



DCMS Youth Review 2021 - Youth Sector Engagement Pack Feedback Form

Thank you for participating in the engagement for the Youth Review.

This feedback form is a way for you to share the feedback you've gathered, whilst using the engagement pack. All the information you provide will be received by the Youth Team at DCMS, and will be kept anonymous and not attributed directly to organisations or individuals.

Given tight timescales, we are seeking your contributions by **Tuesday 2nd March 2021**.

Please return completed forms to youthreview@dcms.gov.uk.

- If you choose to facilitate multiple workshops, please use a new form for each session.
- There is no need to transcribe every single word spoken by participants, however it would be useful to include any pertinent quotes (anonymised).
- If you produce any additional written work, post-its, drawings, flip-charts etc., you would like to share, please send files or screenshots along with this form.

If you have any problems using this feedback form, please contact youthreview@dcms.gov.uk.

All responses will be anonymised, but if you are happy to share, it would be helpful to gather some additional information as context to your contributions. This information is confidential and we will not publish any information that could identify you without your permission.

Which organisation do you represent?	<i>Catch22 - National Citizen Service</i>	
What type of project or organisation have you engaged with in these sessions?	<i>NCS - schools, youth clubs, any young people 15-17 years.</i>	
What region are you based in?	South East – Berkshire, Hampshire, East Sussex	
	South West – Bristol and Bath	
	North West – Merseyside and Manchester	
	North East – North Tyneside, Newcastle and Durham	
	East Midlands – Derbyshire, Chesterfield and Wellingborough	

	West Midlands -Hereford , Shropshire , Telford, Wolverhampton, Worcester	

1. Vision & Outcomes

DCMS has two aims for its youth support: **(i) developing skills for life and work, and (ii) supporting mental and physical wellbeing.** We are seeking your views on how to focus DCMS resources and funding to meet these two aims.

Key questions:

<p>What should Government's role be in supporting organisations that deliver youth services?</p>	<p>The Government’s role in solidifying and establishing effective partnerships would be vital to youth support. Organisations can be signposted to one another to dovetail and create effective holistic service delivery that fills the gaps that are currently missing.</p> <p>A more organised and structured approach from the government would greatly support youth services. Local authorities have statutory duties for youth services, but a broader government vision which could be translated at a local level (as above) could be very powerful. This might help to tackle some of the issues we see where young people fall through the gaps between services, because support is short term or up to a specified age. Ensuring structured transitions between services should be key part to any overall youth services plan.</p> <p>Funding and contracts allocated to youth services need to have a longer-term vision to allow for impact to be appropriately measured. Effectively measuring impact would justify the</p>
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	<p>spending that is allocated to youth services such as NCS.</p> <p>Programmes such as Kickstart that are only allocated for 12 months, seem to be a short-term fix. There needs to be a shift to invest in measuring the outcomes of youth services so that we can further evidence and understand the real impact on our young people.</p> <p>Mental health has always been an area that young people have expressed a desire to have more independent support with. It would be great to have packages of support covering different areas; such as resilience and awareness - with learning outcomes that could be safely delivered. National programmes such as NCS allow for programmes such as this to be rolled out to the majority of young people, from any geographic or demographic background. Not all young people are happy or know how to access such provision or support thus this would effectively fill that crucial gap.</p> <p>NCS can play a vital role in bolstering support for schools around skills for work and independence, mental health and wellbeing. The Government should enable this to happen more consistently. Through the autumn period of 2020 when NCS was able to deliver school support sessions such as these, this was well received by the young people and schools appreciated the additional support.</p>
<p>How can Government help ensure every young person has access to positive activities that meet their needs, given the differences in provision across the country?</p>	<p>A national approach to programmes such as NCS allows young people to have better brand recognition and feel part something bigger. It also gives parents confidence in enrolling their young person to a programme that they know that will be well organised with clear outcomes – backed by our government.</p>

Programmes such as NCS need to be firmly **embedded within schools** so that young people can easily access the programmes regardless of their location or background

Targeted recruitment and support based on the geographical area of delivery is key to the success of the programme - taking into consideration variables such as city and rural areas; understanding the impact that this has on a young person's accessibility to attend. Government research on the demographics of young people, both economically and socio-economically, would help drive this forward with a targeted approach.

Government should enable more **flexible models of delivery** so that adjustments can be made to support young people to overcome barriers of accessing youth provision. Example of this can be seen in NCS when more bespoke programmes have been created to meet the needs of target audience. For example, some young people may be more responsive to online support; others face to face.

