

REVIEW OF THE IMPACT OF THE NATIONAL YOUTH WORK STRATEGY FOR WALES 2014-18

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1. Introduction

Wrexham Glyndwr University was commissioned to review the National Youth Work Strategy for Wales 2014-2018 in partnership with Cardiff Metropolitan University and Susanne Rauprich OBE.

The aim of this review was to develop a clear understanding of the value and impact of The National Youth Work Strategy across Wales. The findings from this research and supporting recommendations will provide the Welsh Government and the Youth Work Reference Group with evidence which will be used to inform the development of a draft new strategy for youth work.

The key objectives of the research were to:

- Identify the strengths, weaknesses, opportunities and threats of the strategy and any gaps in the direction set out
- Consider/review the mechanisms and progress for realising the four key outcomes and actions
- Provide an understanding of how the statutory and voluntary youth work organisations have used the strategy to develop and plan their youth work provision
- Assess the impact of the four key outcomes
- Identify recommendations for a future youth work strategy.

This report presents the findings from the research undertaken between March 2017 and June 2017. It contains the views of key stakeholders including:

- Young people
- All Local Authority Youth Services in Wales
- Over 22 Voluntary Sector Organisations, including 6 uniformed services
- Council for Wales of Voluntary Youth Services (CWVYS)
- National and local Voluntary Youth Work Organisations
- Welsh Local Government Association (WLGA)
- Principal Youth Officers Group (PYOG)
- Education Training Standards (ETS) Wales
- Qualified youth workers/youth support workers in the statutory and voluntary sector
- Members of the Youth Work Reference Group.

2. Desk top research

Youth work in Wales is provided by local authorities and voluntary sector organisations, a long term relationship that has become firmly embedded in Welsh policy and practice throughout the 21st Century.

Born from the Learning and Skills Act (2000), Welsh Government showcased its vision and procedures for work with young people in two documents, Extending Entitlement (Welsh Assembly Government, 2000) and Extending Entitlement Direction and Guidance (WAG, 2002). These papers outlined how Welsh Government intended to consolidate and develop young people's services across Wales (Rose, 2017). Youth work formed an integral aspect of the underpinning structure for this direction and guidance of the youth support services with a Welsh Government directive for universal entitlement for all young people aged 11 to 25. Local authorities were mandated to ensure the provision of a youth service through working with statutory, voluntary and independent sectors (WAG, 2002).

The first youth work strategy for Wales emerged in 2007 as a response to this requirement and identified key characteristics of youth work: voluntary participation; universal provision for 11-25 year olds; young person focussed and non-formal education (WAG, 2007). The strategy defined the parameters of the working relationships between the Welsh Government, local authorities and voluntary organisations for providing youth work services. In 2010, an evaluation of the youth work strategy was undertaken by Arad to inform the current Welsh Youth Work Strategy (WAG, 2010).

The research concluded that youth service provision had improved over the strategy period but that there was no clear evidence to suggest that each of the strategy actions had been met (Arad 2010). There was particular underperformance in its recognition within local authorities beyond youth services and core local authority funding (WAG, 2010). Furthermore, the report highlighted the responsibilities of higher education institutes and the voluntary sector in meeting its recommendations for future developments of the strategy and/or activities within it (WAG, 2010). The researchers, as key identifiers in the development of the current strategy (WAG, 2010), will use the data from this evaluation to provide baseline data in the proposed evaluation.

The National Youth Work Strategy for Wales (NYWSW) 2014-2018 (WG, 2014) was developed through consultation in the aftermath of the political overhaul derived from the financial crisis of 2008. As such, there has been significant review of public spending and services. In 2013, the Youth Work in Wales

Review Group (YWWRG) produced Youth Work in Wales: Principles and Purposes (YWWRG, 2013) as a youth sector response to policy from statutory and voluntary services. For example, the Youth Work Alliance Wales (YAWW), also represented by statutory and voluntary youth services, produced a report that details how the youth work 'unique methodology contributes to meeting Welsh Government priorities and the 'sustainable development of Wales' (YAWW, 2013 p. 4).

The NYWSW (WG, 2014) explicates how youth work meets Welsh Government's priorities within its four outcomes whilst underpinned by the Youth Work in Wales: Principles and Purposes (YWWRG, 2013) and youth work National Occupational Standards (2012). The relationship between voluntary and statutory youth services is prioritised in the strategy with a view to strengthening youth services across Wales (WG, 2014). To this end, a review of the support given and received by the voluntary youth work sector was undertaken in 2016 and identified significant strengths in provision from both areas that can be cultivated into joint working styles in times of significant austerity (UWTSD, 2016). However, Wylie (2016) identifies that relationships between voluntary and statutory youth services are in a poor condition, preventing such joint working.

In 2015 the Welsh Government (WG) commissioned consultants rezolvPS to write a report providing an 'options appraisal of potential new models of delivery for youth work provision in Wales' (WG, 2015). It was to examine how youth work was provided in local authorities, together with their partners in the voluntary sector, and then to come up with a number of models for its potential design, taking examples from across the UK, Europe and further afield.

Four models were proposed, including two enhanced versions of the current system in Wales, a regional and a national model. Potential enhancements included:

- a. Some way of ring-fencing or hypothecating the youth work budget
- b. Clearer links with formal education
- c. Stronger national inspection and quality processes
- d. Statutory guidance on co-ordinated working across maintained and voluntary sectors
- e. The creation of a small independent standard setting national body such as YouthLink Scotland. The body would combine voluntary and maintained sector membership. It would have the ability to generate income from grant-making trusts, charities and governmental bodies, whilst acting as a broker between the principal stakeholders, including young people.

These themes and others are further developed by the recent inquiry into youth work by the National Assembly of Wales's Children, Young People and

Education Committee, 'What type of youth service does Wales want?' For example, the introduction of a national model for youth work 'encompassing statutory and voluntary provision' (NAW, 2016, p. 9) to enhance collaboration, reduce duplication, raise the status of youth work, enable workforce development, and importantly 'maximise the available resources for the benefit of young people' (ibid., p. 7). The committee is 'concerned that targeted provision has been prioritised at the expense of open access provision' (ibid., p. 5&6), arguing for a balance, which the Minister for Lifelong Learning and Welsh Language in his oral evidence (12 Oct 2016) supported. The report concludes there is a pressing need for major intervention from Welsh Government to maintain universal entitlement for Welsh young people amongst continued funding cuts.

The report identifies the absence of shared planning, development and delivery of youth work between voluntary and statutory services as a risk to universal youth work delivery in Wales (NAW, 2016). The committee goes on to recommend 'sufficiency assessment' at local level and an 'accountability framework for local authorities' use of funds for youth work' (ibid., p. 9). It is in this context that the inquiry into youth work (NAW, 2016) recommends a review of the National Youth Work Strategy for Wales 2014-2018 (WG, 2014) to 'refresh the statutory guidance in consultation with stakeholders and young people' and provide 'a detailed action plan for implementation, including timescales...alongside a new strategy.' (NAW, 2016, p. 23). The involvement of young people, youth workers, managers and strategists in reviewing the current, and developing the future, strategy is emphasised.

Subsequent to the report's publication in December 2016, Lynne Neagle AM, chair of the Children, Young People and Education Committee, wrote to the Minister for Lifelong Learning and Welsh Language, Alun Davies (25 May, 2017) for clarification on the interrelationship between the refresh of the statutory guidance for Extending Entitlement announced by the Minister, and the review of the National Youth Work Strategy (2014-18). She raises questions about the number of 'sufficiency assessments' undertaken by local authorities, requests an update on the current review of youth work funding streams and the status of the NVYO grants, and is concerned to have more details on the proposed 'National Youth Support Service Board' both in terms of what, and of whom, it will be comprised. Clearly youth work in Wales is a present strategic issue and subject to ongoing scrutiny.

From an analysis of the context of youth work in Wales, it is possible to see that Welsh Government is supportive of maintaining youth services for young people in Wales. A review of the current strategy is needed, however, not only to measure progress, but to identify ways of addressing some of the issues outlined above. This is necessary so that a robust and dynamic approach to

youth work, that meets the needs of young people and communities in Wales, can be delivered over the coming years. It is in this context that the research partnership will evaluate the impact of the National Youth Work Strategy for Wales 2014-2018 (Welsh Government, 2014) to identify recommendations for a future youth work strategy.

3. Methodology

The methodology applied survey research as a means of collecting appropriate data within the proposed timeline. As the research evaluation required a triangulation of viewpoints, a mixed methods approach was used combining quantitative and qualitative methods to produce data that measured the value and impact of the strategy. The methodology took place over three phases including a desk top research exercise, stakeholder questionnaires providing quantitative data, and focus group interviews providing qualitative data. More detailed information on methods used are included in the appendix.

Stakeholder participation	
Professional responses to questionnaires	168
Young people responses	61
Focus groups attendees	53

Figure 1 - Number of participants in current research

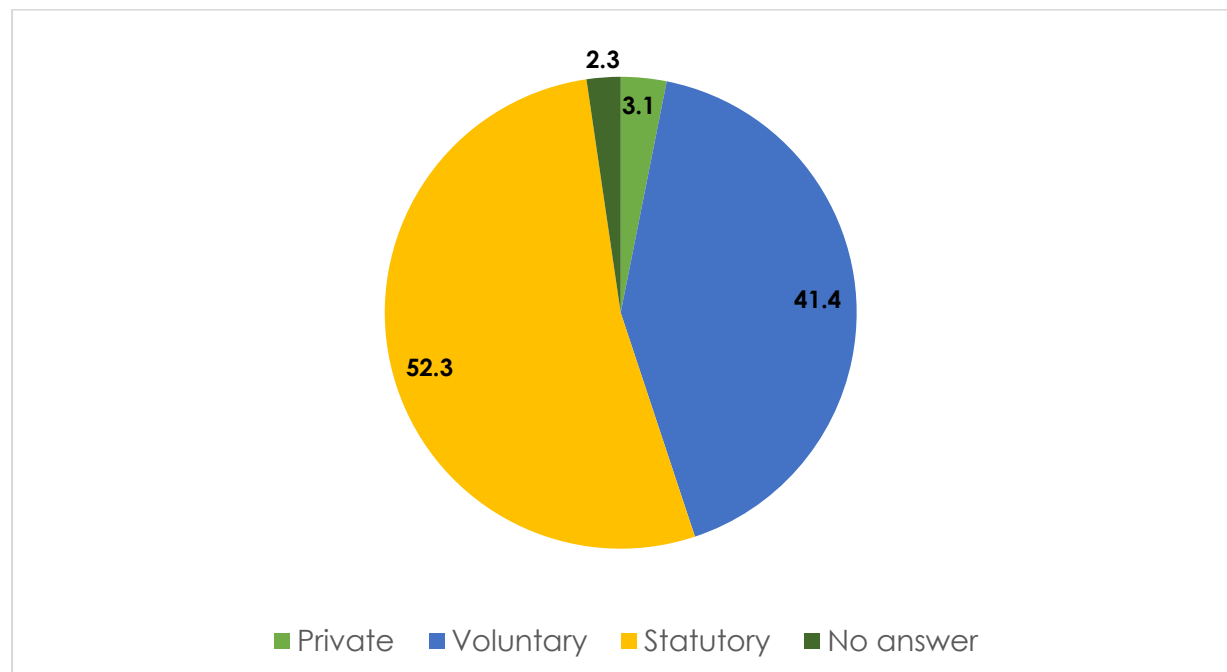


Figure 2 - Participants in current research - % by sector

4. Findings and Analysis

4.1 Identification of strengths, weaknesses, opportunities and threats of the strategy with gaps in the direction of the strategy

A key part of the research was to gather information on what the youth work sector felt were the strengths, weaknesses, opportunities and threats (SWOT) of the current strategy. This information was collated in the focus group sessions that were attended by representatives from both statutory and voluntary youth work organisations. Participants in the focus groups represented national, regional and local organisations, as well as strategic level managers and grass roots practitioners. The main themes they identified are summarised below.

Strengths:

Stakeholders identified the following as strengths of the strategy:

- The existence of the strategy shows the Welsh Government's commitment to youth work and its development
- The strategy recognises the value of open access youth work provision and the value of non-formal and informal education
- The strategy is focused on youth work as opposed to the youth service or youth support service
- The strategy provides some stability and continuity in a time of social, political and economic instability and change
- The strategy aims to bring together the statutory and voluntary sector and encourages partnership working.

Weaknesses:

Stakeholders identified the following as weaknesses of the strategy:

- The strategy only recognises what the youth work sector is already doing and is not as visionary or forward thinking as it could have been. Therefore, developments in the sector have been in spite of the strategy not because of it
- Funding mechanisms to secure the strategy's commitment to, and provision of, open access are weak. The strategy has therefore not prevented cuts to open access services provided by local authorities or to grant funding for the Voluntary Sector to provide such services
- The strategy focuses too much on targeted provision, provision in schools and links to formal education

- The strategy was developed without the appropriate input by young people. It is therefore seen as adult driven rather than focusing on the needs of young people as they perceive them
- The strategy does not encapsulate the principles and purposes of youth work in Wales, and the values of participation, empowerment, inclusivity and expression. The strategy does not recognise the person-centred, holistic approach inherent to youth work which is based on those values, thereby making it difficult for providers to achieve good outcomes for young people using a youth work approach
- It was therefore not clear who the intended audience for the strategy was. This resulted in limited knowledge about the strategy and limited its impact in terms of youth work practice
- Within the strategy there are no links to other key youth work documents such as Extending Entitlement, The Wales Charter for Youth Work, Youth Engagement and Progression Framework, Participation Standards and conversely other key Welsh Government policies and legislation do not link back to the strategy or recognise the value of youth work in contributing to their aims
- The strategy missed opportunities to implement national models and tools for measuring outcomes which capture the long term impact of youth work
- The strategy does not have clear actions, timelines and resources to secure its implementation. There are no accountability mechanisms identified, not just for Welsh Government, but also other key stakeholders such as voluntary and statutory sectors, higher education institutions etc. One example cited was that the strategy highlights the importance of creating a professionally qualified workforce but does not provide specific details about how this will be achieved or resourced
- Although the strategy aims to bring about collaborative working between the statutory and voluntary sector this does not effectively happen across all areas where there is competition for resources and positive relationships are lacking.

