

## Youth Action Report - The Mag Edition



### What Happened?

- We consulted 16 Youth Action members from across the South on the Summer Edition of the Mag during 2 workshops held in London
- Youth Action decided on a 'Back to Basics' theme focusing on building basic life skills. They know that clients from all different generations need help doing basic day to day activities, but they might feel too embarrassed to ask how to do these things. Youth Action felt that once you conquer the basics, you'll be ready to step out of your comfort zone and try something new
- Youth Action members acted as researchers, editors and contributors to The Mag. During the first workshop in May they thought up lots of creative ideas for the content, and during the second workshop they put it all together- deciding what images would be included and what order the articles should be in

Some feedback from Youth Action:

*'I like how involved everyone has been. The communication between everyone is brilliant, everyone listens and takes your opinion into consideration.'*

*'It's been an exciting experience and when we see the end result I will feel a big sense of achievement.'*

*'I think it's amazing and it's great to hear young people having a say and helping to shape services for the future. I feel extremely honoured to be involved and very energised. I can't wait to see the finished magazine!'*

*'The youth of today are misunderstood. People feel that young people should be seen and not heard but Home Group gives us the chance to have our say. What means the most to us in life is to prove that the youth have a voice and are equal members of society.'*



*'It is good and I am happy to attend. If I express my opinion it makes me encouraged.'*

*'It's good to be part of something that helps people in the long run. I've never done something like this before.'*

*'I like Youth Action because it gives young people an opportunity to voice their opinion in a positive and constructive way, and we can also receive feedback from the company. Being involved in The Mag has been a great for Youth Action members and it's something that everyone at Home Group will see.'*



## Consulting Youth Action....

We consulted Youth Action on the 'Ending Services Policy' by Lindsay Riddle, Policy Business Partner. We asked them:

If eviction proceedings were being taken against you or someone you knew, what type of service would you expect to receive from Home Group?



- Fair service
- Lawyers
- Explanation and step by step instructions
- Explanation of your legal rights and how you're protected by your tenancy agreement
- Legally trained support staff
- Someone to explain in a really straight forward manner what will happen if you continue to act the way you're acting

If you were in the sad position having lost a family member or a friend living in a Home Group property, what type of service would you like to receive?

- Bereavement counselling
- Offer of help
- Staff understanding and acknowledging what helped
- Help to not feel alone
- Help to understand the process
- Understanding that your behaviour might change
- Someone to talk to

If you wanted to end your tenancy with Home Group, what would you expect Home Group to do next?

- Make sure you're going someone safe
- Help you make a choice about where to go next
- Help make sure it's the right decision to move on
- Support and understanding
- Information about rights and opportunities
- Reassurance
- Kindness
- Commitment even though you're moving on

## Next Steps....

### Youth Action:

The next Youth Action meeting is on 27<sup>th</sup> August in London

### Working with young customers:

A member of Youth Action will be consulting young customers at the Rayners Lane 'Fun Day' on 29<sup>th</sup> August! More information in next month's report!



If you have any questions about Youth Action, if you'd like to consult with Youth Action or if you have any clients or customers from the South that would like to get involved please contact:

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