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## Youth Action 24<sup>th</sup> September 2015, London

### Background

7 young people met in London and gave us their views on good practise in young people's services, their perceptions of the police, involvement in our communities and Equality Analysis of our support practise.

### Ask Youth Action

**Sara Crofts**, Business Contracts Manager asked:

#### What does good practice look like in our young person's services?

- Young people need an aim, good practice is realising this
- Someone to talk to that won't judge
- A friend, a second family
- Support courses; budgeting, cooking etc

#### What do we do well?

- 'Home Group staff have made me who I am today. My support worker was there for me'
- Colleagues go above and beyond
- Colleagues help clients feel safe

#### How can we improve?

- Get everyone involved consistently
- Clear communication; consistent messages and information
- Clients need more help with money; assistance budgeting and spending money properly and then clients will learn some tools to budget
- Inforce House rules
- Be more selective about housing clients together, we need to match better

#### In developing young people's services what should the basics be and the priorities?

- Basics- Food box on arrival, a home, safe and clean environment
- Priorities- good maintenance, fit for purpose appliances, decoration, matching clients properly so housemates bring the best out in each other

**Sharan Babra**, Delivery Manager asked:

#### What are Youth Action's perceptions of police?

Young people said: they make you feel like you've done something wrong; they provoke; they don't approach you as a person; they're bullies; powerful; older officers are more approachable, younger ones tend to throw their weight around... they the bad guys

#### How can we improve relationships?

Young people and police could have role swap days or life swap sessions; police could wear casual clothes and come for an informal chat; Young people to engage in role plays with the police, acting out scenarios to get the best possible ending; young people to approach police to share experiences and tell them how it feels to be judged; police to join house meetings/community meetings; young people to be less aggressive towards police; police can tell young people how it feels when they're intimidated by young people

**Adam Pike**, Customer Service Manager asked:

### **What are the best activities that would spark an interest to get involved?**

- Good communication of involvement opportunities is essential. We don't communicate well to those that aren't already involved
- Being kept in the loop regardless of whether or not you attend an event
- Good feedback loop; how does involvement make an impact?
- Understanding the bigger picture will help people to get involved

### **What are the three most important things you would want Home Group to do to help the community?**

- Fundraising assistance
- Free activities that build skills
- Home Group to work with older and younger generations to help bridge the gap

## **Equality Analysis**

Youth Action gave their views on why they think young people have poorer support and move on outcomes of all client age categories. Young people said they have less learnt experience of success and dedication and as a result find it easy to slip back into bad habits. Youth Action feel young people need to be supported more intensively and also receive a longer period of support when leaving service.

Young people also said that they always fall into the 'young person' category but a young person could also be a parent, have mental health issues and be gay, but we will box them to fit one description. This is limiting and Youth Action would like to identify with more than one client type and access the relevant support.

### **This feedback will shape our Equality Analysis and support practise work**

Total cost: £562.95

Date of next meeting: National Youth Action, date to be confirmed