Opportunities:

A future strategy has the opportunity to:

- Establish a clear vision for youth work in Wales, raise its profile, secure its implementation and increase professionalism
- be built around the needs of young people as they perceive them, offer a holistic approach focused on their wellbeing, and show how a youth work approach can help tackle serious issues such as poverty, mental health, and child sexual exploitation as opposed to solely being focused on education, accreditation and employment

- Define what outcomes can be achieved and should be prioritised through youth work in Wales, develop creative ways of measuring them and evidencing the impact of youth work more broadly. It can ensure the development of a robust evidence base that can support organisational and service strategies, as well as national policy
- Draw on innovative examples of good practice that have arisen despite austerity, cross sector work, social enterprise, new technologies and international youth work
- highlight the contribution of youth work to other sectors and highlight links with other key Welsh Government policy documents; enhancing the profile of the profession and the impact it has
- Develop new funding mechanisms, thereby creating a more level playing field across statutory and voluntary sectors and encouraging collaborative and partnership working.

Threats:

Stakeholders identified the following threats that could undermine a future strategy:

- Cuts to open access youth provision which risks the elimination of the bedrock of youth work. Open access youth work needs to be sufficiently protected so that it can support and enable targeted provision, rather than being supplanted by it
- A continuing austerity drive and further cuts which could lead to fragmented provision and competition for resources between voluntary and statutory providers, undermining the drive for quality youth work provision, partnership working and innovative practice
- Adult-driven development, which would undermine the voice of young people and risk that the strategy does not meet their needs
- that the core values and principles of youth work are lost in meeting the agenda of others such as service managers who place delivery targets over and above the needs of young people
- Brexit, with the reconfiguration of European funding likely to impact on youth work provision in Wales. This coupled with political uncertainty brought about by general assembly and local elections could change the commitment to, and direction of, youth work in Wales.

In summary, stakeholders have told us that having a strategy is desirable and is valued in terms of cementing Welsh Government commitment to youth work and the profession. To address weaknesses of the current strategy and develop a visionary statement for youth work in Wales, a future strategy would need to:

- Secure open access provision
- Embed the values and principles of youth work

- Include clear actions and adequate financial resources
- Secure links between other policy and legislation and the youth work strategy.

This is against a back drop of improving the relationship between the voluntary and statutory youth work providers. That said, a future strategy has the opportunity to draw upon innovative practice across the sectors. Political and economic instability needs to be mitigated in order to develop a strategy that truly meets the needs of young people in Wales. Some of these key themes are explored further in the sections below.

4.2 Review of how statutory and voluntary youth work organisations have used the strategy to plan and deliver youth work

Welsh Government has made significant progress against the actions set in the National Youth Work Strategy, some examples include:

Establishment of the Youth Work Reference Group

Continuation of the annual Youth Work Excellence Awards

Wales Charter for Youth Work launched

The National Outcomes Framework is being developed

National Quality Mark for Youth Work launched

The evaluation of the impact of youth work in schools completed

Bringing forward legislation requiring the registration of youth workers with the Education Workforce Council

Evidence from focus groups demonstrates that the intentions and aims of the National Youth Work Strategy for Wales have been well received nationally because it shows a Welsh Government commitment to youth work in Wales. This commitment was reaffirmed by the Minister for Lifelong Learning and Welsh Language in his plenary statement (4 April 2017).

"The youth sector in Wales is fortunate in that we have a national government that states that it values youth work, including open access youth work."

"The first thing to say is that the very existence of a strategy for youth work is to be welcomed. It is evidence that the Welsh Government is committed to youth work and recognises its importance to the well-being of young people and the communities in which they live."

However, to review how the strategy is used to plan and deliver youth work, the researchers needed to assess knowledge and understanding of the strategy amongst stakeholders.

The data indicated that 77% of those practitioners surveyed do not think that they have a good understanding of the strategy whilst 57% of young people surveyed were unaware of it. The strategy has a significant impact on young people as key stakeholders, and yet those young people and practitioners surveyed do not appear to comprehend it. **For a future strategy to be successfully implemented, it is important that those who deliver youth work, and those who benefit from youth work, have an understanding of it.**

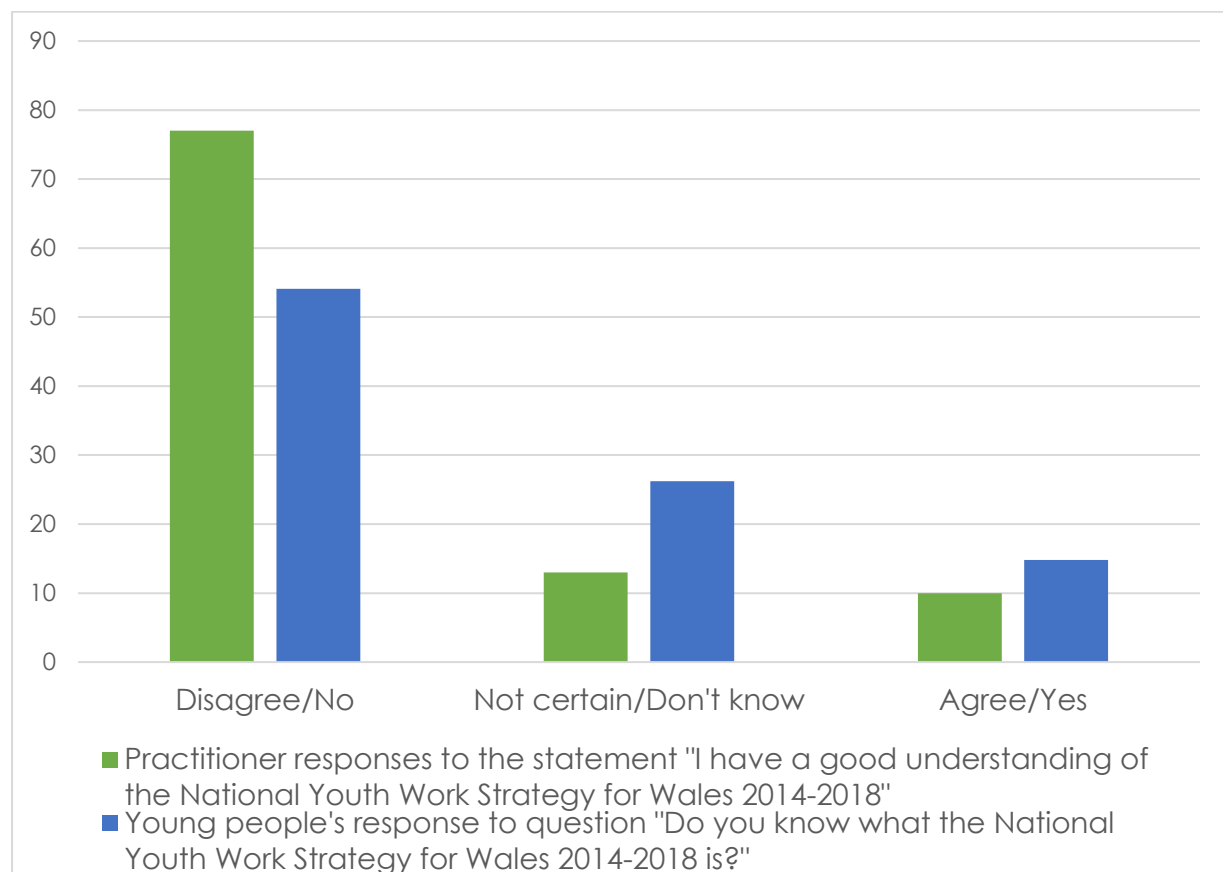


Figure 3 - Questionnaire responses relating to practitioner and young people's understanding of the National Youth Work Strategy for Wales

"Is this a strategy for the government division or is it a strategy for the sector? If it's a strategy for the government division, by all means tell us what it is but don't try and make us bother our heads with it. If it's a strategy for us then I think it's much more important to build it from the bottom up."

“Whatever comes next it needs to be built into other key Welsh Government strategies.”

“There is confusion in the current strategy about whether this is a strategy for the Welsh Government youth work department, or a strategy for the youth work sector as a whole. Or a bit of both.”

In addition, focus group participants asserted that any future strategy would need to involve young people and professionals from across sectors and Wales to gain support.

“Young people need to be actively involved in shaping and influencing future strategies.”

“There is a lack of young people’s voice in strategic development of youth work.”

“Young people need to be involved in putting together the strategy.”

“To have young people as really part of creating the strategy from the beginning.”

The survey for professionals included an examination of how the strategy had impacted on the strategic direction of service provision and the practice delivery of services. It was found that 35% of participants did not agree that the National Youth Work Strategy for Wales had a positive impact on the strategic development of their services’ provision, this was against 46% of participants who said they did not know. Similarly 33% of respondents also did not feel the strategy had a positive impact on the delivery of services. Again, this was coupled with 38% of respondents who did not know.

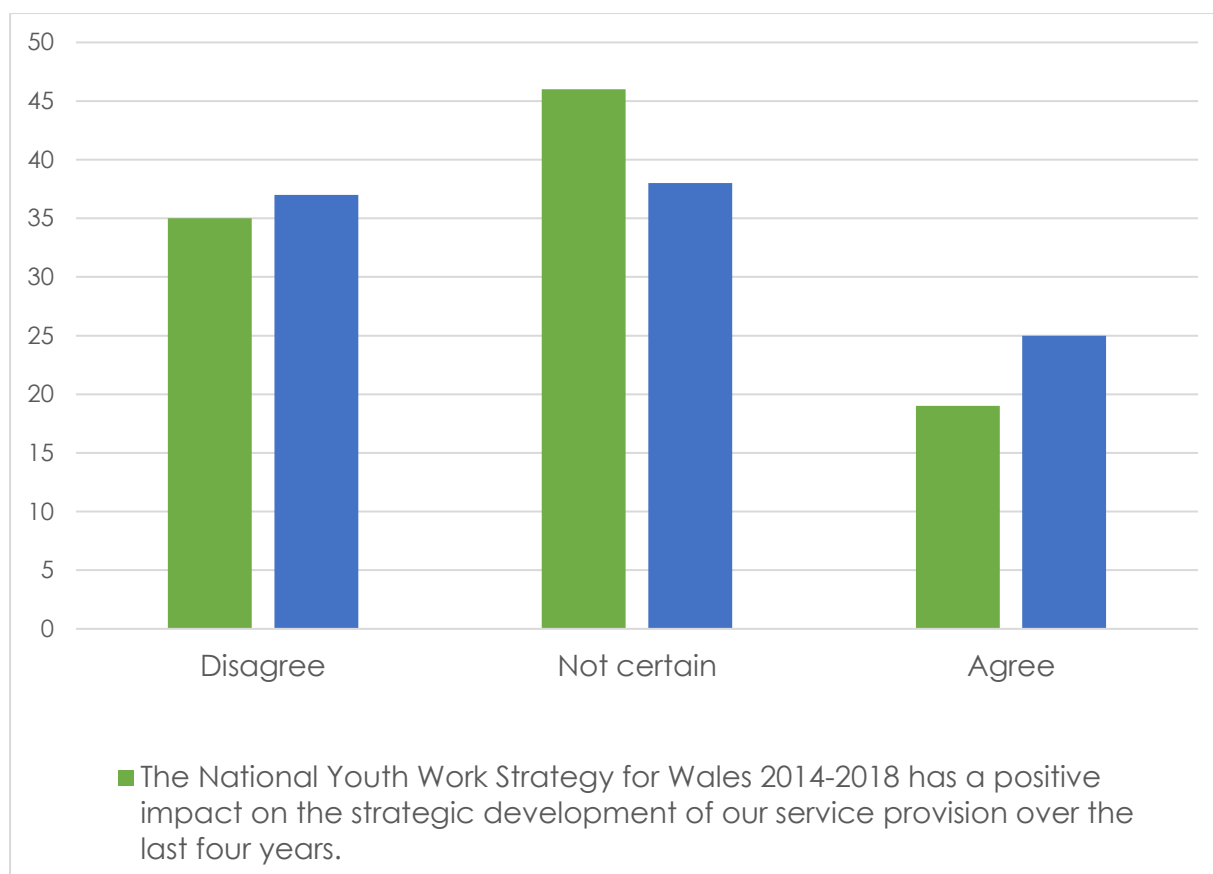


Figure 4 - Questionnaire responses (by %) indicating impact of the National Youth Work Strategy for Wales on strategic development and delivery of youth work provision

The focus group participants indicated that the strategy had not been implemented effectively due to a **lack of resources and accountability** and required more direction and monitoring to be effectual.

"At present local authorities in Wales all receive an indicative sum in their revenue support grant that Welsh Government expects them to spend on youth work provision. This is of course welcome. However, few authorities spend all of this on youth work, and there are no consequences if they fail to do so."

"If the government wishes to ensure these funds are spent for their intended purposes they will have to take steps to ensure that this happens. A new strategy will have more impact if it is clear about this, ideally setting out expectations and 'asks' for the sector; and actions for government."

"It needs some teeth to say we need a diverse pool of funding including schools."

"I'd say don't create a strategy that has no teeth and nobody's going to get into trouble if they don't deliver it. ... there's got to be some sort of comeback if things are not done, because otherwise it's just paper."

"There is simply not enough money in youth work in Wales; in Scotland for example there are far more resources supporting their strategy."

"The strategy is not relevant if it does not protect youth work and the funding of it."

"The strategy cries out for a prioritised and costed development plan to accompany it. The absence of such a plan makes it more difficult to assess progress made towards achieving the strategy's key outcomes. Any future Welsh Government strategy for youth work should be accompanied by such a document."

