was highlighted; a joined up approach is required to planning and delivering services
- **Staff:** all groups recognized that there is a dedicated workforce in the youth sector and across internal council departments. However, there was an identified need for specific training such as in complex trauma, and for there to be a clear and consistent role of youth workers to underpin the work of the early help team.

7. Key messages across different stakeholder groups

7.1. Individual stakeholder groups had some specific messages particularly concerning gaps with the current offer, strengths and opportunities, and ideas for the future model.

Young people and parents

- 7.2. Of the young people engaged through the outreach work specifically, two clear themes underpinned the specific responses below. The first is that the relationships young people have with different services are based on a foundation of trust that has been developed over an extended period of time- therefore young people may need additional support to access new services or opportunities or to start to access services that they have not previously accessed. The second is that young people expect services to be adaptable to their needs, ideally basing support within the venues they use at times that are convenient for them.
- 7.3. Though young people typically discussed matters concerning health and wellbeing, education and skills, career opportunities, local provision and community facilities very openly, other topics were discussed less openly and required greater relationship and trust building in order to be explored. These subjects included home life, gangs, financial security, specific experiences of feeling unsafe, hate crime and discrimination.
- 7.4. In carrying out the youth survey of 152 young people, and engaging with an additional 619 young people through engagement and co-design work, peer researchers and outreach workers found that there were topics discussed which were not always fully reflected in survey answers; these included issues of class, inequality, mental health, the consequences of the Grenfell fire tragedy, and the importance of building trusting and supporting relationships with adults as part of youth activities.
- 7.5. The response below is the culmination of this extensive engagement work carried out with young people and families.
- 7.6. The following gaps and issues were identified with current provision and support for young people:
- Young people wanted more career advice and support to understand what careers are available and what they might be suited to
 - More support was needed in gaining work experience, business networks and enterprise support
 - Gap in proactive, targeted outreach to engage young people at risk of making harmful decisions, such as anti-social behaviour or serious youth violence
 - Crime and safety was consistently raised, and young people who completed the peer led survey said that some of the worst things about living in the area included gangs, crime and violence, bullying and 'bad influences' and 'drama and tension'
 - Young people who didn't access services, perceived a gap in safe places to socialize where they don't feel 'pushed into' activities
 - Young people sometimes experienced barriers in accessing services either due to cultural factors, levels of motivation or a sense of limited opportunities available to them
- 7.7. Strengths of the existing offer which could be built on:

- Young people gain academic support through attending youth clubs and homework clubs, and would like more of this from supportive youth workers
- More regular trips to enable young people to broaden their horizons, whilst seeing other parts of London and the UK
- Currently good activities are available which give young people a sense of achievement such as sports clubs, youth clubs, arts and creative activities. These could be a more structured offer including sports, performing arts and accreditations and work based experiences
- Young people highlighted many activities that they enjoy taking part in through the survey and commented that while activities can be improved, they often open doors to other opportunities, promoting feelings of community, keeping them busy and helping them to find out what they like.
- Survey respondents also commented on the importance of activities in promoting self-confidence and helping with personal development
- There was a strong emphasis on the importance safe spaces for young people where they can socialise and get support from friends. At present this is primarily offered by youth clubs. Conversely however, some young people didn't feel that youth clubs represented a safe place due to the areas in which they are located.
- There were positive features of the existing environment such as murals, street art and community spaces which could be better utilized and developed

7.8. Ideas for the future model included:

- Support for young people to understand career pathways, identify their own skillsets, be supported with enterprise and gain professional skills
- Mentoring, coaching and networking careers opportunities; such as through a 'human library' of relatable mentors and contacts from the local area
- Developing specific life skills including cooking and learning about finances (including bills, taxes and mortgages)
- Offer cultural exchanges and events to foster cultural appreciation among young people and their communities
- Opportunity for young people to speak to decision makers in the Council, with a clear mechanism for accountability
- Safe spaces offering structured and unstructured activities where people can socialize, particularly at weekends

7.9. The following recommendations were made by young people through the Peer Led survey:

- Promote activities that are inclusive across the socio-economic spectrum in the Borough
- Sustain and build on the pulling-together of the community following the Grenfell Tragedy
- Focus on more outreach to access young people who are not currently engaged and those who do not have family support
- Focus on facilitating meaningful, trusting and supportive relationships between young people and adults (youth workers and other statutory sector workers). This needs to run alongside well managed and fun activities.
- Develop the 'art' side of the offer, as well as the 'sport' side
- Sustain and improve safe spaces for young people to come together
- Recognise and support families and peer led work
- Focus on reducing stigma of mental health and other issues important to young people in the Borough
- Continue to provide a range of platforms for young people to have their voice heard on the things that are important to them.

Community and voluntary sector

7.10. The following gaps and issues were identified with the current provision:

- There appears to be a need for more collaboration between not only the Council and providers but also between the providers themselves; this could reduce areas of duplication
- A lack of communication between providers and schools was a recurring theme
- Not enough marketing of services and provision
- A lack of a central hub or network for providers and young people
- A need for more mental and emotional well-being support and services
- Making young people feel empowered in decision making, feeling safe and aware about serious youth violence
- More careers support for young people including careers mentoring, and greater use of local assets and businesses

7.11. However, overall groups were positive about the future as they identified many strengths and assets which can be built on:

- It is apparent that there is a real drive from providers to work towards a better future and make services better
- There is a large amount of diversity in the Borough as well as a variety of services
- We have access to some great spaces; some of these, in particular safe spaces, could be better advertised to parents and young people
- There is an opportunity to make good use of the resources we have and to work in more of a joined up way

