

Southwark Youth Council (SYC)

Focus Groups

SYC conducted 8 focus groups with youth service users around the borough during August and September. Each group consisted of 8-10 service users and was facilitated by SYC members. The purpose was to establish what young people themselves would devise as Quality Standards for youth work.

Results:

1. In all 8 Focus groups young people put Safety as the number one priority. This included the health and safety aspects of participating in off site as well as centre based activities. This also included the provision of a safe environment as opposed to the perceived dangers in the outside community. It also included young peoples' views on having a good relationship with workers where they felt safe and comfortable to bring their personal issues.
2. In all 8 focus groups young people also put decision making as the next important priority. Their views on this was that if young people themselves had more input into the programming and resourcing decisions, this would then enhance all the other standards that they identified.
3. Range of activities Young people felt that there should be a range of ongoing activities and short programmes to develop particular areas of interest. Also that the programme should be updated regularly and that they should be involved in decision making on activities.
4. Fun factor: Young people felt that the fun factor was about having a safe space to socialise with friends and do different activities but also about the atmosphere created in club by staff and how they manage the behaviour of young people.
5. Opening times- including time of day, amount of time open and the range of days they want to use a service. More than half the young people consulted expressed a wish for provision over the weekend.
6. Promotion of the service- Methods and frequency. The consensus was that there should be monthly promotion using a range of methods such as flyers and posters, social networking, website and in local publications.