Whilst these results suggest that the strategy has not had a positive impact on the strategic direction and practice of their organisation, more importantly the high number of "not certain" responses may indicate a lack of knowledge about the strategy or how it has been utilised at a higher strategic level. This may have resulted in a lack of buy-in from professionals.

"The strategy is to take to meetings and at my level, at ground level, I don't know that what we are doing fits."

The survey however, did find that there were statistically significant differences between statutory sector and voluntary sector responses, with **a higher percentage of respondents from the statutory sector regarding the strategy as having a negative impact on the strategic development of service provision.** This may be due to cuts to local authority budgets and the closure of statutory services when organisations in the voluntary sector are used to the fluid and cyclical nature of funding and delivery.

The National Youth Work Strategy for Wales 2014-2018 has a negative impact on the strategic development of our service provision over the last four years.

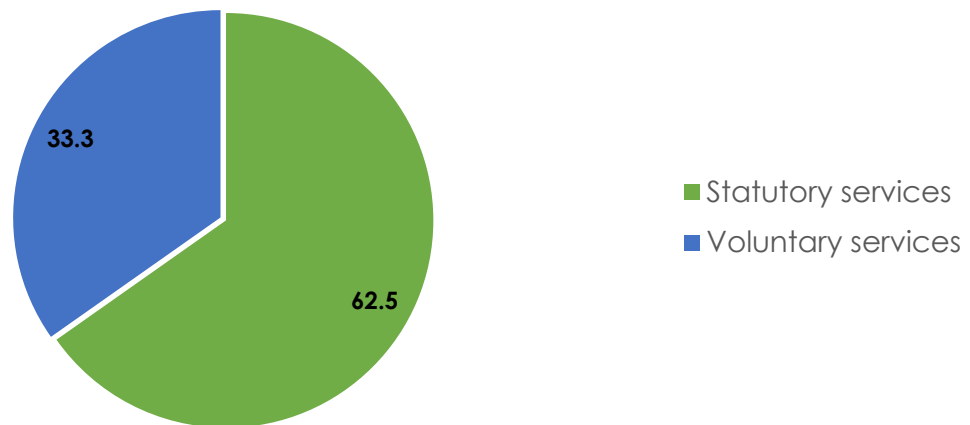


Figure 5 - % difference between voluntary and statutory sector responses relating to impact of the National Youth Work Strategy for Wales on strategic development of service provision

Participants recognised the pressures that the youth work team in Welsh Government face and would like to support them. The data suggests a national willingness for cross-sector collaboration to support and preserve youth work practice in Wales.

"The Welsh Government Youth Work Strategy Team is clearly under pressure and has suffered recent reductions in staff numbers. Given that the team is there to support strategic developments, there is an obvious opportunity to reduce its workload, reduce that pressure, increase trust and empower the sector: to divest itself of the Youth Work Excellence Awards, the National Youth Work Conference and Youth Work Week and hand all three to the sector, along with the requisite cash resource to enable that they are delivered effectively year-on-year."

"Consideration could be given to outsourcing some of the work they currently do – such as arranging events, conferences and consultations – allowing them to focus on developing policy and monitoring delivery. This could potentially be delivered at no, or at minimum, extra cost. National organisations receiving core funding through the National Voluntary Youth Organisation grant (NVYO), could, for example, be required to participate in the planning and delivery of national events as part of the criteria for their core funding."

"I think the Welsh Government are doing quite a good job at the moment. They've got a good understanding of what's required. I think they should be applauded as well really with some of the projects and the way they administer the projects at the moment."

Therefore, although practitioners and young people may not be aware of the contents of the current strategy, the adoption of the strategy by voluntary and statutory youth work providers at a more strategic level has influenced the impact of the four key outcomes of the National Youth Work Strategy for Wales as outlined below.

4.3 Assessment of the impact of the four key outcomes

4.3.1 Outcome 1

Ensuring that young people across Wales can continue to have access to diverse informal and non-formal learning opportunities, opportunities that stretch their horizons and help them grow in confidence.

The questionnaire highlighted that only 21% of respondents agreed that the strategy has been successful in achieving Outcome 1 and 43% disagreed. 34% did not know. Despite this, **the research found that a Welsh Government commitment to open access youth work in the National Youth Work Strategy was welcomed by participants across the professional field and sector.** Respondents applauded the strategy's aspirations for youth work, as set out in its introduction. Open access provision is a central principle as articulated in 'Principles and Purposes of Youth Work in Wales' (2013).

The National Youth Work Strategy for Wales has been successful in ensuring that young people can continue to have access to diverse informal and non-formal learning opportunities to stretch their horizons and help them grow in confidence.

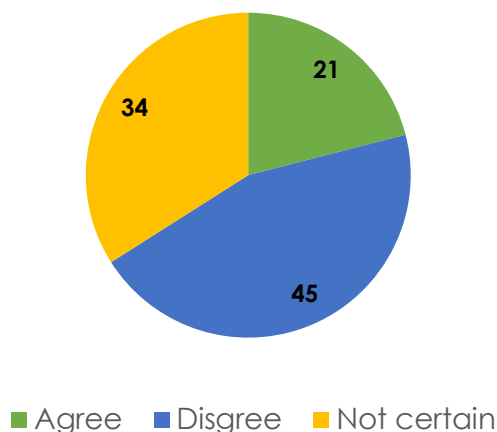


Figure 6 – Questionnaire response (by %) relating to outcome 1 of the National Youth Work Strategy for Wales 2014-2018

“The aspiration to work to that and allow us to do this work is brilliant.”

“The strategy also makes important statements about the educative role of youth work, the importance of a voluntary relationship between young person and youth worker and the important preventative role of open-access youth work provision, which benefits young people from all backgrounds and of all abilities.”

There is recognition from participants across Wales that **the impact of austerity measures on local authority budgets has led to significant decline in, or withdrawal of, open access provision**. Focus group interviews evidenced concerns that a valuable preventative mechanism and early intervention provision will be lost. This concern is shared by key national stakeholder organisations and members of the Youth Work Reference Group.

“Local authorities are having to make difficult decisions about where they allocate money and there is a tendency to sacrifice open access services.”

“I would suggest that the earlier identified aspects of youth work provision - marked as important by the strategy – are at significant risk. Anecdotal evidence suggests that youth work is no longer “a universal entitlement”, that

young people cannot “access the provision” when they wish, and it is no longer “accessible to all young people in Wales.”

“Good access for young people to a range of age-appropriate services in their locality is an essential component of a healthy and resilient community.”

This view was supported by results from the questionnaire. It was found that **78% of respondents did not agree that their organisation had adopted an approach where open access provision was used effectively to engage and signpost young people requiring support.** Therefore, despite the strategy outlining the importance of open access provision there are barriers to its implementation.

The National Youth Work Strategy for Wales states that youth work provision should support a sustained reduction in the numbers of young people not in education, training or employment. Our organisation has adopted this approach.

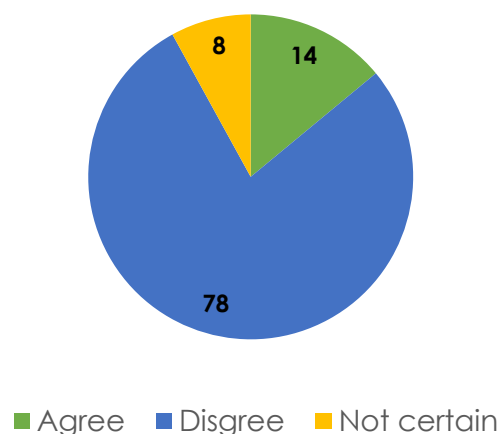


Figure 7 – Questionnaire response (by %) of organisations adopting an approach to youth work that supports a sustained reduction in the number of young people not in education, employment or training

The strategy looks to youth work to meet Welsh Government priorities of reducing youth unemployment and supporting access to education, employment and training. This has led to a focus on delivering much more targeted and intervention-based youth work. The research shows that this is considered to be at the expense of open access provision. Key stakeholder organisations believe that the **preventative nature of open access youth work is not recognised by local authority decision makers and is undervalued.**

“The LA’s are in a position whereby difficult decisions are being made on the allocation of resources between universal and targeted services, with universal services tending to be sacrificed and grant resources providing the targeted approaches which in the long term is a risk and potentially unsustainable.”

“Despite the warm words about open access, the planning and funding haven’t followed up on these words.”

“A balance is required between the provision of universal and targeted services; there are concerns that WG policy has been driven towards targeted services to the detriment of universal provision.”

“We often work with the most challenging young people in educational establishments, but get little recognition for it.”

Young people who responded to the questionnaire shared their experience of the benefits of open access provision, stating that without it they would “be bored”, “be at home; club helps me meet new people and gets me more active”, “get in more trouble”, “be inside on my own”, “be hanging around on the streets”.

It is acknowledged in the research **that gaps in open access provision are being filled by voluntary sector organisations. However, this is not consistent as funding is more readily available for targeted work.**

“Voluntary organisations are often stepping in to fill gaps as local government services are withdrawn or refocused. Sometimes this is well planned, with local government commissioning services from the voluntary sector. More often it is ad hoc, with voluntary organisations stepping in where they can, with little or no consistent resourcing.”

“I would say we are adapting our approach in line with what the majority of funders are recommending or what the majority of funders are looking to fund.”

Respondents highlighted that increasing focus on targeted services can undermine the voluntary relationship that underpins youth work. There is concern that the professional identity of youth work may be lost in the growth of targeted provision particularly when working in multi-agency contexts and managed by people who are not youth workers.

"But also historically the targeted work within youth work was about youth workers, practitioners, making that professional judgement on whether by targeting that young person now it's because that's the government goal. You target these young people because we're telling you there is a need. That is not what targeted provision should be about. .. It's about us making the judgments, we're the professionals."

"A windfall benefit of youth work might have always been that a young person finds themselves in a job or whatever but it was not the primary purpose of youth work, and it is someone else's agenda, not young people's."

"Young people are now engaging with targeted services increasingly as a result of the removal of open access services that would have previously dealt with issues at an early stage."

Open access provision has been preserved in some local authorities by employing part-time workers who are not qualified youth workers. This model of delivery ensures that open access provision remains in communities but participants in the research working in this model indicated that this has an impact on the ability to record and measure youth work. The youth work that takes place in these centres is vital to providing local information to strategic multi-agency meetings.

The youth work strategy highlights the use of technologies in youth work; however, key stakeholder organisations drew attention to the fact that the online youth information service CLIC is no longer available in Wales, **identifying the need for a coherent approach to using technologies in youth work.**

"The national strategy stated that the Welsh Government would 'continue to support the CLIC online service until 2016'. It did not do this – instead it pulled the funding, leaving young people with a much-diminished and then almost non-existent service as a result. Youth information services are vitally important for the delivery of successful open access provision and Wales 'led the way' in its approach."

"The current strategy makes reference to the use of virtual youth work. Young people are using and accessing websites and social media sites for information, advice and guidance and this can be seen through our consultation reports. With the national information website (CLIC – as mentioned in the current strategy) no longer in existence, although our local

authority have a website for young people, there is a need to consider a more coherent approach to developing these technologies."

The youth work strategy **does not acknowledge the international youth work undertaken** across Wales. This work provides learning opportunities for young people, staff and organisations across Wales and abroad and is specified as an entitlement for young people in the 2016 Wales Charter for Youth Work (Wylie, 2016).

"There is no obvious mention of international youth work and the highly important work of organisations which deliver services for young people which 'play very well' for Wales in terms of providing international volunteering opportunities for young people from Wales and from overseas. ...The lack of inclusion in the strategy of these opportunities for young people, staff and volunteers is a definite weakness."

In summary the current economic and political climate of austerity has had a major impact on the delivery of open access youth work in Wales. It was welcomed that the value of open access provision was acknowledged in the current strategy, and it is recommended that this commitment is maintained, indeed made central, in any future strategy. To reinforce the values and principles of youth work this needs to include recognition of the voluntary relationship in youth work and the preventative nature of open access provision. However, sufficient resources need to be provided that support this commitment and to maintain the quality of provision.

4.3.2 Outcome 2

Strengthening the relationship between youth work organisations in Wales and formal education on both a local and national basis; including youth workers playing more of a formal role in supporting young people who are most at risk of disengaging with education and training – an integral part of the Youth Engagement and Progression Framework

The research showed that **a wide range of successful youth work takes place nationally with young people in schools**. This reflects the findings from the Arad 'Youth Work in Wales report' (2015) and also the Rogers (2016) 'Evaluation of youth work in schools in Wales'.

"At its best youth work in schools provides exciting, engaging opportunities outside the formal curriculum, enhancing young people's learning and expanding their horizons."

It is felt that **the Youth Engagement and Progression Framework (YEPF) has influenced an increased awareness of youth work in schools.** However, whilst the partnership between schools and the YEPF is able to evidence benefits to young people, focus group participants felt that **this is to the detriment of open access youth work.**

"I have thought about the Youth Engagement and Progression Framework, so for me that was one of the massive driving factors for why youth clubs closed because youth clubs just were not priority for local authorities."

"The profile of youth work in schools has seen an ascendancy in this area of work in recent times. Reasons for this vary and include the Youth Work Strategy, the two pieces of research carried out via commissioned research by Welsh Government (Vanessa Rogers and Arad Consultancy), which have been presented and publicised widely, the focus of the Welsh Government's Youth Engagement & Progression Framework and efforts carried out locally and by civil servants at meetings and events such as via the Pioneer Schools Network."

It is evidenced in the research that many **statutory youth work services have strong relationships with schools in their local areas and the importance of this link was recognised by participants.** However, participants did not believe that the strength of these relationships was influenced by the strategy. There was a shared opinion across sectors in the research that relationships with schools have developed organically at a local level and are also influenced by the increasing focus on targeted support.

"Way back we made some decisions and the strategies didn't influence the work we did in schools."

"Youth work in schools has been going since 1998; it wasn't for supporting the accreditation it was supporting young people for home school. It was driven and informed by the young people and not by the strategy which has now been superseded."

