

“
MY SAY
MATTERS
”



HAVE YOUR SAY
ON IMPROVING
SERVICES FOR
YOUNG PEOPLE

Young Peoples Survey Insight Workshops Summary



Introduction and context

This presentation reports on the main findings from a recent series of young people workshops that was commissioned to help gain a greater understanding of the key findings from the young people’s survey (YPS) 2021-2022.

- Barnet Young Persons Survey is a face-to-face quota survey of young people aged 11-18. It measures reputation, service and local area perceptions, as well as a range of demographic and usage indicators. 500 Barnet young people were interviewed between 10th November 2021 – 20th March 2022. Confidence intervals for a sample of 500 is +/-4.3% at the 95% confidence interval.
- On the whole, the results of the most recent YPS show a positive direction of travel on most perception measures – a trend which is also evident in the most recent LGA national polling and the council’s Adults Residents Perception Survey.
- However, in terms of the demographic analysis, and in particular equalities, there are some clear themes emerging across questions, where young people are less likely to agree/ less satisfied if they:
 - live in a deprived area
 - live in the constituency of Hendon (in particular with regard safe guarding, crime, and community safety)
 - are White (BAME YP tend to be on average more satisfied)
 - are older (11- 13 year olds tend to be on average more satisfied)
 - have a disability

To investigate and unpack the YPS results in more detail, Family Services Commissioning Strategy and Policy team commissioned the Consultation and Engagement Team to conduct a series of young people’s workshops to gain further insight on what is driving the results from the most recent YPS.



Approach and methodology

The Strategy and Engagement Team worked with the Family Services Commissioning Strategy and Policy team to develop the engagement method and discussion guide. Youth Board members were also consulted on in terms of the method.

- The YPS workshops focused on unpacking key topics from the YPS results including young peoples experiences of living in Barnet, including their satisfaction with the local area, if they felt Barnet is a Family Friendly borough, understanding and exploring: their top three concerns; feeling safe in the borough; their top personal safety concerns and their health and well being.
- The workshops were designed to ensure that the views of young people could be understood by different locations and by different protected characteristics. The recruitment method ensured that the workshops could be segmented by the following demographics:
 - o different areas of Barnet in terms of constituency and wards,
 - o different protected characteristics, in particular: young people with a disability, young people of BAME origin, and young people of white origin
 - o age categories 11-13, 14- 15 and 16-17.
- Six workshops were delivered in July with 63 young people participating. Sessions held at LBB Colindale office x 2 (one with our SEND youth forum), Finchley Church End Library, Chipping Barnet Library, Unitas and Barnet Carers Centre
- A presentation and discussion guide was developed. Delivery was adapted at each workshop for various reasons including group dynamics, duration and to incorporate learnings.
- The workshops were widely promoted on Engage Barnet, Family Services mailing lists and other communication channels e.g. social media platforms. There was a particular focus on reaching seldom heard young people.

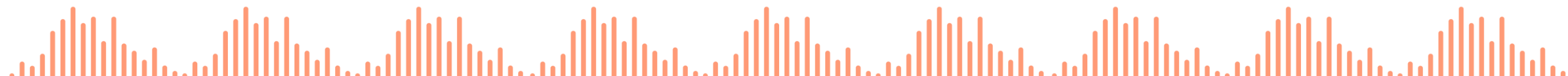
Profile of participants: 63 young people of which 29% with disability, 25% young carers and ~ 45% from Hendon constituency

	Selection	Total	LBB's SEND youth forum	Hendon	Finchley	Chipping	Unitas	Young carers
Age	11-13yrs	23	-	6	7	5	2	3
	14-15yrs	23	-	4	2	6	2	9
	16-17yrs	8	-	1	1	1	2	3
	18-25yrs	3	-	-	-	-	3	-
Gender	male	25	3	6	3	8	4	9
	female	33	2	4	7	4	5	3
	blank/other	5	-	1	-	-	-	4
Ethnicity	Asian	9	1	1	1	3	2	1
	Black	10	1	2	-	1	1	5
	Mixed	8	-	2	4	-	2	-
	Other	2	-	-	-	-	-	2
	White	26	3	4	4	4	4	7
Disability	Yes	18	5	-	2	-	3	8
	No	44	-	11	8	12	5	8
Constituency	Hendon	24	1	11	-	-	9	3
	Finchley & Golders Green	13	1	-	10	-	-	2
	Chipping Barnet	17	-	-	-	12	-	5

The YPS showed over nine in ten young people are satisfied with the local area as a place to live (94%). Those from Chipping Barnet are more likely to be satisfied while those who are disabled are less likely to be satisfied.