7.12. Ideas for the future model included:

- a refocusing of support for young people around careers guidance, and mental health and wellbeing
- more training for staff in areas such as complex trauma and contextual safeguarding
- training and development for staff around impact measurement and the delivery of outcomes
- a clear and consistent role for youth workers
- establishing a 'youth network' to ensure the offer is coordinated
- the inclusion of structured life skills courses or training to help with cooking, budgeting and wider employment

Internal Stakeholders

7.13. The following gaps and issues were identified with the current provision:

- Safety can be a barrier for young people in accessing services due to perceptions around violence and gangs locally
- A clearer approach is needed to working with young people with mental health needs
- Services can focus on treating an issue as opposed to prevention (i.e. not dealing with the cause of presenting issues)
- Young people need a greater voice in services and need to play more of a decision making role
- Clearer approaches are needed for working with specific groups including young people with Special Educational Needs and Disabilities
- There is currently a gap in joined up working and collaboration between the Council and providers, and the wider youth sector overall
- There is a need for a clearer communication strategy to align the youth offer and other Council services, including the Early Help offer

7.14. Strengths of the existing offer which could be built on include:

- A well trained internal workforce, with professionals following evidence based interventions (in Community Safety, Early Help, Social Care Services, Public Health and the Youth Offending Team)

- Embedding contextual safeguarding approaches within the youth offer, which is already being explored internally via Early Help
- Strong existing access to informed careers advice and guidance which can be built upon
- Using our asset base, including local resources and cultural capital, to open up more opportunities for young people, in terms of employment and training
- Continuing to focus on school exclusions as a key area
- Further embedding social value and apprenticeships within our procurement approaches

7.15. Ideas for the future model included:

- Developing safe parks and open spaces
- More targeted youth work, specifically around child sexual exploitation & serious youth violence
- A model which breaks down barriers for young people to enable them to access services; which could include a detached and outreach function to engage those hardest to reach and those not currently engaging
- A clear approach in supporting young people with mental health needs and a focus on other priority health areas including peer pressure, substance misuse, obesity and child poverty
- A greater focus on early intervention and prevention
- Develop a network of local providers to offer tangible work experience, apprenticeships and internships (this is currently being explored through the internal Employment Partnership working group)
- Greater decision making opportunities for young people, and new methods of engagement; such as using the 'here by right' approach to capture the voice of young people or using social media channels which young people use

Appendix 1: Summary of Organisations Engaged with

Peer to Peer youth survey conducted by Working with Men and RBKC	152
Youth Review Engagement and Co-design with Young People	619
Engagement with parents	172
Organisations and community groups engaged	72
Total number of people engaged	1015

The number of organisations and community groups engaged across RBKC is 72, as below. There were 4 organisations or groups that the project regularly reached out to but unfortunately have not been able to meet with to date, these being: Chickenshed theatre, Pimento Community Project, Portobello Dance School, and Prospects.

Organisation Name	Number of times engaged	Number of parents introduced to	Number young people introduced
ACAVA	2	0	0
Action Disability Kensington and Chelsea	1	0	0
African Women's Care	1	0	0
Al Manaar	1	0	0
Azza Supplementary School	1	0	13
Baraka Youth	3	0	8
Big Local	2	0	11
Blenheim/Insight	1	0	0
Break4U Forum	1	5	3
Chelsea Academy	1	0	40
Chelsea Theatre	1	2	0
Chelsea Youth Club	1	0	30
Chickenshed Theatre	0	0	0
Child Bereavement UK	2	0	0
Children in Care Council	1	0	4

Clement James Centre	3	0	13
Community Champions	1	0	3
Coram	1	0	0
Dalgarno Trust	7	0	18
Earls Court Youth Club	6	3	12
EPIC CiC	14	0	89
Flying Gorillas	1	0	0
Golborne Youth Community Centre	2	0	20
Grenfell United	2	0	0
Guinness Trust	1	0	0
Harrow Club	6	0	68
Henry Dickens Community Centre	3	0	9
Hestia Housing & Support	1	0	0
Imperial University	2	0	0
Kensington Aldridge Academy	2	0	62
Kensington and Chelsea Social Council	5	0	0
Kids on the Green	1	0	0
Lancaster West Residents Association	1	0	4
Lancaster West Youth Forum	3	0	0
Latymer Community Church	1	0	0
London Sports Trust	2	0	0
London Youth Assembly	1	0	2
Making Communities Work and Grow	6	25	25
Midaye Somali Development Network	3	0	0
Migrants Organise	2	0	0
Musawa	1	0	0
Natural History Museum	2	0	0
Noise Solution	1	0	0
North Kensington Youth Festival	1	20	40
Octavia Foundation	3	0	10


Outreach sessions/Youth Panel/Commissioning events (RBKC)	14	14	58
Pimento Community Project	0	0	0
Portobello Dance School	0	0	0
Prospects	0	0	0
QPR in the Community Trust	2	0	13
Rugby Portabello Trust	6	4	15
SASH	1	0	0
Science Museum	2	0	0
SPID Theatre	3	0	8
Kensington & Chelsea Supplementary Schools Partnership	1	0	0
The Curve Community Centre	5	87	6
Total Family Coaching	1	0	0
Venture Community Association	1	0	0
Victoria and Albert Museum	3	0	0
WAND UK	1	0	0
WCC Youth Foundation	1	0	0
West London Action for Children	1	0	0
West London Zone	2	0	0
Westway Fives	2	0	0
Westway Sports Centre	2	11	19
Westway Trust	2	0	0
Working with Men	1	0	152
Worlds End Community Centre	1	1	0
Xenzone	2	0	0
Youth Offending Team	2	0	3
Young Hammersmith & Fulham Foundation	1	0	0
Youth Action Alliance	6	0	13

TOTAL number of organisations & community groups: 72

172

771

Appendix 2: Peer Led Research Report

Description	Link
Peer Led Research Report	 Appendix 2 Peer led research report.pdf