Inclusivity bursaries would also be an attractive aspect that would allow parents/guardians feel able to access certain provisions.

The Government must look to support **provision that targets the most vulnerable cohort of young people who fall through the targeted provision net** and ultimately have a higher likelihood of suffering long term problems in adult life. Catch22 works right across the public service life cycle from children's social care, to alternative provision education and prison rehabilitation, so understands how much of an issue this is and how important early intervention/preventative services are in addressing this. The Government must look to develop the multi-

	agency approach which we know works.
With limited funding, what would you prioritise for youth provision over the next 3 years and why?	<p>1. Mental health and wellbeing support, with the view to enable young people access skills to be able to enter the world of work.</p> <p>Recent events have massively contributed to adverse effects on young people. Mental health support has been funded for high risk young people with majority not meeting the threshold to be eligible for support. There needs to be a more universal mental health provision – this would allow young people to build in confidence before entering the world of work.</p> <p>2. Sustainable, quality and long-term employability support.</p> <p>With the impact of the pandemic, there is a risk of huge swathes of young people becoming NEET. It's great that there are programmes such as Kickstart but these are only funded for 12 months. There needs to be a more strategic plan in place that embeds employability and transferable skills in schools as well as having the appropriate advice and guidance that support a young person to understand what opportunities are available and know where and how to access them.</p> <p>3. Life skills packages that aren't taught in school such as; how to bank smartly, costs associated with living independently, organising personal finances – would give young people the confidence to live independently</p>

Additional questions:

Please note, as additional questions you are welcome to share any key messages and feedback where you can, but you may also wish to leave this section blank.

<p>What youth activities/services do you think make the biggest impact on the aims mentioned above? Are there any of these you particularly struggle to fund?</p>	<p>NCS is an all-round programme that can support young people in a variety of different ways, from a variety of different backgrounds. The programme has real, tangible links to mental health, wellbeing, skills building and employability. NCS contributes to society in a clear and progressive way that gives young people a voice - echoing this. Staff and young people can build positive, meaningful relationships in such a short space of time – which is a great benefit of the programme.</p> <p>A better referral system beyond short-term services would be beneficial to achieving the aims set out above. Better signposting during NCS activities, for example, to long term services.</p> <p>The government should look at how it can link-up partnerships that can benefit one another to allow streamlined support services for young people.</p>
<p>Should we be prioritising international youth opportunities and if so, why?</p>	<p>International experiences will always add value to the development of a young person - however there is a great deal of skills that can be developed in the UK which maybe more cost efficient and would also support the local economy. With the current global pandemic there are great risks with international travel – so investing in programmes closer to home would work in times of crisis, such as this.</p> <p>International link-ups of similar programmes could, however, be delivered virtually. Virtual connectivity has been a huge asset to everyday life during the pandemic – this would be one way to access an international essence to youth work – connecting young people from a variety of cultures.</p>

	<p>However, many vulnerable young people live in digital poverty, and any wider Government approach to providing more effective youth provision, must tackle digital exclusion as a priority.</p>
<p>What role does digital provision have in delivering services for young people?</p>	<p>Digital delivery has evidently served a great purpose and can be a fantastic way to enhance accessibility across large areas - reaching young people on mass. It also brings people together who may not have come into contact before. It should not supersede any face to face activities (when Covid permits) as the benefits of meeting in person often far outweigh digital. Bringing people together is going to be vital in supporting development of young people.</p> <p>However, the pandemic has highlighted an issue that has always been present, in that not all young people have access to virtual provisions such as Wi-Fi at home, laptops or mobile phones – therefore, without providing sustainable, long-term access to devices, data and digital skills training, virtual provisions will not be inclusive to all. The Government must take into account the knowledge and expertise of VCSE organisations such as Catch22 and the experience they can bring in addressing how we can, as a society, collectively close the digital divide in order to support young people most effectively. Catch22 is currently supported the IEP at DCMS with developing a digital inclusion strategy.</p>
<p><i>What role does youth volunteering play in achieving these aims?</i></p>	<p>Youth volunteering is well established in a provision such as the NCS. Young People that engage in social action and volunteering get great benefits from it but are sceptical at the start as they are not familiar with it and often can't see past its negative label. It does therefore need to be presented in the correct manner, in order to maximise uptake.</p>

	<p>Youth Volunteering allows the participants to build strong relationships with their local communities and feel connected and embedding within them. Young people often feel a disconnect with their local community – where employment and mental health are fundamental struggling factors. Clear pathways between youth volunteering, employment and positive mental well-being should be mapped out and encouraged. The Government should look to build on programmes like NCS to create a national youth movement. This would not only encourage volunteering and the benefits that this brings, but enable young people to also work as ambassadors with appropriate training etc. enabling them to gain employability and other skills for greater community engagement and a more purposeful life. It could also be a vital way to reach and support more young people who are vulnerable through peer mentoring style programmes.</p>
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2. Funding models & Partnerships

We are continuing to explore how Government can best support organisations that deliver youth services. This includes investigating different youth funding models at a national and local level that would increase collaboration, leverage additional funding into the sector and get the best outcomes for young people.