Living in Barnet: insights on why majority of young people are happy with their local area as a place to live

- Acknowledgement that Barnet is a relatively good place to live with low crime rates, good transport links, recreational facilities and reputable schools.
- Although the boroughs diversity is viewed as a positive, some voiced that different communities don't tend to mix with each other.
- Regeneration projects (e.g. in Brent Cross) were mentioned as a potential reason why more people are happier with their local area. However a young person feared she would be displaced and others voiced concerns about new builds replacing local businesses/shops.
- Awareness of a 'wealth divide' in the borough and that some areas are better than others. This may be a reason behind why those living in Chipping Barnet are more likely to be happy with their local area.
- A sense that those who have a disability are less likely to be happy with their local area because services are not always accessible and there is a lack of understanding around disabilities.



Living in Barnet: young people's reflections on Barnet as a place to live

'It is a safe place which feels secure, it is somewhere that she knows a lot of people and she hasn't had a bad experience living in Barnet'

14-15, female, white British, Jewish, Mill Hill

"very nice locals, great facilities, good schools, good transport links, great opportunities. Affordable housing, low crime rate."

14-15, male, Asian/Asian British, Hindu, High Barnet

"very good but a lot of issues to tackle"

14-15, female, Black African, Christian, Friern Barnet

'Barnet is one of the best boroughs compared to others. It's less dodgy than other areas.'

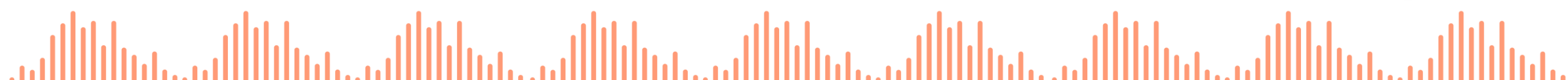
LBB's SEND youth forum member, male, white, studies in East Barnet

'you see a diverse group of people, but everyone's doing their own thing- diverse but not integrated'

11-13, male, mixed white-Asian, Christian, North Finchley

'People being happier doesn't mean there aren't problems, it might just mean that other factors have a greater influence on how they feel'

Young carer, 14-15, male, black African, Christian, Chipping Barnet



Living in Barnet: reflections on why those with a disability are less happy with their local areas as a place to live.

'People can be rude to him because of his autism which sometimes prevents him from speaking – he now wears a badge so that people in public know about his disability but that hasn't helped much.'

Young carer, 16-17, male, white & black Caribbean, autistic, Mill Hill

'CAMHs not taking referrals seriously – she has used the service and hasn't felt that they cared'

Young carer, 11-13, female, white British, autistic, Totteridge & Whetstone

'Thinks it is normalised not to care about people with mental disorders'

Young carer, 14-15, male, black African, Christian, Chipping Barnet

'Barnet is inaccessible for wheelchairs and people are not that accommodating – has faced issues getting on and off the bus. ..People don't take young people seriously so young carers feel doubly ignored'

Young carer

'Getting a house is hard, especially when explaining invisible diagnoses as part of a housing assessment. Also hard to find schools for children with disabilities or with facilities'

Young carer, 14-15, other, black Caribbean, Friern Barnet

'Mum doesn't get as much in disabled grants for disabled siblings since moving to Barnet from another LA, family has received less support in Barnet'

16-17, female, white other, no religion, Golders Green

YPS showed that 86% of young people are satisfied with secondary education and 87% are satisfied with primary education.

Council Services: insights on levels of satisfaction with Council services

Schools

- Recognition that Barnet schools have a good reputation and grateful for the work teachers do, especially during Covid-19
- Primary school perceived to be safe with a strong sense of community and quality food options
- Older teens put a great value on schools being authentic and respecting them. Several were unhappy with how schools deal with mental health, disability, racism and homophobia. This could be a key driver behind those aged 14+ being less likely to be satisfied with school.

‘Primary school felt more like a community- closeness and easy to speak with teachers about concerns. Secondary schools feels like there’s a lot of stigma- and it’s a less supportive environment.’

*16-17, female, White British,
Woodhouse*

‘Barnet schools seem to have a greater focus on developing the whole person and good people rather than just academic achievements.’