"It's come from the down up and working with those young people disengaged. The school have seen a positive impact. We took a view and we wanted to work with schools 13 years ago."

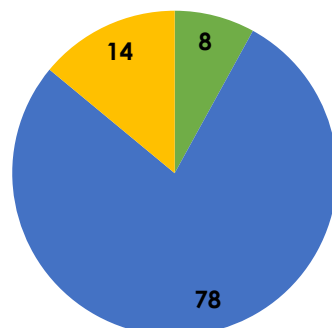
"I wouldn't say it's guided by the strategy, I'd say, it's guided by the shift in focus from everything that is focused on NEET young people in the past few years, but now it's focusing more on those with potential to become NEET in the next twelve months. That's more what's guiding us."

"The strategy hasn't helped; we have developed a much stronger relationship with education over the last few years, in spite of not because of the strategy."

"We support this statement, which has been central to our approach over many years, not as a direct result of the strategy. There is no structure in place to enable this to happen and it is necessary to consider the time and capacity of organisations to implement this. The Urdd has managed to develop and confirm its relationship with schools through its own effort and the education sector's understanding of the Urdd's contribution towards the personal, social, artistic, cultural and linguistic development of young people in Wales."

The study shows that there are examples of strong relationships between schools and youth work on a national level. However, more work needs to be undertaken to cement the relationship between youth work and education strategically on a **national level**. Participants did not feel that youth work is considered within the education sector. This is supported by data from the questionnaire where 78% of respondents did not agree that their organisation had adopted an approach that supported a sustained reduction in the number of young people not in education, employment or training. The National Youth Work Occupation Standards for Youth Work (2012) state that social and personal education constitute the key purpose of youth work; and these are significant aspects of Donaldson's (2015) 'Successful Futures' report and the curriculum reform in Wales (2015).

The strategy states that youth work provision should support a sustained reduction in the numbers of young people not in education, training or employment. Our organisation has adopted this approach



■ Agree ■ Disagree ■ Not certain ■

Figure 8 - Questionnaire response (by %) of organisations adopting an approach to youth work provision that supports a sustained reduction in the numbers of young people not in education, training or employment

"In spite of this being a flagship Welsh Government policy it does not translate or permeate to education priorities. Regional education consortia do not seem to be interested ('too much on our plates') and yet where local delivery models work i.e. between youth work organisations and schools, there are excellent results."

"More needs to be done to firm up the strategy's commitment to cementing the relationship between youth work organisations and schools on a national basis."

"Where some progress has been made this has been between the youth service and head-teachers of schools at local level e.g. via service level agreements and occasional attendance at head-teachers' meetings to make presentation."

Principal Youth Officers reported that, **despite the strategy's intent to strengthen youth work's relationship with formal education, it has not received recognition at a strategic level in the education sector.** The evidence from research shows that key strategic youth work organisations believe that youth work needs to be recognised as education in its own right, as central to Welsh education developments.

"A further example is that of the developing National Academy of Educational Leadership; a shadow board has been appointed to construct this academy but does not include youth work representation. Given this continued struggle to obtain recognition at strategic level, any future strategy for youth work and the youth service needs to consider these issues and how to overcome them and move from a position of being peripheral to being central to education developments in Wales. Whilst also an important aspect of provision, education needs to be seen as something broader than that provided in formal institutions i.e. schools and colleges."

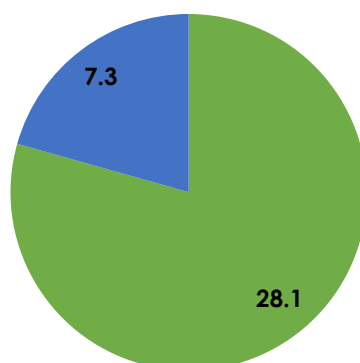
"The current relationship is too localised, too piecemeal, too short-term, and relies too heavily on the efforts of a number of committed individuals to make it work. This is not strategic."

"There are schools buying into youth work provision, but it is heavily reliant on what authority you are in and the schools budget and their will."

"This means bringing together key representatives from schools, youth work organisations, and the four education consortia to begin a discussion about what a truly strategic relationship between schools and youth work organisations might look like at an all-Wales level."

Findings from the questionnaire, however, found that there was **statistical significance between statutory and voluntary sector responses relating the strengthening of relationships between youth work organisations and schools and colleges**, with a higher percentage of voluntary sector respondents agreeing this should be the case.

The strategy aims to strengthen the relationship between youth work organisations, schools and colleges. To what extent do you agree with this statement?

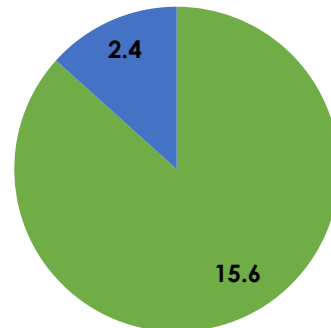


■ Voluntary sector agree response ■ Statutory sector agree response

Figure 9 - % difference between voluntary and statutory sector responses relating to strengthening of relationships between youth work organisations and schools and colleges

A statistically significant higher percentage of voluntary sector respondents also agreed that their organisation had adopted an approach that supported young people who are not in education, employment or training. Whilst there is evidence of young person led **innovative practice in the voluntary sector to support an agenda that targets young people who are not in education, employment or training** in schools, the focus group events suggest that **securing funding to deliver youth work in schools is challenging for the sector.**

The strategy states that youth work provision should support a sustained reduction in the numbers of young people not in education, training or employment. Our organisation has adopted this approach.



■ Voluntary sector 'agree' responses ■ Statutory sector 'agree' responses

Figure 10 - % difference between voluntary and statutory sector responses relating to organisational approach to youth work provision that supports a reduction in the numbers of NEET young people

"We designed this support package around their needs. So we have developed our own alternative education provision. They pay us to have the young people there. So we make money."

"The trouble is, they're trying to do that in Wales with no funding. And that's where the problem comes. You can't expect the third sector to do what it does with nothing."

"So I appreciate they are having a tough time, the youth workers, they are now engagement progression framework workers, but then, they're supposed to procure some of that work of the voluntary sector; none of this happened."

Emphasis on youth work's contribution to education was seen as one of the weaknesses of the strategy. This contradicts evidence from the consultation for developing the current strategy where 45% of online respondents agreed that youth service delivery should support priorities for education (Welsh Government, 2014). Concerns were raised at focus groups, and from a strategic perspective, about the impact of emphasising the educational aspect of youth work in Wales. **The importance of education in youth work was**

recognised and valued, however, it was felt that this superseded other, equally important areas of youth work.

“Working with schools used to be by-product and is now the overriding factor.”

“The particular (and unique) strengths that youth work brings to the personal development of young people are subordinated to the contributions that youth work makes in other areas, such as that of schooling.”

“Whilst supporting the principles behind this objective, this should not be at the expense of other youth work provision, particularly in the current extremely challenging financial climate and given the challenges which young people currently face.”

“Many young people seek the support/guidance of a youth worker for reasons other than education – for example for information and advice or health and well-being. So... whilst this objective is to be supported, it should not be so in isolation as strategic relationships with other areas of work are just as important.”

“We have a good relationship with the school, with the NEET agenda, but for the young people who might have more generic needs around well-being, we do not get to see because of the targeted nature of the work.”

“The strategy doesn't take into account the support element of what youth work does and is too focussed on education.”

Despite these concerns from practitioners, 91% of young people who responded to the questionnaire agree that every school should have a youth worker, and 88% believed that youth workers have a positive role in helping young people to stay in school, college or training.

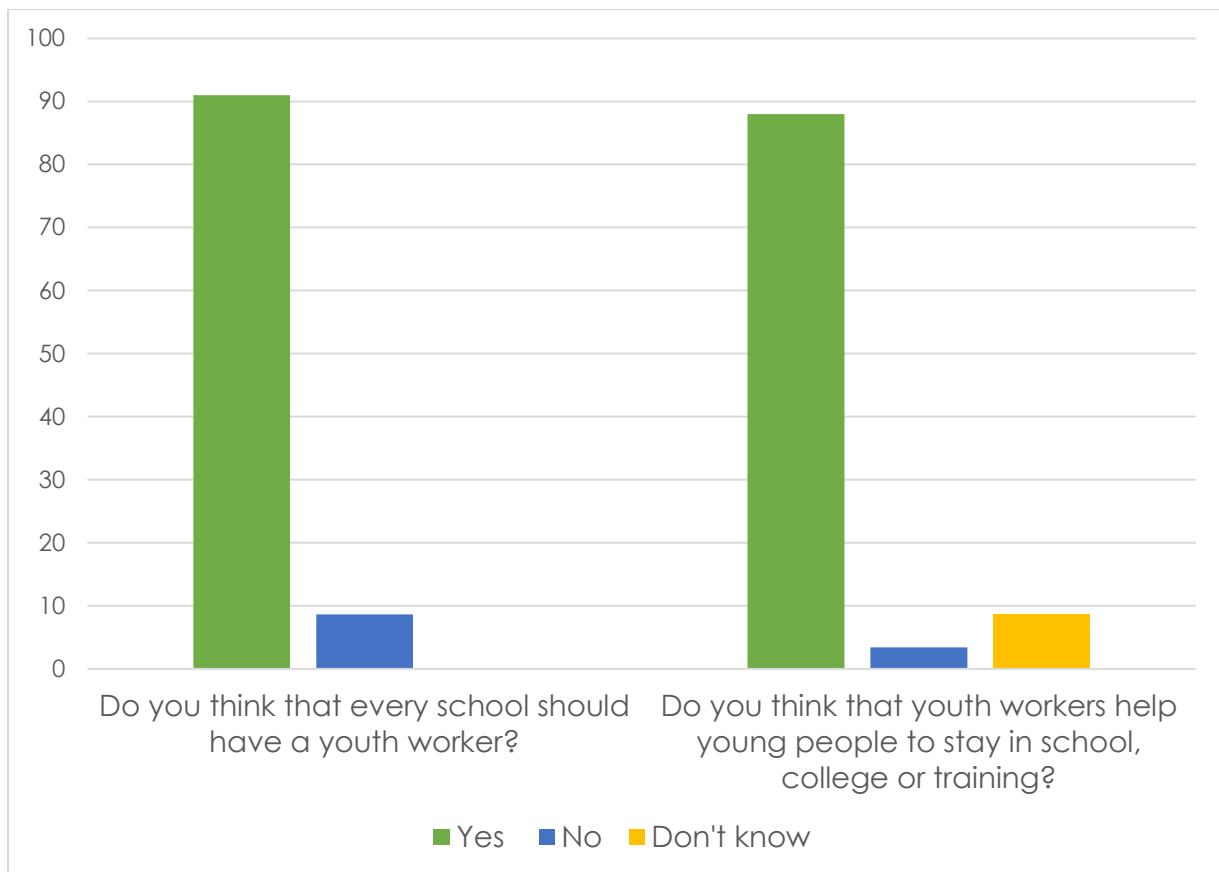


Figure 11 –Young people's questionnaire responses (by %) relating to youth work in schools

With this in mind it is clear that youth work does have a role to play in formal education and it is valued by young people themselves. There is some way to go to embed this at a strategic level and to ensure consistency in provision and resources in both the voluntary and statutory sector. The research also suggests that the role of youth work in education should not be the main focus of future strategy, and a more holistic approach to the role of youth work and needs of young people should be considered.

4.3.3 Outcome 3

A better co-ordinated and more consistent youth work offer to young people, with youth work organisations in the statutory and voluntary sector working together more effectively.

The research indicates that there is **a wide range of innovative partnership work taking place between voluntary and statutory sector organisations across all areas of Wales**. This mirrors findings from The University of Wales Trinity St David's report (2016) and provides a more consistent approach to youth work in some areas.

Participants in the research recognised the **potential and intentions of outcome three but did not provide evidence that the strategy has had a positive impact on the partnerships between sectors**. 62% of respondents did not agree that their organisation had adopted an approach where statutory and voluntary youth work provision was aligned and presented as a coherent offer. Whilst stating that a lot of hard work is taking place to develop and improve collaborative working between sectors, the Principal Youth Officers Group recognises that more work needs to be done by youth services to develop these relationships.

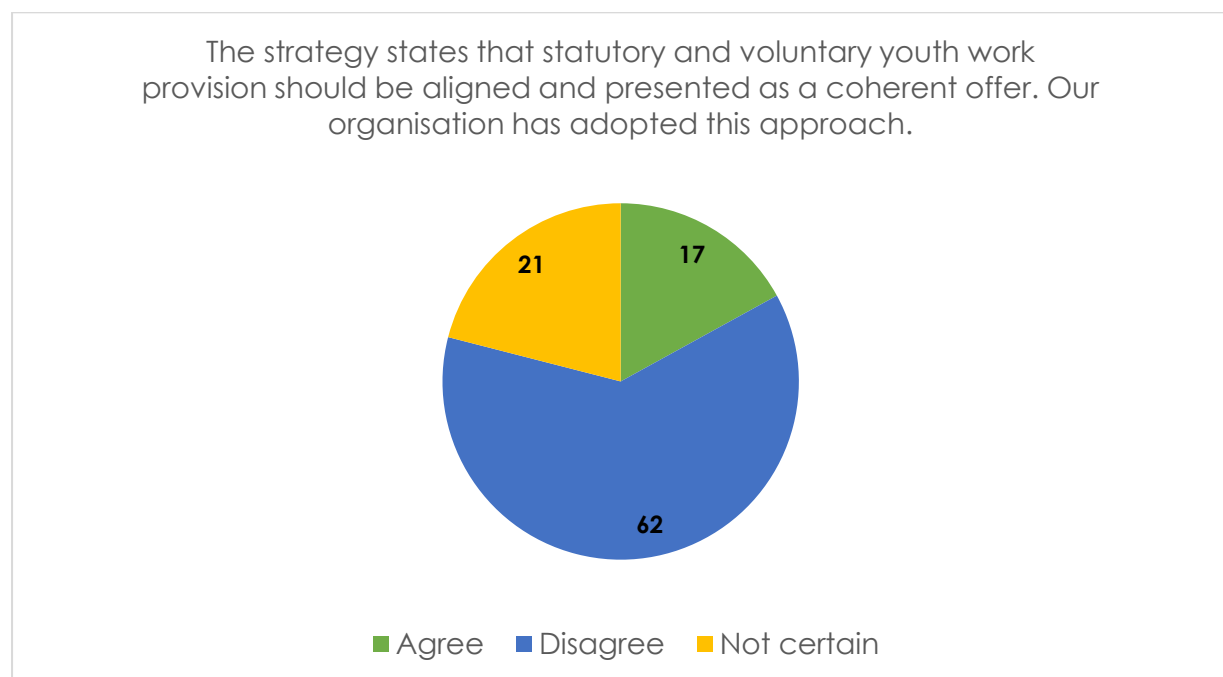


Figure 12 - Questionnaire response (by %) of organisations adopting an approach to youth work that aligns statutory and voluntary youth work provision and presents a coherent offer

"The strategy has not had a direct impact on creating and improving partnerships who work for the voluntary sector, the statutory sector and young people."