Key questions:

<p>What is the most effective funding model you've seen that encourages collaboration between youth service providers and positive outcomes for young people?</p>	<p>Funding models that focus on taking a holistic approach to a young person's needs are the most effective. Often young people have a range of issues that overlap and need a partnership of services to offer that wrap around support. If there were funding models available which encourage organisations to lead on specific needs for a young person but</p>
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	<p>working in partnership with other services or organisations then this would also remove, often unhelpful elements of competition and encourage collaboration..</p> <p>Payment by performance can be a cost-effective model with appropriate guidance, evaluation and support. This ensures that targets are met and public money is well spent - but more emphasis is needed to be on quality. An example of this would be the NCS payment mechanism – this is heavily grounded in young people turn-ups whereas if there was a higher percentage attached to completing of a programme; this would drive programme quality. Organisations would be pushed to ensure that programme quality was good, and outcomes were met.</p>
<p>How can we help leverage alternative funding into the youth sector?</p>	<p>An alignment of activities would allow us to identify funding gaps – and research would evidence the need to fill such gaps. Strong data would greatly influence an injection into the funding of the youth sector and diminish any scepticism towards the need to utilise this.</p> <p>Not all outcomes are tangible or quantitative, therefore a correct measure for the intangible outcomes that hugely benefit young people are needed as there is a lack of evidencing these.</p> <p>There is also great potential for greater leverage from government for private sector CSR programmes to mandate a youth partnership element, which can then draw on corporate sector innovation and expertise. Catch22 delivers many successful employability and youth diversion programmes in partnership with big corporate organisations, bringing together the expertise</p>

	<p>of a community-based VCSE with the power of a big business.</p>
<p>How can Government support innovation in the youth sector?</p>	<p>By allowing flexible contractual terms that encourage sectors to engage in linked-up working – there would be a scope for innovative programmes to be developed.</p> <p>Cross working with employability, educational, and health care sectors etc would also open a large gap of knowledge to the youth sector, whereby specialist programmes can be delivered to young people through the knowledge of leaders within those sectors.</p> <p>Furthermore, the Government should communicate funding opportunities more effectively, wider and to smaller organisations and through more channels.</p>

Additional questions:

Please note, as additional questions you are welcome to share any key messages and feedback where you can, but you may also wish to leave this section blank.

<p>What do you consider to be the key priorities for capital funding in the youth sector?</p>	<p>A focus could be on technology and greater capital investment in IT accessibility within the youth sector. Many youth contracts currently have little capital funding making it difficult for long term integration and sustainability within communities i.e. contracts come and go and there is no lasting legacy in a lot of cases</p> <p>There needs to be greater accessibility for capital funding for grassroot projects. Local community projects have a really good understanding of need and have the relationships with young people but often don't have the resources to set up as project.</p>
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Should approaches to funding change when considering national and local organisations? If so, how?

National and local organisations can work in unison on contracts. Funding can be competitive, therefore there should be a drive for interlinking areas of expertise and local knowledge to be able to create a more holistic approach to youth support.

National organisations generally have the capacity to develop partnerships with local organisations – working hand-in-hand with the same visions and goals.

3. Data & Evaluation

We recognise the challenges and successes in recent years in evidencing the impact of youth services, and are keen to explore ways to better capture the value of youth provision as early interventions. We are continuing to work with the sector to explore ways to showcase impact that meets both the sector and Government’s needs.

Key questions:

How can we better capture the long-term impact of youth provision?

Not all outcomes are tangible or quantitative, therefore **a correct measure for the intangible outcomes** that hugely benefit young people are needed as there is a lack of evidencing these.

For example, evidencing participation completion with longer term life-goals such as employment rates, those who have accessed benefits, those who have had criminal intervention – against those young people who did not participate would give a view to the impact of participation on the wider society.