*LBB’s SEND youth forum member,
male, white, studies in East Barnet*

‘schools are not actually inclusive and haven’t felt respected as a ‘trans kid’... At school other pupils chant my ‘deadname’ and the school doesn’t take pride seriously or educate on it’

*14-15, black British/any other mixed,
mental health, Finchley Central*



The YPS showed that 61% of young people are satisfied with services and support for children and young people.



Council Services: insights on levels of satisfaction with Council services

Services for children and young people

- A sense that there's enough for children and older adults, but not much for teenagers to do. This may be a reason why those aged 11-13 are more satisfied with services and support available.
- Hendon constituency participants talked more about activities for young people in their local area and Uitas was referenced several times.
- Some participants engage in activities but not via the Council e.g. horse riding.

'when you're 13-14 in youth activities, you're made to be in groups with and spend time with little kids who are far younger in age, it doesn't make sense. There needs to be things specific to post-primary, pre-GCSE young people'

11-13, female, mixed white & Asian, no religion, Friern Barnet

"Barnet has various activities, but I think because Barnet has many activities they are not up to par and like not the best."

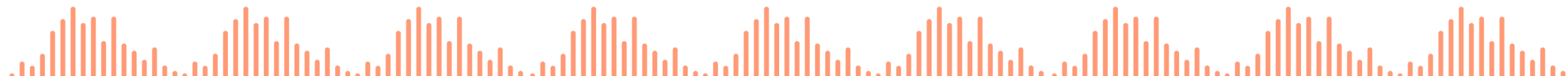
11-13, female, black African, Christian, Colindale

'We need to engage more with young people to produce fun activities – sports, skating etc. There needs to be more to do, and young people should be consulted when these activities are being produced'

11- 13, male, white other, no religion, East Finchley

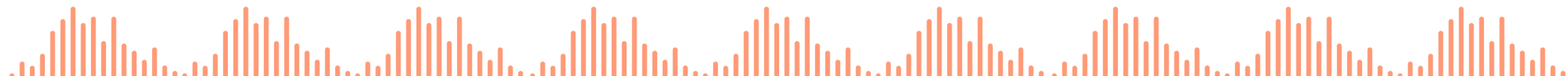
Concerns: summary of why Crime, Litter/ dirt in streets and Traffic jams are the top concerns, plus insights from impact of Covid discussion.

- **Crime:** Numerous concerns mentioned including anti-social behaviour, murders, burglary, kidnapping and sexual harassment. Recognition that anyone could be a victim, even in generally perceived safe places such as at school or home. A general sense that not enough is done to tackle crime and that this increases personal safety concerns.
- **Litter/dirt in the streets:** Issues raised include fly tipping, lack of bins in parks, “*dog poo lying around*” and litter close to home e.g. in the corridors and outside social housing block of flats. Hendon constituency participants spoke most about littering being an issue and someone felt that volunteers were being left to clean up the area.
- **Traffic jams:** Barnet roads seem more congested than other areas. Roadwork projects seem to occur at the same time and multiple road closures exacerbates traffic. Environmentally conscious and recognise that reducing car use can reap benefits in the long-term (traffic evaporation) but wary of the trade-off e.g. cyclist safety on narrow roads.
- **Covid-19:** A participant commented that the inclusion of this option makes other issues seem less important. General view that although the virus is no longer a major issue as things have returned to normal, the impact of the pandemic should not be overlooked e.g. mental health & loss of education.



Personal safety concerns: insights on why knife crime, gangs and drugs in parks/streets are the top safety concerns

- **Females:** Expressed concerns about walking at night around the tube station/ on public transport, being ‘catcalled’ and experiencing harassment which makes them feel unsafe. Some recounted instances where this has been the case and that this fear limits their freedom.
- **Knife crime:** Readily recalled and shared stories of stabbings that have happened in their area. A general sense that insufficient measures are in place to prevent knife crime e.g. lack of police presence, park patrols, CCTV, street lighting and security at school
- **Gangs:** Although most agreed that there is gang problem, there were more general concerns with groups congregating and participant reflected that groups are more likely to “*commit crime because of peer pressure*”
- **Drugs in parks/streets:** Drug related litter (e.g. needles) being left in parks causes a safety risk. Drug issues are not restricted to ‘parks and streets’, but spread into other settings such as schools. Concerns about peers perceiving drugs/smoking as “cool” and not taking prevention initiatives seriously e.g. deliberately ‘sniffing permanent markers. Recommended that initiatives focus on telling the the facts to help people make informed decisions.