"The youth service (as with many other services) therefore needs to work harder to maximise available resources and there is a lot of hard work going on to ensure this occurs via collaborative working between the voluntary sector and local authorities and an increasingly blended workforce."

"The strategy opened the door to integrated services but has not defined what it should look like nationally."

"Working links since a new person came into post have gone through the roof, it is very dependent on who you're working with in the third sector."

There are **examples of successful outsourcing of youth services to voluntary organisations. However, funding and sustainability are key concerns for the voluntary sector.** The sector identified a need for robust service level agreements with a review process that exceeds twelve monthly funding. These findings are also shared with The University of Wales Trinity St David (2016) report.

"It can be a partnership based on respect and so things like, you know, proper service level agreements where everybody knows what they're expected to deliver and what they're being paid for... it's hard for local authorities as well because they only set their budget for a twelve-monthly basis... there are some practical things that could improve the quality of those relationships."

"When the service first started there was an expectation we'd work alongside or with the youth service, and the youth service would provide staff and perhaps even our groups would work with the normal youth groups ... But that hasn't been a possibility, because the youth service haven't got the resources to provide that, certainly not the staff, anyway."

Participants raised **concerns about the equity of access to opportunities and patchy provision, particularly for vulnerable groups and those from rural areas in Wales.** Lack of funding is a barrier to accessing services and responders called for an allocation of youth work funding for voluntary organisations funding that is ring-fenced. The evidence suggests that this is exacerbated by a lack of obligation for local authorities to spend their revenue support grant on youth work, creating a 'postcode lottery' for youth work services.

"A lot of young people with disabilities, are unable to access the opportunities which are out there so that is my concern; if I was to refer someone with sight loss to yourselves, as much as you would want to accommodate them, would you have the resources, the equipment, the needs and everything to do that?"

"I think ... the contracts that are made available, and the grants that are made available, provision, voluntary provision should be ring-fenced, otherwise there is a danger in the future all the money will be diverted to statutory provision"

"Young people's access to services is patchy and if one area has good provision, then nationally it can give an illusion that there is national coverage."

"At present local authorities in Wales all receive an indicative sum in their revenue support grant that Welsh Government expects them to spend on youth work provision. This is of course welcome. However, few authorities spend all of this on youth work, and there are no consequences if they fail to do so. If the government wishes to ensure these funds are spent for their intended purposes they will have to take steps to ensure that this happens."

There is evidence that **limited resources and funding have had a negative impact on relationships between the sectors**. There is a view that the cuts in funding faced by statutory services have led to them working to 'protect their own'. However, the research also gives practice examples where this mind-set has been overcome to provide collaborative and successful partnerships. It is clear from the findings that successful partnerships between the sectors support innovative and creative youth work provision.

"And I think that's what the problem has been, as there have been cuts, there's a tendency for the local authority to defend their own, for some local authorities to defend their own staff."

"Unfortunately, suspicion about one another's work and a competitive element to fund the work affects the transparency of the situation."

"I think that it helps that we have a small team as there's no competition for funding. We have had that in that past, been protective of funding and avoiding working with organisations. The attitude now is quite different and we're quite happy getting the work done."

The research evidences wide-ranging good practice in partnership work nationally between voluntary and statutory services. However, there is little evidence in the data to show that these successes were a direct result of the National Youth Work Strategy. There is a need to create a more consistent approach to funding and resources across Wales to strengthen these relationships and ensure a consistent youth work offer for all young people in Wales.

4.3.4 Outcome 4

The ability to demonstrate the impact and outcomes of youth work. A National Outcomes Framework will be developed specifically for this purpose.

Quality Assurance - The research indicates that key strategic stakeholders view the **Quality Mark to be a positive outcome of the strategy**. The evidence suggests that the Quality Mark has generated interest both as an award and as a self-assessment measure for organisations. However, the Quality Mark was not referenced in focus group discussions and data suggests that the **sustainability of the award is unclear with no data available to evidence its implementation**.

"The self-assessment tool itself was extremely useful for the service and allowed for both strengths and areas of development to be reported, as well as allowing for good practice to be shared through the external assessors."

That said, the questionnaire responses showed that **young people themselves think that the quality of youth work has improved in their projects (93%)**. However, it was not clear whether this is the direct result of the outcomes of the current youth work strategy as 42% of practitioner respondents did not know if the National Youth Work Strategy for Wales had raised the quality of youth work provision offered to young people across Wales.

Do you think that the quality of youth work has improved in your youth service?

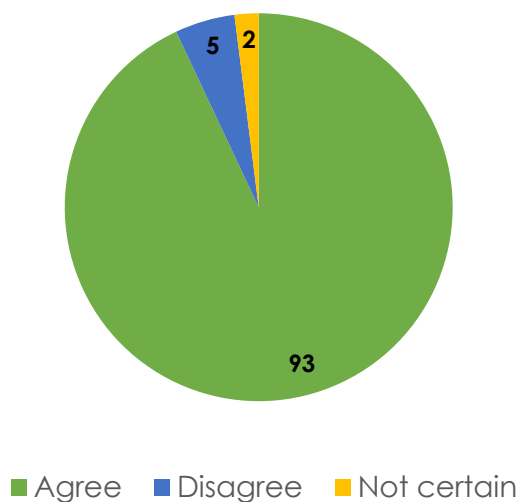


Figure 13 - % of young people who felt that the quality of youth work provision has improved

The National Youth Work Strategy for Wales has raised the quality of youth work provision offered to young people across Wales.

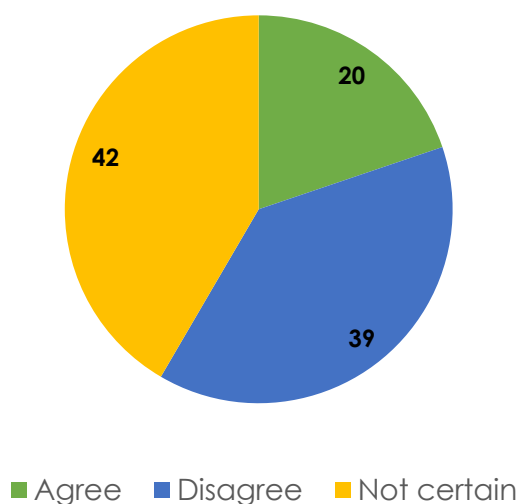


Figure 14 - % of youth work practitioners who felt that the National Youth Work Strategy for Wales 2014-2018 has raised the quality of youth work provision offered to young people across Wales

Professional training and development - The study evidences the work undertaken within the strategy to recognise the professional status of youth workers. The registration of youth workers with the Education Workforce

Council in Wales, and a commitment to professional training and development, have been welcomed by participants across the sectors. However, the **issue of funding staff development to accommodate the registration and training commitments was raised in focus groups.**

This was supported by responses from the questionnaire where it was found that **50% of respondents did not agree their organisation had increased the proportion of nationally qualified workers, and 81% stated that they were not aware of continuing professional development (CPD) opportunities** for themselves or their team. In particular, **those local authorities adopting integrated services for young people highlighted a need for staff to be up-skilled to assess young people's needs for targeted provision better.**

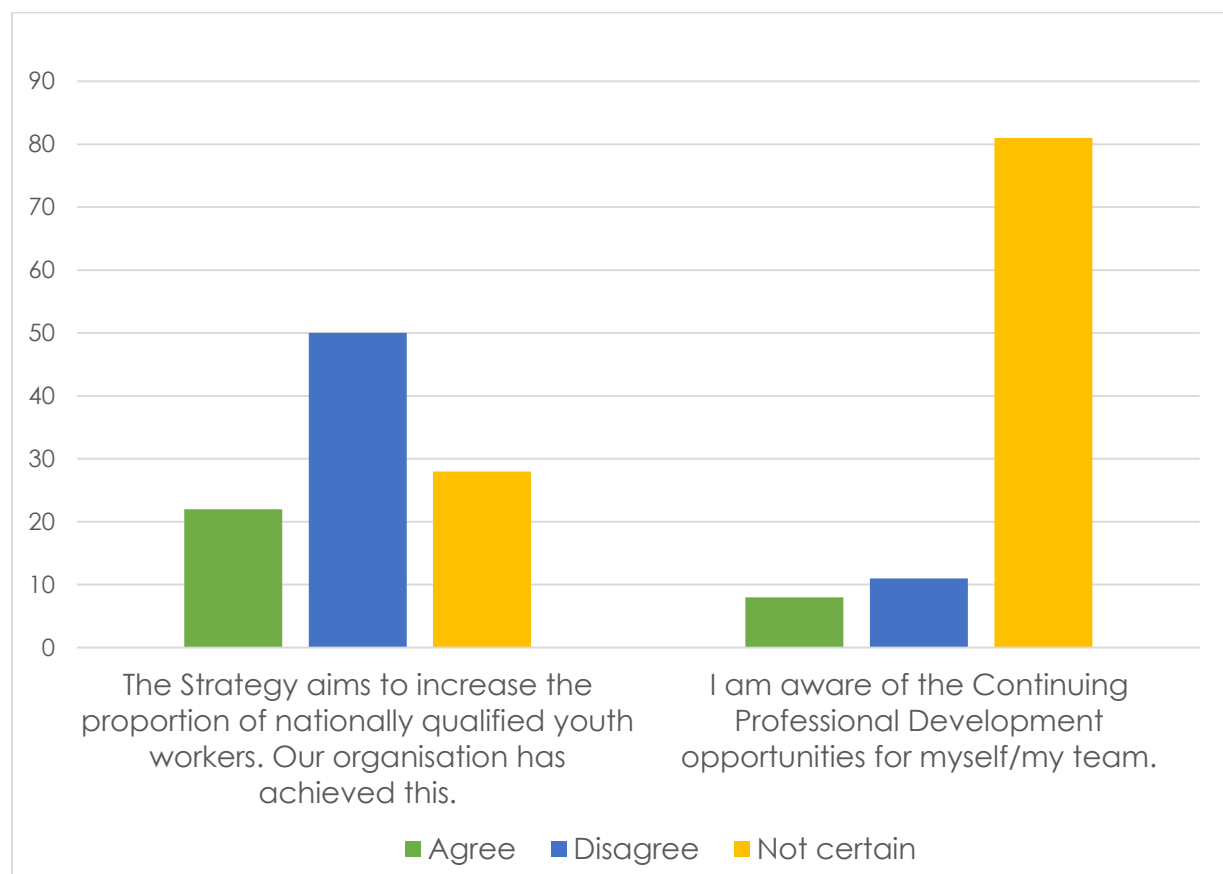


Figure 15 – Questionnaire responses from practitioners (by %) relating to nationally qualified youth workers and continuing professional development (CPD)

Interestingly, there was a statistical significance between responses from the voluntary and statutory sector with **a higher percentage of respondents from the voluntary sector indicating that they had seen an increase in the proportion of nationally qualified youth workers in their organisation.** This may be for a number of reasons, including the registration of youth workers with the EWC Wales and a subsequent investment by the voluntary sector to up-skill their

staff, or as a result of the changing employment market place where statutory provision is being replaced by provision from the voluntary sector and nationally qualified staff are moving with the demand.

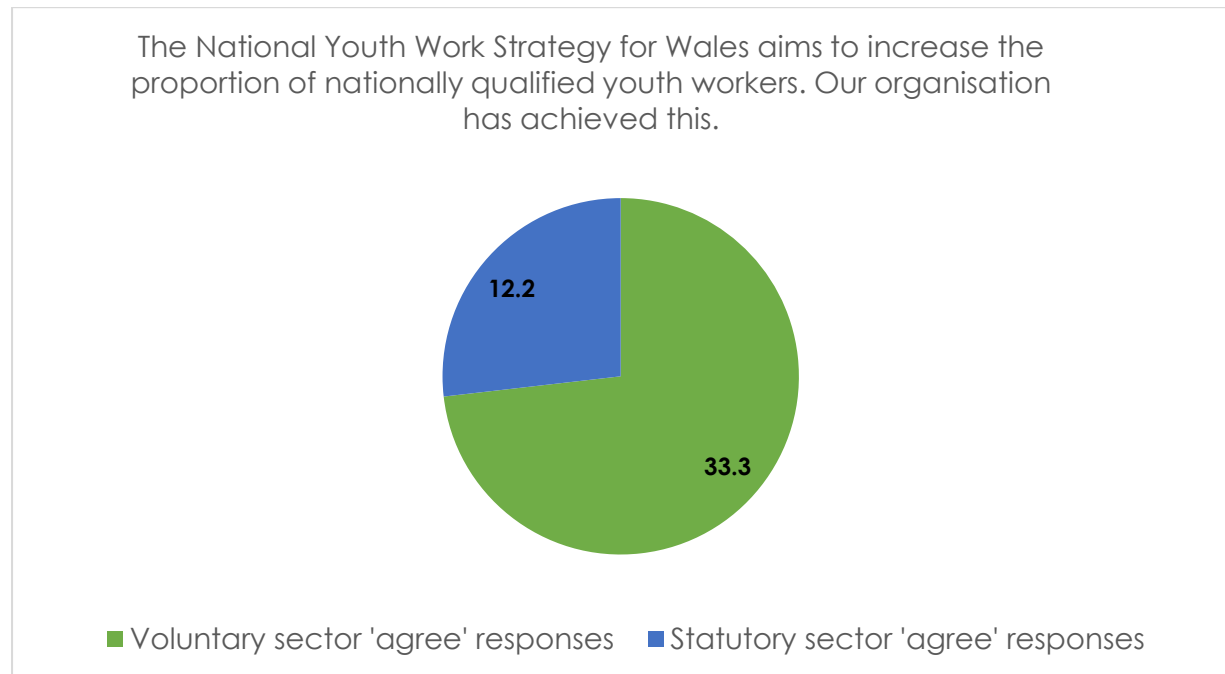


Figure 16 - % difference between voluntary and statutory sector responses relating to increases in nationally qualified youth workers

"Neither the resources nor the long-term funding are in a position to enable our staff to gain qualifications at level 6 or above (a degree or an MA)."