How can we better capture the preventative value of early intervention youth provision?

Similarly to the above - where a strong correlation between participation and how this has caused a **preventative measure** can be sought – it should be. This data would be invaluable to the justification of youth sector spending. Outcomes that are compelling to youth succession in later life are a great cause for examination and research.

Additional questions:

<p>How has previous Government investment on data collection and evaluation of youth provision worked well? What challenges have persisted?</p>	<p>There is always a challenge that arises when trying to measure the impact of programmes on a young person’s confidence, happiness, mental health, friendship building and well-being. A greater way to measure these and allow youth sector provisions to uplift the value that this has to a participant would be hugely beneficial to the future of youth programmes.</p>
<p>What is the best impact data you have seen in youth provision?</p>	<p>NCS spending reviews on programmes where young people have completed an Ipsos Nori survey have collated tangible data that highlights impact, as well as areas needed for improvement. This data feeds into youth support in educational and health and social care sectors.</p> <p>Your NCS Evaluation 2018 report completed with Kantar is worth revisiting here, as is the LE Report on options for evaluation of long-term outcomes of the NCS programme.</p> <p>Many organisations use “Journey travelled” style reporting at the start and end of a provision, but this doesn’t capture the long-term effect. A reporting system could be set up whereby young people use a log in (which will not change over time) such as NI number and they’re asked 1 year, 5 years, and 10 years later what their opinion of a service impact was.</p> <p>There needs to be more funding to youth organisations for capacity building in terms of implementing gold standard evaluations. This should be built into youth provision contracts to ensure high quality evaluation of programmes that accurately articulate the cost/benefit and long-term impact of</p>

	<p>programmes to better inform youth policy more broadly.</p> <p>Please see Appendix A for Catch22's NCS data.</p>
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4. Further feedback

<p>Are there any further reflections or feedback you would like to share with DCMS?</p>	<p>The main message would be to streamline services to ensure funds are well spent on supporting young people. There is still lots of doubling up in services and as a result, bad feeling towards NCS and what is considered a short-term fix.</p> <p>The Government should incentivise partnership working throughout commissioning processes to ensure that services are complementary and not in competition to support young people – this will ensure a truly effective multi-agency, holistic, long-term approach to supporting young people.</p> <p>Funding and contracts allocated to youth services need to have a longer-term vision to allow for impact to be appropriately measured. This will help ensure the success of programmes, such as NCS, which have a lot of potential within the landscape of youth services more broadly.</p> <p>NCS has a place and a purpose - as outlined throughout this document - it just needs to align better with longer term support offers, and the right kinds of evaluation.</p>
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Confidentiality of your responses

Information provided in response to this engagement exercise, including personal information, may be subject to publication or disclosure under the Freedom of Information Act 2000, the Data Protection Act 2018 or the Environmental Information Regulations 2004.

If you want all, or any part, of a response to be treated as confidential, please explain why you consider it to be confidential. If a request for disclosure of the information you have provided is received, your explanation about why you consider it confidential will be taken into account, but no assurance can be given that confidentiality can be maintained. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on the Department.

The Department for Digital, Culture, Media and Sport will process your personal data (name and address and any other identifying material) in accordance with the Data Protection Act 2018 and, your personal information will only be used for the purposes of this call for evidence. Your information will not be shared with third parties unless the law allows it.

You can read more about what DCMS does when we ask for and hold your personal information in our personal information charter (see [here](#)).



NCS benefits young people from a range of social backgrounds. On Catch22 programmes

- **19%** of participants who shared ethnicity information stated they were non-White British¹
- **30%** of participants who shared their disability status said they had a disability – including 136 with mental health difficulties and 156 who are blind or partially sighted²
- **22%** of participants were receiving free school meals³

Feedback from young people taking part shows how participation in NCS builds life skills, encourages greater involvement in their local area and demonstrate the value of having lasting impact.

- **92%** said they were able to develop skills relevant to them in the future
- **80%** said following participation on NCS they are more likely to help out in their local
- **89%** said they've been able to take part in something that has a lasting impact⁴

NCS makes young people more resilient

72% of young people participating in NCS recorded an improvement in their resilience skills⁵

¹ Catch22's NCS programmes, 2019

² Catch22 NCS programmes 2017/18

³ Catch22's NCS programmes, 2019

⁴ Catch22 NCS programmes 2017

⁵ Catch22's NCS programme, summer 2018

The benefit to local charities and support groups is huge

More than **£400,000** has been raised for local causes as part of NCS social action projects in 2017-2019.