Personal safety concerns: reflections on why knife crime, gangs and drugs in parks/streets are the top safety concerns

'feels safe travelling to school but doesn't feel safe AT school, she feels as though problems go unnoticed – for example, if a student jumped the fence, she doesn't think they would notice for a while'

14-15, female, white British, Christian, Burnt Oak

'feels that young people commit crimes and cause nuisance during the day whereas adults do it at night. Said people have tried to grab her on the way home from school and have offered her drink and drugs'

Young carer, female

'Gangs are a problem but they are just out to make money...if you ignore them and keep yourself to yourself they won't bother you'

female, 14-15, Black Caribbean, Christian, Colindale

'Scary at night – parents base your freedom on the goings on in the area. Next door app – makes us feel less safe – makes us think of the crime in the area more often and influences our parents into reducing our freedoms'

16-17, female, White British, Woodhouse

'.. Drugs problem is not restricted to 'parks and streets. Drugs are normalised, young people don't seem fazed by it and it spreads. Drug talks in school backfire because they're too over the top'

LBB's SEND youth forum member, female, white, Finchley central

"my biggest concern is how slow the Council responds to anti-social behaviour reports, if they even respond at all, and its even rarer for them to take action"

14-15, male, white British, Underhill

"As we are grown older, we travel to more places on our own and feel unsafe. There is a bit of a risk of going out after night."

14-15, Male, Asian / Asian British - Indian, Hindu, No disability, High Barnet

Mental health: insights on why the council and its partners should prioritise supporting young people with mental health problems

- Recognition of efforts to raise awareness of mental health and some participants in the Hendon constituency workshop felt that the Council *‘cared about people’s worries’*.
- Those who have accessed services experienced issues (*e.g. long CAMHs waiting lists*) and feel that young people’s mental health aren’t taken seriously enough.
- Emphasised the importance of building trust with young people to make them feel more comfortable about sharing their concerns and accessing support. Males are even less likely to talk to someone to avoid being labelled as *“weak”*.

‘More work is needed to build trust so that people feel comfortable using the support. They advertise services that are not realistically going to be used. Yes, I know Childline exists but I’d never actually call them’

11-13, female, mixed white & black Caribbean, no religion, Woodhouse

‘young people might say they’re fine, but fine doesn’t always mean they’re ok’

18-25, male, white British, dyspraxia/ anxiety, Christian, Burnt Oak

‘CAMHs need better training, there are also long waiting lists and after receiving care from them for years she was only recently given an ADHD diagnosis’

14-15, black British/any other mixed, mental health, Finchley Central

Council's image: thoughts on why the Council's image has improved

- Greater awareness of or positive interactions with Council services e.g. youth forums and visible evidence of work to improve and local areas e.g. regeneration projects yielded more positive perception of council services. Hendon constituency participants were more likely to say this.
- Majority of participants struggled to articulate a view of the Council due to their limited awareness of and/or interaction with Council services. A young person felt that the council provides services that she doesn't use.
- In all sessions, several young people who interacted with the Council complained about the Council's slow response to reported issues such as housing repairs and anti-social behaviours.

'The council does get things done but it takes a long time. He recounted works for a park near his home that his parents had to petition the council to complete along with some neighbours'

11-13, male, White British, Jewish, Edgware

'Council does not care about my family – we are going to be moved out of our council flat because they want to know it down'

14-15, Female, Mixed – White and Asian, Disability (Prefer not to say), Cricklewood

'The council and police don't communicate enough and borough issues are not talked about enough, for example they don't warn people about where might not be safe'