"It makes provision for the increase in professional youth workers. But then it comes back to budget for who is going to train those youth workers and where is the budget for it?"

"It's important that the strategy highlights the need for youth workers to be identified as professionals and this has been supported with youth work in Wales now being a registered profession alongside teaching. This development has been welcomed by staff within the service and supported by the local authority, who covers the cost of the licence for all staff."

"Appropriate opportunities for continuing professional development are important for ensuring that youth workers can continue to offer high quality experiences to young people."

Measuring impact - Measuring outcomes for youth work was recognised as a long standing issue by participants. The research suggests that there is

successful recording of quantitative data across the sector but highlighted the difficulty of measuring qualitative outcomes and the preventative work undertaken by youth workers. However, focus group participants asserted that monitoring and evaluation processes are part of their everyday practice and do not take place as a result of the National Youth Work Strategy. **The evidence suggests that the current National Outcomes Framework is ineffective and is a measure of outputs rather than outcomes.** This is supported from data from the questionnaire with **59% of respondents indicating that their organisation had not implemented the NOF as outlined in the current strategy.**

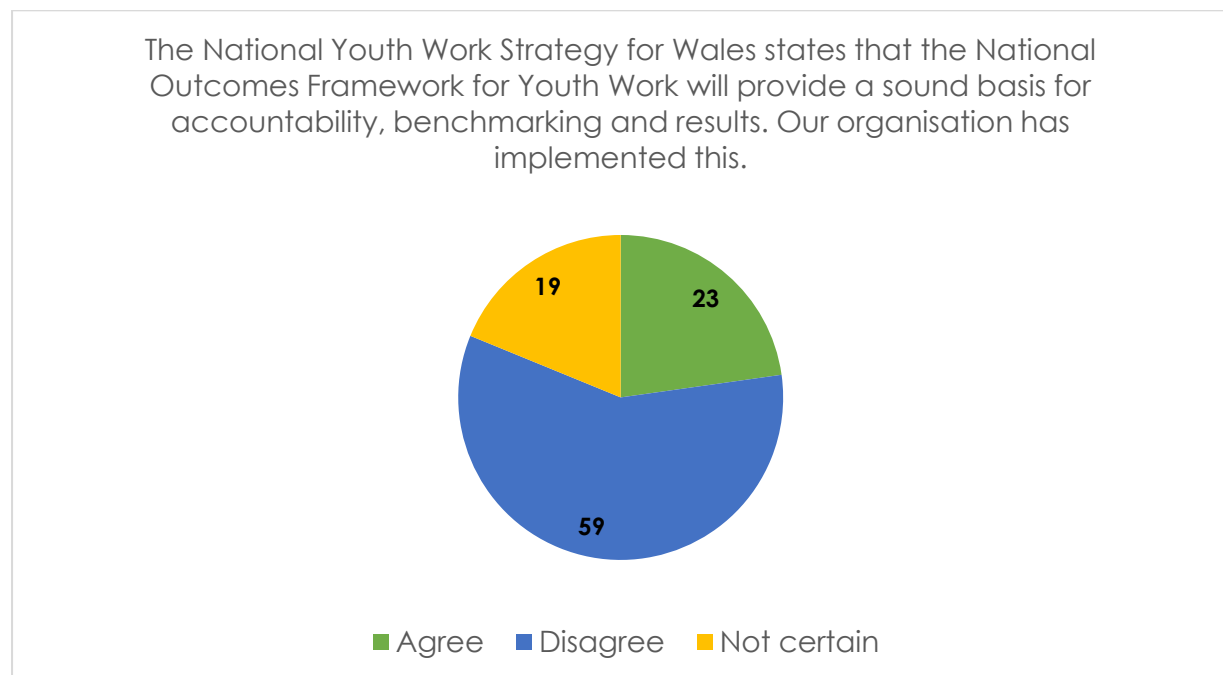
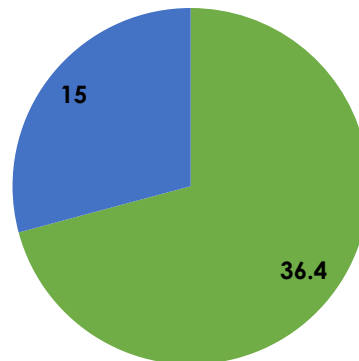


Figure 17 – Questionnaire responses (by %) regarding implementation of the National Outcomes Framework

There a statistically significant difference in responses from the voluntary and statutory sector, where **a higher percentage of respondents from the voluntary sector agreed that the current strategy had been successful in supporting their organisation in demonstrating impacts and outcomes through the National Outcomes Framework.** This variation may be because the NOF has been more widely adopted as a tool by the voluntary sector to evaluate data and measure impact for funding applications and evaluations in a competitive market.

The National Youth Work Strategy for Wales has been successful in supporting your organisation in demonstrating the impact and outcomes through the National Outcomes Framework.



■ Voluntary sector 'agree' responses ■ Statutory sector 'agree' responses

Figure 18 - % difference between voluntary and statutory sector response relating to the success of the National Outcomes Framework in supporting organisations to demonstrate impacts and outcomes

"Evidencing the value of youth work and the difference it makes is not straightforward."

"The preventive impact of youth work interventions in their broadest sense is almost impossible to measure quantitatively though there is ample qualitative evidence."

"If a 24 year old we meet in the supermarket says this is how you helped me and that might be 8 years down the line, how can you evidence that work?"

"It is all there, ask any youth worker in Wales have they any evidence to prove what you do and I guarantee that they will have case studies, project reports that everyone is doing it."

"The strategy must provide the robust evidence-based outcomes but it's been done for years and years. The strategy should be that youth work is valued and important thing and we don't need to keep saying where the evidence is, it is there."

"What we ended up with unfortunately, and I'm not saying that you should abandon that for Wales, but what we ended up with, was a framework that was measuring outputs again."

"A lot of the focus on outcomes is related to the NEET agenda, but there is lot of box ticking going on around this."

"If we had an outcomes framework that was what young people actually want, that would be good."

The sector **attests to a plethora of monitoring and evaluation methods**, a necessary process for many voluntary organisations who have to evidence different outcomes and outputs depending on their funder. This is a particular issue for national organisations with large memberships.

"The data we capture is very different depending on which project we're working on and what that funder wants but then when we deal with data we feed it into our own central database, so we are still collecting the same information but then it, it differs."

"For us national organisations, you know, we've got 15,000 youth members across Wales, 500,000 across the UK, 32 million around the world. How are we expected to measure something against all of those?"

Participants recognise the **need for evidencing the impact of youth work** but focus group members expressed **concerns about the burden of collecting data**, particularly if there is no clear indication of the benefit is or **when it detracts from completing the work**. This is a particular challenge for organisations relying on part-time workers to deliver open access youth work who have limited capacity to record outcomes.

"I don't think we'd want any other form of monitoring over and above what we've got now."

"And I think it would be capacity reasons but I think as well for effectiveness because ... we don't want to be spending all our time filling in forms when we could be working face to face and doing other more meaningful tasks."

"Youth workers have always assessed the needs of young people, but now they are having to assess in a different way, more complexity is involved in order to meet outcomes."

"There is too much counting of heads and not enough counting of outcomes. We're very good at recording the numbers, we're not so good at recording the outcomes, the soft outcomes, we find that rather more difficult."

The data evidences **recognition across the sector for a different approach to measuring youth work and a call for Welsh Government to support and implement the development of impact measures** that can be used effectively and efficiently across the sectors and Wales. This process could incorporate evaluation measures already in use at local level.

“Something simple, effective, that can be shared and done by us all.”

“Something that we could use on assessment, then that’s, you know you catch up with it every six months or something then, then that wouldn’t be too difficult.”

“It would be good to devise something that all youth services use – really Welsh Government want the same information from all of us.”

“We suggest that a high priority for a new national strategy should be the development of some useful, flexible impact measures that could be used across the sector. This need not involve starting from scratch. It could build on existing methods, and would be of particular value to smaller local organisations which lack the capacity to develop their own evaluation methodologies.”

“Whilst work is underway to update the annual local authority youth service audit data collection and report, which may include a level of impact measurement, a variety of tools to record progress/distance travelled continue to be used at local level – many of these are completed by the young person either individually and/or with the assistance of the youth worker.”

Participants were **concerned about the strategy’s intent to measure impact and outcomes through the monitoring of accreditations achieved by young people**. The reasons for this were financial and a view that this line of work does not necessarily meet the needs of young people. However, some respondents saw the increase in the provision of accreditations as a positive for young people and **44% of the young people who took part in the survey reported that they had seen an increase in the number of accreditations** within their youth project, whilst **88% of the young people saw accreditation as a good thing**.

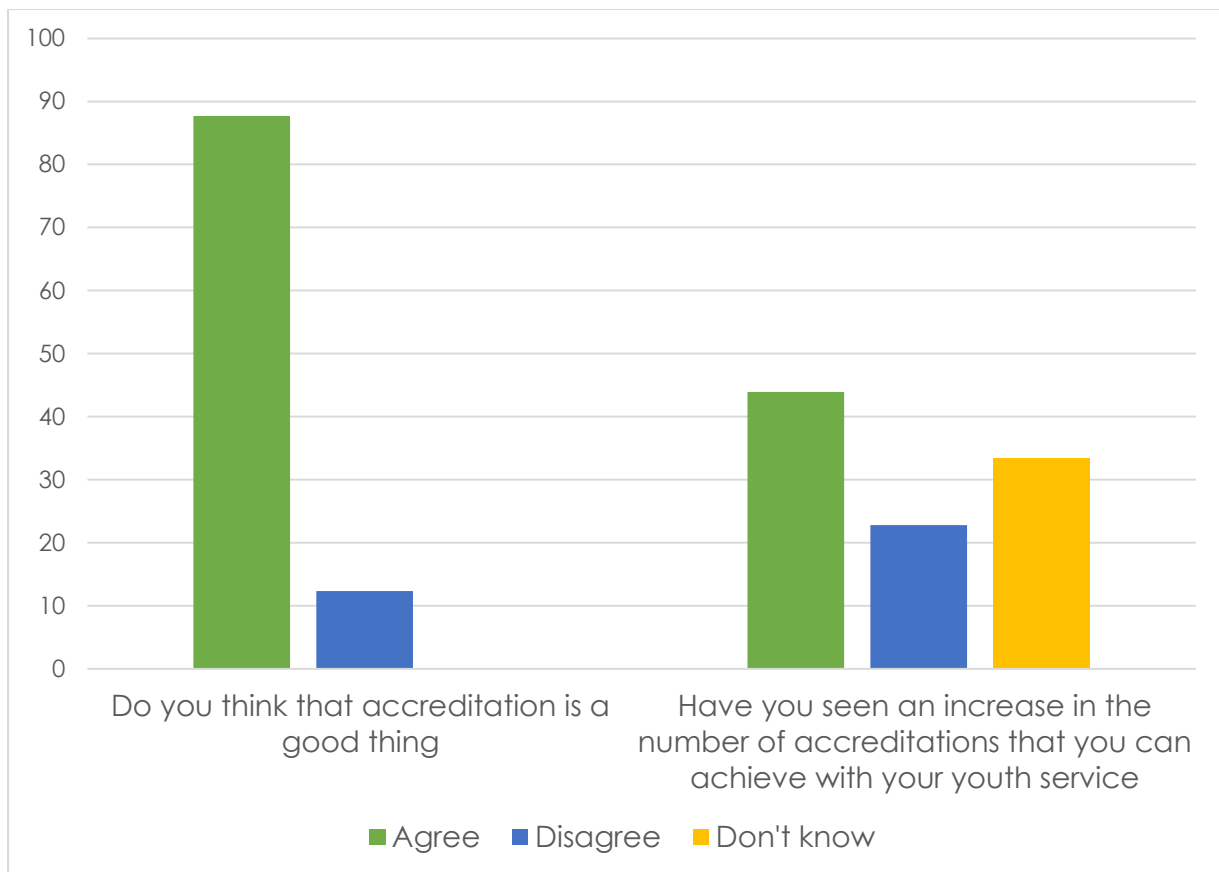


Figure 19 – Responses from young peoples' questionnaires (by %) relating to accreditation

"Accreditation comes in several forms, some of which are not readily accepted as such e.g. certain unformed organisations' 'reward/badge systems' do not register as accreditation. This is seen as an obvious flaw in relation to young people's opportunities to achieve recognition outside of those organisations and frustrating for those same organisations when trying to prove their worth within the sector."

"We achieve this on the basis of our commitment to young people and the numerous accreditations provided are dependent on the revenue that is received. We achieve this through our NVYO grant. There is no financial increase to enable an increase of opportunities, nor staffing to ensure progress."

"I mean for not very much money we had to present a hundred accreditations. Well young people don't come to my youth work to do an accreditation. My job is to get them to where they want to be and give them a vision of themselves not to give them accreditations, so if they are going to have resources they need to be realistic of what they expecting youth workers actually to deliver."

"We have focused too much on educational outcomes."

"It's giving those young people a chance to gain qualifications where, where others have given up on them. I mean they wouldn't be able to access that if we weren't offering that to them for nothing, which is what we're trying to do. So I think the added value there is they are gaining a qualification out of it, they suddenly think that someone believes in them and they've got an added purpose to their life, they've got a qualification."

"If the outcome is saying get the young people through qualification then you're really struggling to meet the needs of the young person."

"To get the next three years funding have to prove that young people are getting the qualifications and is removed from the needs of the young person. This is then dangerous."

In summary, the research highlighted that the need to measure outcomes and quality of youth work is recognised by the sector. However, the method outlined in the current strategy, namely the National Outcomes Framework, has not been universally adopted and the feedback suggests it requires further work to be fit for purpose. The representatives of the sector involved in the research are keen for a future strategy to develop a robust qualitative measurement tool that captures the impact of youth work, moving away from a focus on accreditation.

Moves to increase the professional status of youth work have also been welcomed, but the research suggests that more resources are required to support this. However, the evidence suggests that the young people involved in the survey are happy with the services they receive and report an improvement in the quality of youth work in their projects.

5. Conclusions & Recommendations

The research conducted as a review of the National Youth Work Strategy for Wales 2014-2018 gathered a significant amount of both qualitative and quantitative data from across voluntary and statutory youth work organisations, key strategic stakeholders and young people. Based on an analysis of this data the following conclusions and recommendations can be made:

- The research found that there is strong cross-sector support for a youth work strategy for Wales, and that this should be used to set the direction and vision for youth work. A strategy for youth work demonstrates the Welsh Government's commitment to the profession. **Therefore the development of a strategy for 2019 and beyond is welcome, and should ensure that it retains a focus on youth work specifically as opposed to youth services and/or youth support services.**
- The research found that there is a need to ensure that any future strategy is underpinned by the Principles and Purposes of Youth Work in Wales (YWWRG, 2013) and moves away from a purely educative focus, preserving open access provision and respecting the nature of voluntary engagement that underpins youth work. Open access provision is valued by young people and can be a stepping stone to targeted and specialised support. It is therefore **recommended that a commitment to open access provision, and adequate resources to sustain this, are considered in any future strategy.**
- The research acknowledged that youth work has an increasing role in supporting and complementing formal education and that this should be encouraged as it is particularly valued by young people. Relationships between formal education and youth work have developed organically over a number of years and the current strategy has ratified this rather than instigated it. However, this positive input is not always recognised at a strategic level, and there is disparity in terms of voluntary and statutory sector delivery. **Any future strategy therefore needs to ensure there is clear strategic direction and continuity across the sectors to ensure quality provision for all young people.**
- The research found that due to the educative focus of the current strategy it did not fully meet the more **holistic needs of young people in terms of their social, emotional and political development.** There are a number of emerging needs for young people, including mental health, child sexual exploitation and poverty, that youth work can have a

positive impact on, and this also needs to be **considered in any future strategy**.

- Findings from the research highlighted that a number of key documents relating to youth work and work with young people had been produced by Welsh Government over the last ten years; however, there is little synergy and linkage between them. **Any future youth work strategy needs to be explicit in how these key documents work to complement each other, but also how youth work can have a positive impact on some of the wider social, political and economic policies of Welsh Government.** One further recommendation is to explore the development of an overarching National Youth Policy bringing together all relevant policies and strategy, where the role and value of youth work is clearly identified. This could be part of the remit for the Minister's national youth support service board.
- Participants in the research were keen to highlight disparities between statutory and voluntary sector youth work organisations. This was in relation to issues such as funding, delivery of services, strategic direction, and access to staff training and development. This was supported by statistically significant differences in a number of survey questions between statutory and voluntary sector respondents. Although the current strategy aims to create a greater partnership between the sectors there is still some way to go to achieve this. **A future strategy should include measures to ensure that funding is passed on to voluntary organisations wherever they are better placed to deliver services.**
- It has been acknowledged in the research that, whilst the current strategy has identified four key outcomes, these, along with the strategy itself, have not been communicated clearly at a practitioner level or to young people. Participants in the research felt that there was a **need to be clear about the audience for any future strategy, but also that the outcomes were aligned with identified actions and responsibilities, timescales and the associated resources to implement these.** This would increase the level of accountability, and involving young people and practitioners in the consultation and development of a future strategy would ensure its credibility.
- The research showed cross-sector commitment to evidence-based practice through monitoring and evaluation. It is evidenced that there are robust quantitative data collection processes in place across Wales, though a single recording mechanism for all organisations would be welcomed. **There is a specific need to agree what outcomes should be delivered by youth work providers in Wales and identify an appropriate**

qualitative recording process that meets the needs of all organisations and workers. Participants recognise the challenges presented when measuring the impact of youth work. It is important that any adopted mechanisms are fit for purpose and do not detract from the quality of provision for young people. The commitment by Welsh Government to developing such a mechanism is welcomed by the sector, however, the National Outcomes Framework is not perceived to be a useful tool for this.

This study shows that the intentions and aims of the Welsh Government have been well received by the participants nationally, but has identified a number of themes to support the strategic direction of any future national youth work strategy. Participants emphasised that future developments will need to incorporate a consistent commitment to youth work values throughout the document. This includes engaging effectively with the sector and young people so that all stakeholders can claim ownership of youth work in Wales. The intention of the strategy would need to be clear so that it directs and informs youth work practice across the country, and includes a resourced development plan with clear actions and accountability to measure successes effectively. Participants would welcome the opportunity to work in partnership with Welsh Government and take responsibility for the delivery of some commitments, so that government might channel their limited resources into developing and implementing youth work policy.

In conclusion, despite a turbulent time for youth work as a profession in other parts of the UK, youth work in Wales remains committed to the social, educational, emotional and political development of young people; and much innovative and good practice deserves to be celebrated. As we come to the end of the current strategy the insights from committed professionals that informed the findings of this research provide a good foundation for the development of a robust and visionary strategy that reflects the changing needs of young people and celebrates the positive impact and professional status of youth work.

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Appendix 1: Project methodology

Rationale:

The aim of the National Youth Work Strategy (NYWS) review was to develop a clear understanding of the strategy's value and impact across Wales through identifying strengths, weaknesses, opportunities and threats (SWOT). Our methodology applied survey research as a means of collecting appropriate data within the proposed timeline. As the research evaluation required a triangulation of viewpoints, we used a mixed methods approach combining quantitative and qualitative methods to produce data measuring the value and impact of the strategy. The methodology took place over the following phases:

Phase 1: Inception meeting

This phase comprised an initial meeting to discuss the practicalities of the evaluation and to set parameters for the project. This meeting ensured that requirements were understood in full and the proposed methods were acceptable.

Phase 2: Detailed overview of literature relating to youth work in Wales and the National Youth Work Strategy

We undertook an up-to-date review of the academic literature related to youth work in Wales and the NYWS progress outcomes. It included a review of most recent papers such as: Wales Charter for Youth Work (WG, 2016); Evaluation of Youth Work in Schools (WG, 2015); the Voluntary Youth Work Review (USW, 2016); What type of youth service does Wales want? (CYPE, 2016). There was also consideration of Estyn reports and unpublished research such as 'A National Approach to Youth Work Delivery in Wales' (2015).

Phase 3: Stakeholder questionnaires

Questionnaire development

The questionnaire was designed in response to conclusions drawn from desk top research and current progress against the actions within the National Youth Work Strategy as defined by Welsh Government. The questionnaire was then tested with a control group to ensure appropriate answers were yielded.

Data collection

The client identified national stakeholders to be consulted about the NYWS. Initially we distributed a national questionnaire survey that had a purposive sample of no fewer than 50 respondents to ensure coverage across various stakeholders including:

- Local Authority Youth Services
- Council for Wales of Voluntary Youth Services (CWVYS)
- National and local voluntary youth work organisations
- Welsh Local Government Association (WLGA)

- Principal Youth Officers Group
- Education Training Standards (ETS) Wales
- Qualified youth workers/youth support workers in the statutory and voluntary sector
- Members of the Youth Work Reference Group

The partnership was able to analyse data from 128 questionnaire responses. The breakdown of respondents by sector was as follows:

- Private	4
- Third	53
- Statutory	67
- All three	1
- Total	125
- Missing System	3

The questionnaire offered the research partnership the greatest scope for data collection from stakeholders. The questions were guided by the research objectives and were designed to:

- Provide a SWOT analysis of the strategy from the participants' perspectives
- Identify any gaps in the direction of the strategy
- Evaluate the methods used in working towards the four key outcomes of the NYWS
- Appraise the progress made towards achieving the four outcomes and actions from the NYWS
- Measure the impact of the four outcomes
- Provide an understanding of how statutory and voluntary youth work organisations have used the Strategy to develop and plan their youth work provision.

The questionnaire was offered bi-lingually giving respondents the choice to participate in Welsh or English.

Sampling and recruitment

Our sampling strategy for this research focussed the research activity across Wales to collect the views from the national stakeholders specified by Welsh Government.

The questionnaire was distributed by WGU using an online tool, Qualtrics. This enabled the response rate to be monitored and also enabled a large amount of data to be collected in the short timeframe allocated to the research project.

It was anticipated that, as the study developed, we could identify alternative or additional respondents. The following stakeholders presented as most likely to provide relevant information for evaluating the NYWS across Wales:

Heads of youth services

Youth work managers

Qualified youth workers

Qualified youth support workers

Principal Youth Officers' Group

Members of the Youth Work Reference Group

Welsh Local Government Association

Education Training Standards (ETS) Wales

Council for Wales of Voluntary Youth Services (CWYVS)

National and local voluntary youth work organisations, including at least one uniformed organisation.

The researchers requested that information was disseminated to statutory and voluntary sectors ahead of the questionnaire release to advise partners of our intention to review the strategy. This was done through liaison with the client, CWYVS, Principal Youth Officer Group (PYOG) and Welsh Local Authority Group (WLAG).

The research partnership recognised the importance of representing young people's views in the evaluation of the strategy. We designed a young people's questionnaire and requested that each participating local authority, as well as the 22 voluntary organisations, deliver at least 10 questionnaire responses. This was to provide a good sample size and geographical spread. We acknowledged that the views gathered would be from young people who currently use youth services.

The partnership was able to analyse responses to questionnaires from 61 young people.

Analysis of quantitative data

Once the data collection phase was completed it was downloaded and analysed by the WGU team.

Phase 4: Focus group interviews

Data collection

This was achieved through a division of labour between partners based on organisational location and areas of expertise. This process provided an

efficient, cost effective and timely method of qualitative data collection to meet the deadlines and requirements of the tender specification.

Given the limited timeframe for the study, focus group interviews offered the best method to gather information and interrogate it at the same time. The group interaction could stimulate participants to discover what they knew. It created an opportunity for learning to be shared, therefore having a developmental aspect which could incentivise participation.

The sessions were recorded using digital recording devices.

Wrexham Glyndwr University

WGU, based in the North East of Wales, engaged with their partners across each of the local authorities to collect data from the North and East of Wales which included:

- Wrexham
- Flintshire
- Denbighshire
- Conwy
- Gwynedd
- Isle of Anglesey
- Powys

Cardiff Metropolitan University

CMU, based in the South of Wales, engaged with their partners across the local authorities in this area to collect data from the South and West of Wales which included:

- Cardiff
- The Vale of Glamorgan
- Newport
- Blaenau Gwent
- Torfaen
- Monmouthshire
- Caerphilly
- Rhondda Cynon Taff
- Bridgend
- Neath Port Talbot
- Swansea
- Carmarthenshire
- Pembrokeshire
- Ceredigion
- Merthyr Tydfil

Susanne Rauprich

Susanne undertook semi-structured interviews with two focus groups comprising voluntary organisations across Wales to ensure coverage of the named stakeholders identified in Phase 3.

The interview guide was determined by the research objectives that informed the questionnaire design. We also guided discussions through the interview questions to address:

- The impact of the strategy on youth work planning and delivery
- The impact of the shifting financial environment on youth work provision across Wales
- If/how the strategy has aided the delivery of a more consistent national youth work offer
- The impact and outcomes of the Strategy's four key outcomes with reference to the National Outcomes Framework

Sampling and recruitment

Focus group participants comprised questionnaire respondents who elected to take part through the questionnaire process by invitation.

Local authority representatives from the North and East of Wales were invited to attend a focus group with WGU at a central specified location in this area.

Local authority representatives from the South and West of Wales were invited to attend a focus group with Cardiff Metropolitan at two centrally specified locations in this area.

National and local voluntary youth organisations were invited to attend a focus group with Susanne Rauprich in North or South Wales dependent on the geographical location of the organisation.

Susanne issued an open call for interested people to participate in focus groups, using CWVYS, local authorities, WCVA and local and regional sector networks. Invitations were then issued to a balanced group of participants, ensuring that the sample was representative.

WGU and CMU requested a list of funded voluntary organisations in their area from the local authorities in their consultation with the PYOs in their areas. This gave a comprehensive list of organisations in scope and reach of the national strategy. The local authorities were also asked to provide information regarding what networks there are locally to bring voluntary organisations together with their local authorities; what percentage of work in their areas is done by voluntary and community sectors; and how that is featured in youth work audit returns.

Analysis of qualitative data

All interviews were transcribed and data analysis was informed by the research objectives. Each researcher engaged in the data analysis process using the objectives as a coding frame to interrogate and analyse respondent data. The research team then came together to explore commonalities and differences across the local authority areas, organisations, young people and communities.

The research team was able to analyse responses from 5 focus group events and 53 practitioners – 25 from the voluntary sector and 28 from the statutory sector. Further to this, the team received strategic responses from key strategic stakeholders, which added depth to the qualitative data received.