Young carer, 14-15, gender other, black Caribbean, Friern Barnet

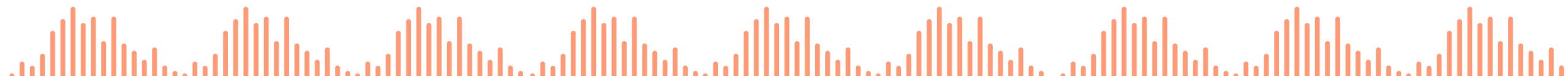
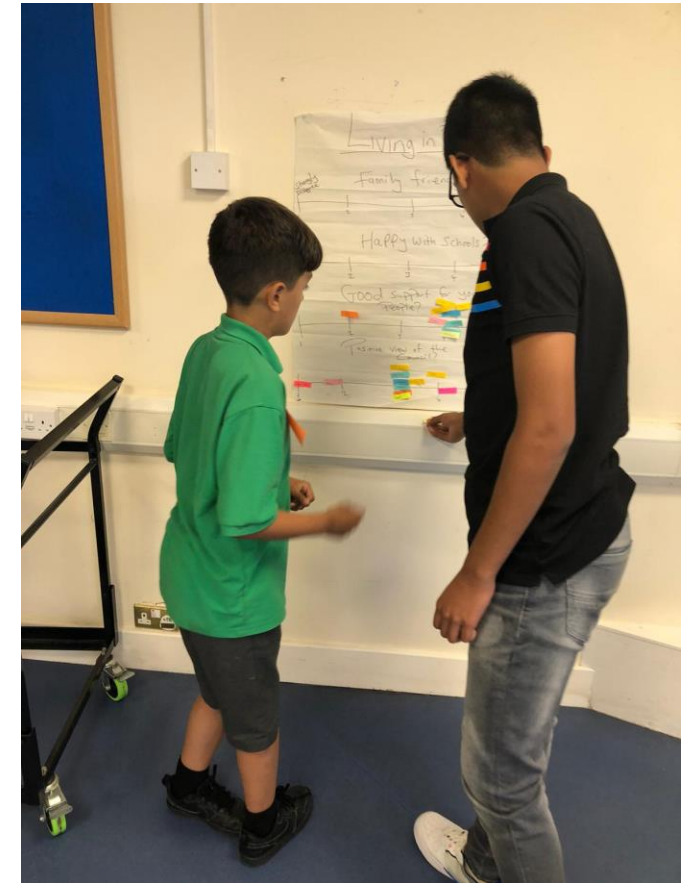
Recommendations

- **Adopt a holistic approach to deepen understanding:** as there are manifold perspectives on the reasons behind the YPS results, the findings from this engagement should be contextualised and considered with other insights to drive improvements. Focus areas to include, but not limited to:
 - Supporting schools to effectively deal with sensitive issues such as racism and homophobia.
 - Improving understanding of different types of disabilities and mental health issues to foster greater empathy.
 - Enhancing relationship with Barnet Carers Centre to ensure the views and experiences of young carers inform service improvements.
 - Identifying ways to raise greater awareness of what the Council does to support Barnet residents, especially young people.
- **Share and incorporate findings to improve services:** ensure that findings from this research are presented at relevant meetings or Boards (*e.g SEND Partnership Board*) and incorporated into the development of the Children and Young People's Plan.



Recommendations for future engagement

- **Focus on building relationships:** continue to leverage the ‘My Say Matters’ campaign to engage with a diverse range of young people and build relationships e.g. with young people, parents/carers & partner organisations.
- **Take survey respondents on a journey:** involve future young people perception survey respondents in the process of unpacking the survey results. For example, a few select questions could be ask for reasons for their responses as part of the survey and/or sign-up to focus groups.



Participants' Feedback - 30 out of 32 participants gave a rating of at least 4 out of 5

Rated 3 out of 5

“could have been more confidential at times . Like I didn't feel comfortable but I knew I had something to say. Good points of interest”

Rated 3.5 out of 5

“very productive however can get a bit repetitive as it is a long session. However I don't think this is really avoidable so there are no complaints”

Rated 5 out of 5

“I found this sessions very meaningful and enjoyable as it have us young people opportunities to express our views, perspectives and comment on things around our community. I would really recommend people around me to take part in these kind of activities too!”

Rated 5 out of 5

“I had fund, met new people etc. Also my opinion got heard about what I thought about the borough of Barnet...They [the facilitators] were both very nice and understood”

Rated 4 out of 5

“I really liked the discussions and interactive activities, though I would like more interactive activities”

Rated 5 of out 5

“I think the session was good and more enjoyable than I imagine. I would give it a five out of five I thought it was well put and communicated, way better than anything school could put together. Overall it was really good and I would do something like this again”

Rated 5 out of 5

“I feel that a lot of issues weren't brought up and kind of forgotten throughout the session such as SA and disabilities and mental health. Apart from that it was really good”



Thank you for your time.
Any questions or further reflections?