Appendix 2: Participant Information Sheet, Consent Form and Questionnaire

April 2017

Research Study Title:

A review of the Impact of the National Youth Work Strategy for Wales 2014-2018

Introduction

The Welsh Government have commissioned a review of the National Youth Work Strategy for Wales 2014-2018. The purpose of this review is to evaluate the strategy's impact on Youth Work provision in Wales; identifying strengths, weaknesses, threats and opportunities, and considering gaps in the current strategy. Findings from this research will be presented to the Welsh Government with the hope of informing future Youth Work strategy.

The research is being conducted by staff from Wrexham Glyndŵr University (Jess Achilleos, Hayley Douglas, Mandy Robbins), Cardiff Metropolitan University (Steve Drowley and Cez James), and an independent consultant (Susanne Rauprich).

You are being invited to take part in this study. Before you agree to do so, it is important that you understand the purpose and nature of the research and what your participation will involve, if you agree. Please read the following information carefully, and please do ask if anything is not clear, or if you want more information. Contact details are given at the end of this information sheet.

What is the purpose of the study and how will it be carried out?

The research objectives are:

1. To review the impact of the National Youth Work Strategy for Wales 2014-2018
2. To identify strengths, weaknesses, opportunities and threats to the current strategy
3. To identify gaps in the current strategy and make recommendations for future strategy.

The research methodology is (in outline);

1. Online questionnaire for key stakeholders including statutory and voluntary youth work organisations and practitioners
2. Questionnaire for young people to hear their voice and views

3. Focus groups for key stakeholders including statutory and voluntary youth work organisations and practitioners.

Why have I been invited to take part?

We aim to recruit participants who deliver Youth Work in Wales, whether this be at a practice level or strategic level. We also aim to recruit participants who work in the statutory and voluntary youth work sector. You have been invited to take part in this research because you have been identified as someone who meets these criteria, but also as a stakeholder in the delivery and development of the National Youth Work Strategy for Wales.

Do I have to take part?

Participation is entirely voluntary. It is up to you to decide whether or not to take part. If you do agree to take part, you will be asked to sign a consent form. If you agree to take part, you may still withdraw at any time, without giving a reason. If that happens, any information or data you have given will not be used in the study.

What will taking part involve?

Taking part will involve the completion of an online questionnaire which will take about 15 minutes to complete. At the end of the questionnaire you will be asked if you would like to participate in a focus group. The focus group will involve a semi-structured interview and interactive discussion that will give you the opportunity to provide more in-depth views and opinions. It is anticipated that the focus groups will be about 2 hours in length.

Will my participation be confidential?

All information about you collected during the study will be kept strictly confidential and stored in accordance with the Data Protection Act. The data and information you provide will be seen by the research team, and Dr Libby Gaskell who will be assisting with the transcription of the focus groups, and Dr Natalie Roch who will be assisting with the Welsh translation of data. You will be able to complete the questionnaire anonymously, but if you would like to attend the focus group you will need to share your contact details. All data, whether electronic or paper or in any other form will be destroyed after 3 years.

What will you do with the results of the research?

The results of the research will be presented to the Welsh Government in a verbal presentation by the research team, but also as a written report which will include an executive summary. This report will be published. No participant will be named in the report, and if case studies are used a pseudonym will be adopted.

What happens next?

Thank you for reading this information sheet. If you agree to take part, please follow the link to the questionnaire and confirm your consent via the questions on the questionnaire.

You will be able to print confirmation of your consent.

If you wish to complain about any aspect of how you have been approached or treated in respect of this research study, please contact:

Professor Mandy Robbins m.robbins@glyndwr.ac.uk

Contact for further information

If anything is not clear, or if you want more information, please do not hesitate to contact a member of the research team:

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Cez James cjames@cardiffmet.ac.uk

Susanne Rauprich susannerauprich@blueyonder.co.uk

Participant Consent Form

Research Study Title:

A review of the Impact of the National Youth Work Strategy for Wales 2014-2018

Please tick the box(es) to confirm each statement

I confirm that I have read and understood the Information Sheet dated April 2017 for the above study. If I have asked for clarification or for more information, I have had satisfactory responses. ☐

I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason. ☐

I understand that relevant sections of the data collected from me during the study may be looked at by the researcher and the research team. ☐

I consent to interviews being recorded

I consent to being included in photographs / video recordings ☐

I consent to anonymous quotations being used in the report

I agree to take part in the above study

[Click here to confirm consent](#)

Questionnaire – Adults

The purpose of the questionnaire is to allow researchers to understand to what extent the National Youth Work Strategy of Wales 2014-18 has guided practice amongst local authorities and voluntary organisations.

The questionnaire should take about fifteen minutes to complete.

Questions

Section 1: About you and the youth services you provide

1. Do you prefer to take this survey in English or Welsh? (filtered to appropriate version)
2. Which area of Wales are you based in?
3. Do you work for a voluntary/third sector organisation or a statutory organisation?
4. Does your organisation offer services to young people locally, regionally or nationally?
5. What is your position/job title?

Section 2: About your knowledge of the National Youth Work Strategy

All questions to be answered with Likert Scale unless otherwise noted; that is Agree Strongly/Agree/Not Certain/Disagree/Disagree Strongly

1. I have a good understanding of the National Youth Work Strategy for Wales 2014-2018
2. The National Youth Work Strategy for Wales 2014-2018 has had a positive impact on the strategic development of our service provision over the last 4 years
3. The National Youth Work Strategy for Wales 2014-2018 has had a positive impact on the delivery of services within our project/services over the last four years
4. The National Youth Work Strategy for Wales 2014-2018 has had negative impact on the delivery of our services for young people

5. Please use this space to provide any additional comments you would like to add regarding your knowledge of the National Youth Work Strategy for Wales, and its wider impact:

Section 3: Partnership and cross-sector work

1. The NYWSW states that statutory and voluntary youth work provision should be aligned and presented as a coherent offer. Our organisation has adopted this approach.
2. The NYWSW states that youth work provision should interact effectively with formal education providers to support school based learning for young people. Our organisation has adopted this approach.
3. The NYWYS aims to strengthen the relationship between youth work organisations in Wales and schools and colleges on a local and national basis. To what extent do you agree with this statement?
4. Please use this space to provide any further comments on the impact of the NYWSW on partnership working between statutory and voluntary sector youth work providers:

Section 4: Government priorities for youth work

1. The NYWSW states that open access provision should be used effectively to engage and signpost young people requiring support. Our organisation has adopted this approach.
2. The NYWSW has been effective in ensuring youth workers play a more formal role in supporting young people who are most at risk in disengaging from education and training. To what extent do you agree with this statement?
3. The NYWSW states that youth work provision should support a sustained reduction in the numbers of young people not in education, training or employment. Our organisation has adopted this approach.
4. The NYWSW states that youth work provision should create opportunities for the use of Welsh in social settings. Our organisation has facilitated this approach.
5. The NYWSW identifies the need for lead workers. Good practice guidelines have been identified for lead workers. Our organisation has adopted this approach.

6. Please use this space to provide any further comment on the current government priorities for youth work:
7. Please use this space to provide further comment on the current government priorities for youth work, or ideas you feel should be future government priorities for youth work:

Section 5: Quality and impact

1. The NYWSW states that the National Outcomes Framework for Youth Work will provide a sound basis for accountability, benchmarking and results. Our organisation has implemented this.
2. The NYWSW has been successful in supporting your organisation in demonstrating the impact and outcomes through the National Outcomes Framework.
3. The NYWSW aims to increase the proportion of nationally qualified youth workers. Our organisation has achieved this.
4. I am aware of Continuing Professional Development opportunities for myself/my staff team. I am able to access them. To what extent do you agree with this statement?
5. The NYWSW aims to increase opportunities for young people to achieve nationally recognised accreditations. Our organisation has achieved this.
6. The NYWSW has raised the quality of youth work provision offered to young people across Wales. To what extent do you agree with this statement?
7. The quality of youth work services is understood consistently across the region that I work. To what extent do you agree with this statement?
8. Please use this space to provide further comment on how the NYWSW has impacted on the quality of youth work locally, regionally or nationally:

Section 6: Reach

1. The NYWSW has succeeded in increasing numbers of young people accessing non-formal and informal education youth work. To what extent do you agree with this statement?

2. The NYWSW has been successful in ensuring that young people can continue to have access to diverse informal and non-formal learning opportunities to stretch their horizons and help them grow in confidence. To what extent do you agree with this statement?
3. Please use this space to provide additional comment on any aspect of the NYWSW that may not have been covered in this questionnaire:

Further Information

Would you be willing to take part in a focus group located in your region?

If you are willing to take part in a focus group please complete the following details

Name

Organisation

Email

Telephone

Language for the focus group

Appendix 3: Young Person Participant Information Sheet, Consent Form and Questionnaire

April 2017

Research Study Title:

A review of the Impact of the National Youth Work Strategy for Wales 2014-2018

Introduction

The Welsh Government have paid for a review of the National Youth Work Strategy for Wales 2014-2018. The purpose of this research is to see if the National Youth Work Strategy for Wales has had a positive impact on the Youth Work services that you are able to access. The Welsh Government would like to know if there is anything they could do differently to improve the next strategy.

The people doing this research are staff from Wrexham Glyndwr University (Jess Achilleos, Hayley Douglas, Mandy Robbins), Cardiff Metropolitan University (Steve Drowley and Cez James), and an independent consultant (Susanne Rauprich).

You are being invited to take part in this study. Before you agree to do so, it is important that you understand the purpose and nature of the research and what your participation will involve, if you agree. Please read the following information carefully, and please do ask if anything is not clear, or if you want more information. Contact details are given at the end of this information sheet.

What is the purpose of the study and how will it be carried out?

The research objectives are:

1. To review the impact of the National Youth Work Strategy for Wales 2014-2018
2. To identify strengths, weaknesses, opportunities and threats to the current strategy
3. To identify gaps in the current strategy and make recommendations for future strategy.

The research methodology is (in outline);

1. Online questionnaire for key stakeholders including statutory and voluntary youth work organisations and practitioners
2. Questionnaire for young people to hear their voice and views
3. Focus groups for key stakeholders including statutory and voluntary youth work organisations and practitioners.

Why have I been invited to take part?

As part of the research we want to include the thoughts of young people on the strategy, because the strategy affects you and will determine the services that are available to you in the future. Therefore it is important that you have your say.

Do I have to take part?

Participation is entirely voluntary. It is up to you to decide whether or not to take part. If you do agree to take part, you will be asked to sign a consent form. If you agree to take part, you may still withdraw at any time, without giving a reason. If that happens, any information or data you have given will not be used in the study.

What will taking part involve?

Taking part will involve the completion of a questionnaire which will take about 10 minutes to complete. You do not have to put your name or any other personal information on the questionnaire – it is anonymous.

Will my participation be confidential?

All information about you collected during the study will be kept strictly confidential and stored in accordance with the Data Protection Act, which is law that regulates how we keep and use the information you provide. The data and information you provide will be seen by the research team, and Dr Libby Gaskell who will be assisting with the transcription of the focus groups, and Dr Natalie Roch who will be assisting with the Welsh translation of data. You will be able to complete the questionnaire anonymously. All data, whether electronic or paper or in any other form will be destroyed after 3 years.

What will you do with the results of the research?

The results of the research will be presented to the Welsh Government in a verbal presentation by the research team, but also as a written report which will include an executive summary. This report will be published. If you take part your name will not be in the report, and if case studies are used we will not use your real details so you cannot be identified.

What happens next?

Thank you for reading this information sheet. If you agree to take part, please complete the consent form attached.

If you would like we can give you a copy of your completed consent form to keep.

If you wish to complain about any aspect of how you have been approached or treated in respect of this research study, please contact:

Professor Mandy Robbins m.robbins@glyndwr.ac.uk

Contact for further information

If anything is not clear, or if you want more information, please do not hesitate to contact a member of the research team:

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Steve Drowley sdrowley@cardiffmet.ac.uk

Cez James cjames@cardiffmet.ac.uk

Susanne Rauprich susannerauprich@blueyonder.co.uk

Participant Consent Form

Research Study Title:

A review of the Impact of the National Youth Work Strategy for Wales 2014-2018

Please tick the box(es) to confirm each statement

I confirm that I have read and understood the Information Sheet for the above study. If I have asked for clarification or for more information, I have had satisfactory responses. ☐

I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason. ☐

I understand that relevant sections of the data collected from me during the study may be looked at by the researcher and the research team. ☐

I consent to anonymous quotations being used in the report ☐

I agree to take part in the above study

Participant's Name

Participant's Signature

Date

Questionnaire - Young People

1. Do you know what the National Youth Work Strategy for Wales 2014-2018 is?

Yes

No

Don't know

2. Is there a youth club/project near you?

Yes

No

Don't know

3. Do you regularly go to the youth club/project?

Yes

No

4. Can you get support from your youth club if you need it?

Yes

No

Don't know

5. Can you find help from other services if you need to?

Yes

No

Don't know

6. Do you go to any other youth projects or services?

Yes

No

What type of things do you do there? _____

What services do they offer? _____

7. Statutory youth services are funded by your local authority. Voluntary youth services are run by organisations like charities and have to find their own funding Do you know who your local youth services are run by?

Yes

No

8. Do you have a youth worker in your school?

Yes

No

Don't know

9. If yes, what type of things does the youth worker do? _____

10. Do you think that every school should have a youth worker?

Yes

No

11. Do you think that youth workers help young people to stay in school, college or training?

Yes

No

Don't know

Accreditations are nationally recognised qualifications and you usually get a certificate for completing them e.g. AQA Unit Awards, Asdan, BTEC

12. Do you have the opportunity to gain accreditations with your youth service?

Yes

No

Don't know

13. Have you seen an increase in the number of accreditations that you can achieve with your youth service?

Yes

No

Don't know

14. Do you think that accreditation is a good thing?

Yes

No

15. Do you think that the quality of youth work has improved in your youth service?

Yes

No

16. Have you seen an increase in the number of young people who access your youth Service/project?

Yes

No

17. If the youth project/service you go to wasn't there how would this affect you?

